



 Health Partners

Hearing Loss Workplace Mentoring

Employee Journey

Hearing Loss Workplace Mentoring

This information sheet details how workplace mentoring works and what to expect.

What is workplace mentoring?

- A series of 1:1 sessions facilitated by a hearing loss workplace mentor who will work with you to develop a range of coping strategies to help you manage your hearing loss at work.
- Mentoring by its nature is personalised to an individual, unlike training and development courses that have pre-set learning outcomes and objectives. The strategies developed and practised will be tailored so that they work in way that you prefer to learn and process information.

Mentoring is a strengths-based, solution-focused approach to enable individuals to be their best at work. Some areas that may be addressed are:

Work Based Skills Mentoring

- Introduction to lipreading
- Reading techniques
- Attention and focus
- Working memory and hearing loss
- Embedment of assistive technology into practice
- Understanding your hearing loss
- Decision making
- Communication tactics
- Assertiveness
- Professional communication
- Self-advocacy
- Tinnitus information
- Perspective taking
- Repair techniques
- Problem solving
- Impact of their condition
- Masking and camouflage
- Stress
- Emotional wellbeing
- Confidence building
- Energy techniques and pacing
- Motivation



What happens when I have been referred for mentoring?

Once your referral has been allocated to a specialist hearing mentor, the workplace adjustment coordinators will be in contact with you to book the series of mentoring sessions. These mentoring sessions are usually delivered in a block, and we find that sessions are most effective when space two weeks apart.

- You will receive an email confirmation of your mentoring appointments (date and time) and this will include a meeting link via Microsoft Teams.
- Once appointments are confirmed these appointments will be shared with the referrer.

Mentoring checklist

Your mentoring sessions will be delivered virtually. You will need:

- ✓ Access to a computer or smart phone that is audio enabled
- ✓ Access to video conferencing (Microsoft Teams) or telephone
- ✓ Access to a comfortable private space away from noise and distractions
- ✓ The ability to take notes
- ✓ Prepare by considering what you want to talk about on the day or think about some examples of any recent challenges

What happens during the first and subsequent mentoring session?

- The mentor will conduct a short ID Check for every call.
- During your first session, we will:
 - identify goals that you'd like to work on
 - agree the ground rules that will set the foundation for working together
 - discuss practicalities like notice for cancellation of a session and confidentiality.
- We will talk about the current expectations within your role further exploring your strengths and challenges within the workplace.
- Depending on your workplace needs assessment report, we will work with you to develop potential solutions and coping strategies to support the key areas of focus.
- Resources may be provided to you after the session if deemed appropriate.
- Between the sessions, you may agree to try out the strategies that were discussed and can come back to the next session with feedback.

What happens at the end of a block of mentoring?

- After the agreed number of mentoring sessions, we will send you a summary report outlining the topics that we have discussed.
- If you require more mentoring sessions, you will need to consent to share the summary report with the referrer. Any additional sessions will be at the discretion of your employer and we will require authorisation to proceed.

Frequently Asked Questions

What if I need to cancel my appointment?

We understand that cancellations may be required. You will receive text reminders 2 days in advance of your appointment, which will prompt you to cancel if required.

Please make sure you cancel any session with at least 48 hours' notice by emailing wpateam@healthpartners.uk.com or calling 01273 013771.

Any late cancellation will be charged as per cancellation policy. Following two consecutive cancellations (under 48 hours policy) or non-attendance, the referrer will be contacted on the case to authorise any future appointments. The referrer will have 5 working days to respond or the appointments will be cancelled.

I would like support in my sessions. What do I do?

If you need specific adjustments such as advocacy, please contact us in advance by emailing wpateam@healthpartners.uk.com or calling 01273 013771.

Can I bring my Line Manager?

No, bringing a Line Manager to mentoring would require a different type of session which is called facilitative mentoring (co-mentoring). If you would like this type of session, please contact us by emailing wpateam@healthpartners.uk.com.

Is this counselling?

No, this mentoring specialises in your workplace needs. Your mentor is not a mental health counsellor.

I have feedback for my mentor – what can I do?

We want to ensure that your experience with us is the best it can be, therefore if there are any elements you have feedback on, please do get in touch so we can look into this. You can contact us on wpateam@healthpartners.uk.com. At the conclusion of your mentoring block, you will also receive a survey which can be used to provide additional feedback.



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