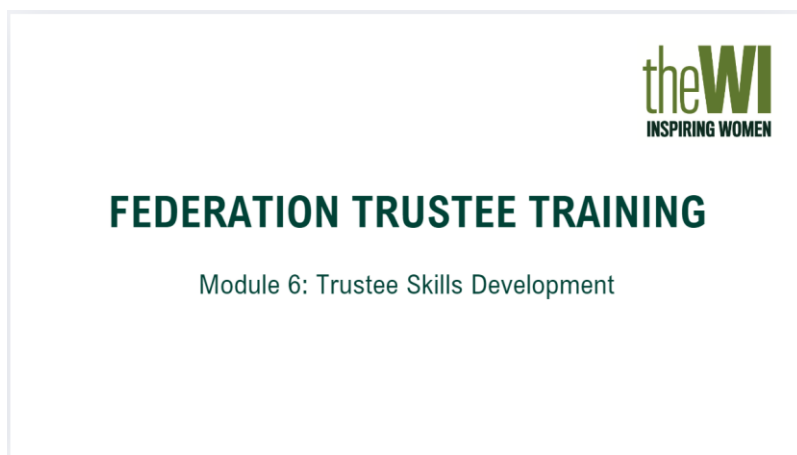


## Federation Trustee E-Learning Transcript - Module 6

### Slide 1 – Welcome



Welcome to the Federation Trustee E-learning Programme!

We are delighted to have you here and hope you find this training both informative and valuable in supporting your role as a Federation Trustee.

This e-learning complements the WI Core Module Programme and is designed to enhance your understanding of the responsibilities that come with your trustee role. The Core Module programme consists of three modules that cover key areas, including; an introduction to the WI, an overview of the Constitution, and an in-depth look at the Policies and Procedures established by the NFWI.

For a seamless experience, we recommend completing the WI Core Modules before beginning the Federation Trustee training, as they provide helpful context and serve as a useful refresher. You'll find the link to these modules just below the video.


This training is a mandatory part of your responsibilities as a trustee, with this module specifically focusing on Trustee Skills Development. All resources referenced in the modules, as well as a transcript, are available under the 'Helpful Links' section below the video.

At the end of the module, you'll complete a short knowledge test. Upon successful completion of all six modules, you'll receive a certificate recognising your achievement.


## Slide 2 – Introduction to Module 6

### Introduction to Module 6

- Understanding the value of having a trustee mentor
- Reflecting on your own communication and interpersonal skills
- Analysing different team roles and how they influence team dynamics



We hope that by the end of the module you will have a greater understanding of how your skills can be developed



In this module, we'll explore the additional skills you can develop as a trustee by:


- Understanding the value of having a trustee mentor
- Reflecting on your own communication and interpersonal skills
- Analysing different team roles and how they influence team dynamics

By the end of this session, you'll have a greater understanding of how to further develop your skills to strengthen your impact as a trustee.


## Slide 3 – Mentoring

### Mentoring

- Active Listening
- Being Empathetic and Encouraging
- Being Honest
- Being a Confidant
- Effective Communication & Tone of Voice
- Body Language
- Being a Team Member



These are the key skills needed to be a great mentor



At the NFWI, we believe peer mentoring is a powerful tool. Mentoring benefits both the mentee and mentor, fostering mutual growth and support. Mentors often share experiences, successes, and even challenges, offering newly elected trustees or Federation Officers a supportive network.

Some federations have established mentoring schemes where an experienced trustee or officer guides new trustees. This mentorship can range from answering practical questions to providing guidance on more complex topics, such as

