

THE COMPLETE MENTORING PROGRAM TOOLKIT



MENTORING

Mentoring has been transforming people for thousands of years. And today, it is an equally transformational tool for organisations all over the world - including the 71% of Fortune 500 companies who run formal mentoring programs.

Why mentoring?

Organisations that run effective mentoring programs see higher engagement, more positive and inclusive workplace cultures, and better leadership development.

Individuals who have access to great mentors (and great mentees), see more promotions, more skill development, increased confidence, and better personal and professional outcomes.

The following sections of this toolkit are intended to provide you with many of the tools you will need to start and run a mentoring program for your organisation.

Many of the tools that you can use to empower your people and organisation to improve through the proven benefits of mentoring.

TOOLKIT CONTENTS

5-6 Mentoring Program Checklist

8-10 Mentoring Program Tip-sheet

12-15 Mentor-mentee Matching Questionnaire

17-20 Proven Mentoring Content & Resources

22-24 Mentoring Program Proposal Framework



“

Steve, thank you for being a mentor and a friend. Thanks for showing that what you build can change the world. I will miss you.

Mark Zuckerberg, Facebook CEO, tweets about his mentor Steve Jobs, the former Apple CEO.

Mentoring Program Checklist



MENTORING PROGRAM CHECKLIST

Are you on the right path?



MENTORING SOFTWARE DEMO

Will you have 50+ program participants in your program? [Get a mentoring software demo](#) to see how it reduces the admin work and hassle required to manage your program.



DEFINE OBJECTIVES

Define the purpose of your program (learning & development, diversity & inclusion etc.) and create associated measurable objectives.



CREATE MATCHING CRITERIA

What matching criteria do you want to gather from your mentors and mentees to make matches? What survey questions should you ask? Years of experience? Interests? Career goals?



COLLATE RESOURCES & CONTENT

How can you maximise the mentoring experience for mentors and mentees? [Take a look at our Resource Hub here >](#)



CREATE TRACKING MECHANISMS

How will you gauge mentee-mentor progress and satisfaction? How will you measure and demonstrate program success?



DECIDE ON METHOD OF DISSEMINATION

How will you communicate with mentors and mentees? How will you send helpful content to them? Email? Intranet? Or via Mentorloop?



GENERATE AWARENESS

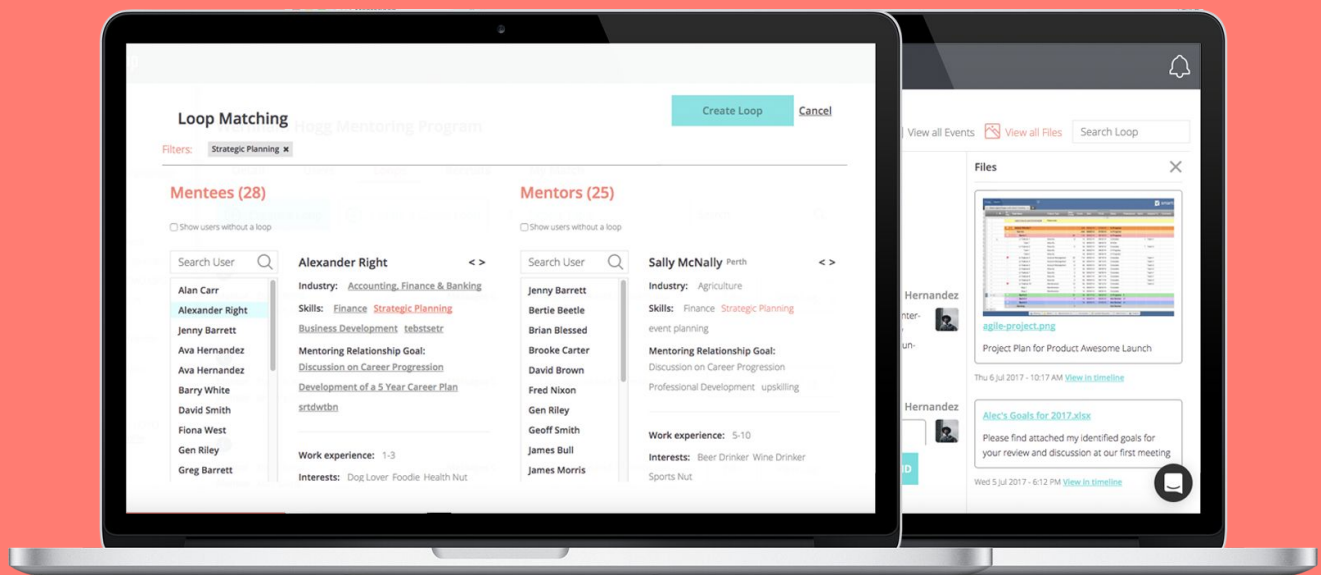
Get your marketing hat on, or pull in some reinforcements. Get people excited.

