## Five-Minute Mentor Process

Breaking down the five steps of the fiveminute mentor process

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## What is the Five-Minute Mentor Process?

- Coaches and mentors are trying to help their students get better, grow and achieve their professional goals
- But there is often a reluctance to coach because of a perceived, lengthy time commitment
- While coaching can be a long-term commitment, each interaction can be short
- With five-minute interactions, coaches can teach without carving out large blocks of time

- With repetition, five-minute mentoring teaches students how to solve their own problems


## Step One - Learn About the Problem

- The student explains the problem to the coach in a single paragraph
- Example 1 - a sales manager explains that her salespeople are not attending her regularly scheduled sales meetings
- Example 2 - a sales manager explains that one of his top sellers is not completing his activity in the CRM
- Example 3 - a coach complains that his players are not taking training hard enough


## Step Two - Ask Clarifying Questions

- The coach asks questions to make sure they understand the problem
- We don't want to end up solving for the wrong problem because of confusion
- Possible clarifying questions:

- How do you mean?
- How often is this happening?
- Is this the only problem?
- What is happening instead?


## Step Three - Ask Coaching Questions

- The coach asks questions designed to get the student thinking about a possible solution.
- Coaching questions are the key to the student learning to solve problems for themselves.
- Possible coaching questions:
- What have you tried?
- Are people misunderstanding your intent?
- What did they say?
- What do you think is causing the problem?
- How can you help?


## Step Four - Dispense Wisdom and/or Support the Student's Ideas

- If the student has no good ideas, the mentor can suggest a few in the form of a question
- Would it make sense to try ABC or XYZ?
- Are you willing to try XXX?
- What would happen if you did ZZZ?
- Support the student's ideas while challenging them
- That sounds good. Will it work?
- How can you make sure this plan is effective?
- Are you committed to this action?


## Step Five - Agree to an Action Plan

- After the wisdom has been dispensed or the student has created a few good ideas, the mentor asks for a commitment
- Sounds like you have a plan. Is this what you are going to do?

- When will you take the first steps?
- When will we get together to evaluate?


## Synopsis

The five-step process is intended to take five minutes.

- The intent is for the interaction to be short and intense, not to actually put a clock on it


Step 3 - Coach Asks Coaching Questions

Step 4 - Coach Dispenses
Wisdom and/or Supports
Student's Ideas

Step 5 - Student Provides an Action Plan


## Questions?

- Contact The Five-Minute Mentor
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