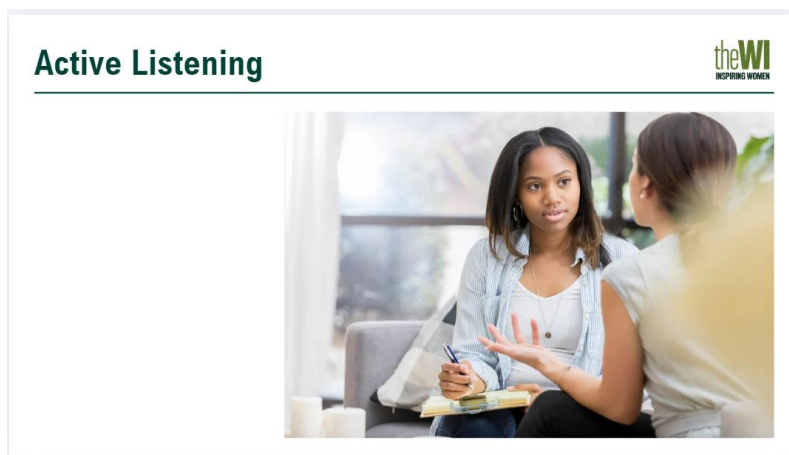
governance and constitutional matters. For mentors, this role is a unique opportunity to support others while also gaining fresh perspectives.

Effective mentoring requires several key skills, including:

- Active Listening
- Being Empathetic & Encouraging
- Being Honest
- Being a Confidant
- Effective Communication & Tone of Voice
- Being a Team Member

These skills are valuable for everyone, not just mentors and form essential qualities for trustees working as part of an effective board. We'll explore each of these skills in the following slides.

#### Slide 4 – Active Listening




Active listening means giving the speaker your undivided attention without planning your response. As a mentor, showing interest through non-verbal cues, such as nodding, and refraining from interrupting, demonstrates respect and openness.

Providing positive feedback can encourage the mentee to share more freely. Active listening also requires time. Ensure you're able to listen without distractions or consider rescheduling to when you can be fully present.

## Slide 5 – Empathy & Encouragement

### Empathy & Encouragement



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Empathy means understanding another's feelings without necessarily sharing them. Encouragement involves using positive words and gestures to bring out the best in others. Remember, empathy doesn't mean agreeing with everything; it's about respectful understanding.

## Slide 6 – Honesty

### Honesty

You can consider:

- How does an individual ever learn if we are not open and honest about how we can become better at things?
- Or how does an individual start to understand a differing perspective if we never share that perspective?

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Honesty is essential in the mentor-mentee relationship as well as the relationship between all Federation Trustees. Even when opinions differ, sharing perspectives sensitively helps build trust. Nobody needs to have all the answers. Open discussions can foster learning and growth, supporting both individuals in navigating challenges together.


Consider these questions:

How does an individual ever learn if we are not open and honest about how we can become better at things?

How does an individual start to understand a differing perspective if we never share that perspective?

## Slide 7 - Being a Confidant


### Being a Confidant



If someone reveals information to you, in confidence, that is important to act on you should:

- Explain that what you have heard is serious enough to warrant action
- Ask permission to share some of the details revealed to you without saying their name
- If they don't give permission try to experience the situation yourself therefore you can take action without the person being involved

A trustee needs to be able to know when to be a confidant or to know when to seek additional advice or support.




Confidentiality is critical in a mentoring relationship. Trust is essential, but it's also important to know when confidentiality needs to be balanced with the need for external support. If a mentee shares something sensitive and you feel that you need to take action, follow these steps:

- Let them know that the information may require action and explain why.
- Depending on the information outline what action you feel is appropriate and whether by taking that action you will need to share personal details, including their name.
- If they're uncomfortable, seek always to address the issue independently. However, it is important to be aware that you have a duty to disclose certain types of information. For example, if the information shared relates to a safeguarding or safety concern, highlights criminal or unethical practices or identifies a serious risk of harm to the individual or another person, then you have a duty to follow these up more formally and cannot therefore guarantee confidentiality or anonymity. Maintaining a confidential, supportive environment builds trust and mutual respect but you must also balance this with your wider duties and responsibilities as a federation trustee.


## Slide 8 – Communication & Tone of Voice

### Communication & Tone of Voice



- Body language
- Paraphrasing
- The use of open questions
- Building Rapport
- Mirroring and matching

Our attitudes, opinions, values and bias can creep into the way we communicate with others




Effective communication encompasses a range of skills, such as:

- Using positive body language
- Paraphrasing
- Asking open-ended questions
- Building rapport
- Mirroring and matching

Remember, communication is not just about what you say but how you say it. Body language and tone can significantly influence your message's reception.