MENTORLOOP

MENTORING SOFTWARE

"This software has enabled us to successfully implement a mentor program, something that we (as an organisation) have wanted to do for many years. The Mentorloop software has taken all of the hard work out of administering a successful program."

Catherine Atkinson | GM @ The Institute of Public Accountants



[See a software demo](#)

Mentoring Program Tip-Sheet



TOP 10 TIPS:

How to Run a **Successful** Mentoring Program



1. ENSURE SENIOR MANAGEMENT BUY-IN

Ask a senior member of staff and/or divisional heads to promote the program in company-wide emails or announcements.



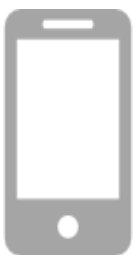
2. FOCUS ON WHAT SUCCESS LOOKS LIKE

Define program objectives before the start of the program. Integrate goal-setting into the Mentorloop recruitment form (or your other recruitment method) so you can measure against initial goals and gauge the success of the program.



3. SET EXPECTATIONS EARLY

Inspire mentees to be proactive; they have the most to gain from the experience. Get employees in the habit of using Mentorloop, so that you can accurately track activity and engagement.



4. GET PEOPLE EXCITED!

Bring awareness to the program launch date of with an event. Even a small event ensures mentorship is top-of-mind for employees and management, resulting in better engagement and better outcomes.



5. ACTIVELY ENGAGE PARTICIPANTS

Set tasks in so mentees remember to introduce themselves and schedule their first meetings. Share checklists to coach them through the process - and show them what good mentoring looks like.



6. LEVERAGE RESOURCES & CONTENT

Utilise resources - including checklists and learning resources to keep mentors and mentees engaged and help them achieve the holistic development outcomes they desire.



7. MONITOR & MANAGE

Use Mentorloop to identify participants who have not yet communicated or are lacking engagement, and find out why. Leverage pulse surveys and program reports to receive goal-setting and satisfaction updates.



8. DON'T FORCE IT

Life happens. If the situation of a mentor or mentee changes (available time, personal issues etc.), feel free to remove them from the program and re-match the other user.



9. DRIP FEED ENGAGEMENT

After the first month, send a check-in email and 'thanks for partaking' note. If using Mentorloop, enable automated content sequences, which automatically send contextual content and resources to your people.



10. USE US! WE'RE HERE TO HELP

We are here to be your mentoring software provider and mentoring consultants. Feel free to [reach out to us](#) about anything mentoring related, including how-to's, must-do's, and don't do's.



“

***Had there not been you, there never
would have been me.***

Oprah Winfrey told her mentor, Barbara Walters, during an interview.

Mentor-Mentee Matching Questionnaire



10 OBJECTIVE QUESTIONS

You must ask...

Q1. WHAT'S YOUR NAME?

An obvious question, for obvious reasons.

Q2. WHERE ARE YOU LOCATED?

If in-person meetings are important to your mentoring program, it helps to know where people are located. You may also want to flip this and connect people into remote mentorships to connect your workforce etc.

Q3. WHAT'S YOUR LINKEDIN URL?

In the 21st century, you can save your mentor or mentee a lot of mentorship discovery time by giving them access to their mentor or mentees professional digital footprint: LinkedIn.

Q4. WOULD YOU LIKE TO BE A MENTOR, MENTEE, OR BOTH?

It's pretty hard to match mentors with mentees without knowing whether they are a mentor or mentee. But it's also important to ask mid-level managers whether they would also like to be mentored - even though they are obviously suited to being a mentor too. If not, the experience is still a learning one, with all mentors being inherently involved in reverse mentoring anyway.

Q5. WHAT'S YOUR CURRENT JOB FUNCTION?

e.g. sales, marketing, strategy, management, operations, Talent/HR, IT, engineering. Many mentees want to be connected with a mentor who aligns with their own career path or aspirations. Find out who aligns with who.

10 OBJECTIVE QUESTIONS

You must ask... (continued)

Q6. WHAT ARE YOUR GREATEST STRENGTHS?

e.g communication, leadership, design etc. Maybe you want to connect like-strength people; maybe you want to connect people weak in certain areas with people strong in those areas.

Q7. WHAT AREAS WOULD YOU LIKE TO DEVELOP IN?

A follow-on to the question above, maybe a mentee is currently working in sales but would like to transition into more marketing focused roles. The goal/desires of the mentees is more important than their current state (mentoring is outcome focused - forward looking).

Q8. WHAT'S THE #1 THING YOU WANT TO GET OUT OF THIS MENTORSHIP?

e.g. general career advice & guidance, industry-specific expertise, management/leadership development, expanding my network etc. This is also a question to measure against at the end of the program, to showcase employee outcomes.

Q9. WHAT'S YOUR PREFERRED CHANNEL OF COMMUNICATION?

i.e Mentorloop, email, skype, phone etc. While this question isn't a make or break, it can be highly beneficial to have a mentor and mentee match where both want to communicate via skype, or phone, or email etc.

Q10. IF YOU HAD TO DESCRIBE YOURSELF... (SELECT ALL WHICH APPLY)

e.g. sports nut, techie, social butterfly, dog lover, foodie, health nut, traveller etc. There's nothing better than a bit of common ground. Try find some great icebreakers and commonalities between mentors and mentees with questions on the lighter side.

5 SUBJECTIVE QUESTIONS

You should ask...

Q11. IN 3 YEARS TIME, YOU WOULD LIKE TO BE DOING [X] in [Y]?

Human's find it challenging making realistic plans long term; but you can glean a lot of insight from asking someone where they want to be in a few years time. How ambitious are they? Do you have a mentor in your cohort who knows the exact path to that position because they are already there - or have been there before.

Q12. YOUR TOP PASSIONS ARE...

You can leave this one open ended or make it multiple choice to encourage mentors and mentees to be matched on a deeper level. Mentorships aren't only about professional development.

Q13. WHAT ARE SOME CHALLENGES YOU ARE EXPERIENCING AND TRYING TO OVERCOME IN YOUR ROLE AT THE MOMENT?

Is the mentee having a hard time with their boss? Or struggling to transition to leadership? If you can align these problems and hurdles with a mentor who is in the best position to help them overcome them - you are onto a winner.

Q14. DESCRIBE YOUR IDEAL MENTOR OR MENTEE..

This question really gets to the heart of the type of person and attitude each mentor or mentee would like to be paired with. While you probably can't give them their ideal mentor or mentee - asking this question can help you get close.

Q15. WHAT DOES MENTORSHIP MEAN TO YOU?