## Slide 9 – Being a Team Member

### Being a Team Member



<b>Action Oriented Roles</b> <ul style="list-style-type: none"><li>• Shaper</li><li>• Implementer</li><li>• Completer Finisher</li></ul>	<b>People Oriented Roles</b> <ul style="list-style-type: none"><li>• Co-ordinator</li><li>• Team Worker</li><li>• Resource Investigator</li></ul>	<b>Thought Oriented Roles</b> <ul style="list-style-type: none"><li>• Monitor Evaluator</li><li>• Specialist</li><li>• Plant</li></ul>
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As part of a federation board, you are part of a team. Developing an effective team dynamic is key to making the best decisions for your charity and your members. There are many different theories and guides that can help support you to be an effective team, but we have shared one here to get you started.

The Belbin Team Roles framework, developed by Dr Meredith Belbin, helps identify individual strengths and roles within a team. Here's a brief look at each role category:

- **Action-Oriented:** Shapers, Implementers, and Completer Finishers
- **People-Oriented:** Coordinators, Team Workers, and Resource Investigators
- **Thought-Oriented:** Monitor Evaluators, Specialists, and Plants

Each role brings unique strengths, with ideal teams featuring a balance of roles to support collaboration and productivity. Consider what role you naturally align with and how you can use this understanding to improve teamwork.

We've summarised the roles and how they work together in a resource document which is available to download below this video. It may be a useful exercise for you and your Federation Board to identify your roles and what those mean for the way you work together.

#### Slide 10 - Summary of learning

**Summary of Learning**

- Consider the value of a trustee mentor
- Reflect on your own communication and interpersonal skills needed
- Look at a model to analyse different team roles

We hope you have learned something new or refreshed your knowledge!

Thank you for participating in this learning module, we hope you have learned something new or refreshed your knowledge about developing your skills as a trustee.

In this module you have:

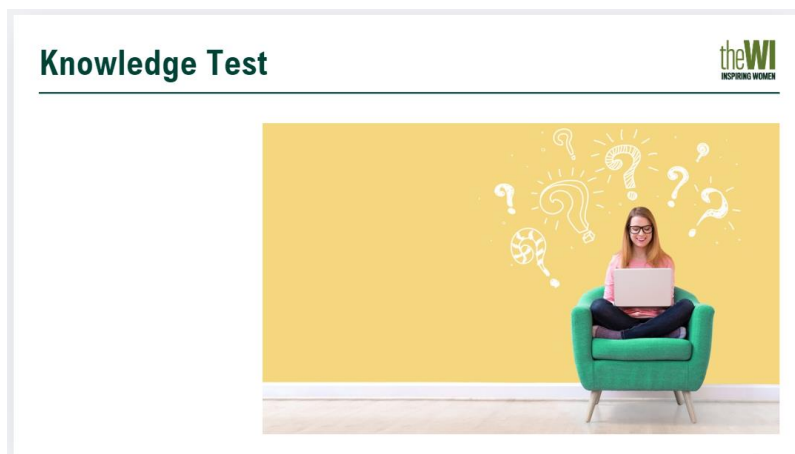
- Considered the value of a trustee mentor
- Reflected on your own communication and interpersonal skills
- Looked at a model to analyse different team roles

To support your continued development within the trustee role, the NFWI hold a variety of regular training sessions on subjects such as; Conflict Management,

Communication Skills, and Equality, Diversity & Inclusion. These sessions are shared with federations via the weekly email and are available to book on the WI Learning Hub; we've included a direct link to the current sessions available below.

For further trustee training, please see the Institute of Chartered Accountants in England and Wales. We have a step-by-step guide for accessing this training package in the Federation Roles Resources section on the WI Learning Hub.

#### Slide 11 – Knowledge Test



Well done, you have reached the end of the Federation Trustee training. We have prepared a final test covering questions from all modules of the training.

Thank you so much for volunteering your valuable time. Please do not hesitate to contact the NFWI should you have any questions or require support. This training package is available for you to refer back to, simply save the link and passwords included in your confirmation email. We wish you the very best in your role as Federation Trustee.