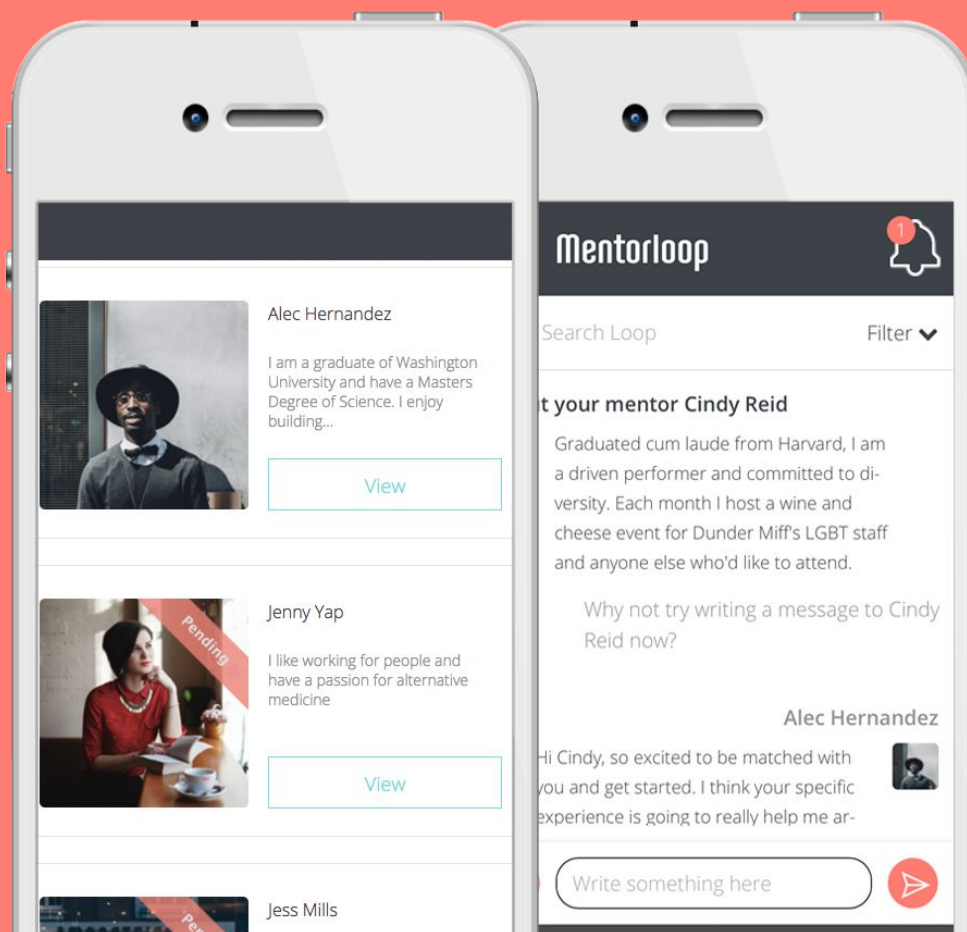
What's their philosophy on mentorship? Do they see it as a very active endeavour? What do they hope to get out of it? Asking this questions can help you align expectations - which is half the battle in creating conducive and productive mentor-mentee interactions.

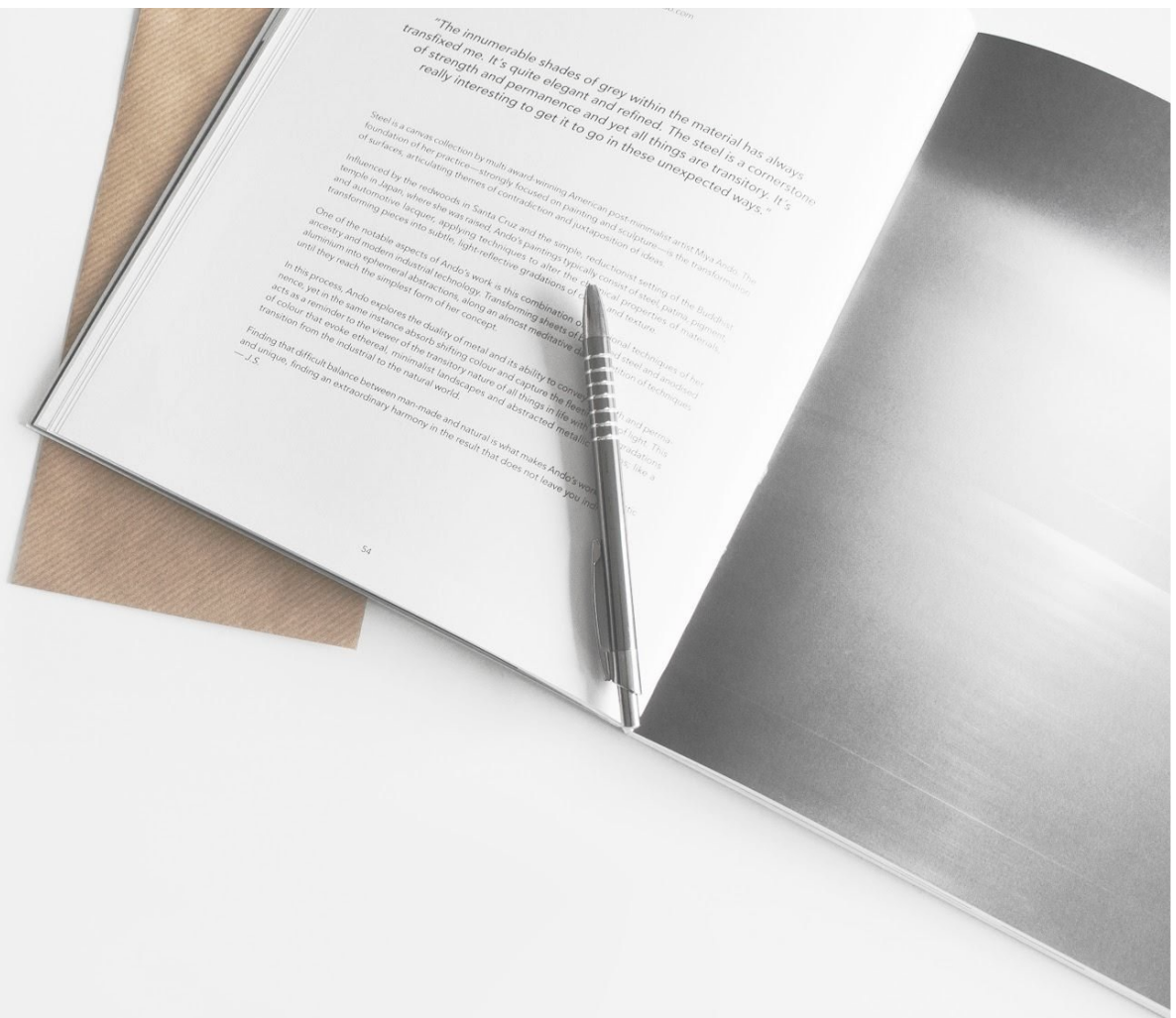
MENTORLOOP

MENTORING SOFTWARE

"Mentorloop provides exceptional value for money, the tools to facilitate one-to-one mentoring while capturing data to quantify the value of the program and feedback on best practice." Ronnie Wood | Director @ IMNIS

Get a mentoring software demo





"The innumerable shades of grey within the material has always transfixed me. It's quite elegant and refined. The steel is a cornerstone of strength and permanence and yet all things are transitory. It's really interesting to get it to go in these unexpected ways."

Steel is a canvas collection by multi-award-winning American post-minimalist artist Mya Ando. The foundation of her practice—strongly focused on painting and sculpture—is the transformation of surfaces, articulating themes of contradiction and juxtaposition of ideas.

Influenced by the redwoods in Santa Cruz and the simple, reductionist setting of the Buddhist temple in Japan, where she was raised, Ando's paintings typically consist of steel, paper, pigment, and automotive lacquer, applying techniques to alter the optical properties of materials, transforming pieces into subtle, light-reflective gradations of color and texture.

One of the notable aspects of Ando's work is this combination of traditional techniques of her ancestry and modern industrial technology. Transforming sheets of steel and anodized aluminum into ethereal abstractions, along an almost meditative discipline until they reach the simplest form of her concept.

In this process, Ando explores the duality of metal and its ability to convey grace and precision, yet in the same instance absorb shifting colour and capture the finest details. The result acts as a reminder to the viewer of the transitory nature of all things in life with a transition from the industrial to the natural world.

Finding that difficult balance between man-made and natural is what makes Ando's work so and unique, finding an extraordinary harmony in the result that does not leave you indolent.

—J.S.

54



Proven Mentoring Content & Resources



CHECKLISTS

Mentee first meeting checklist

Mentees can struggle to understand and articulate what they want from their mentor and mentorship. This checklist helps them gather these ideas and get off to a great start.

[See checklist](#)

First meeting checklist for mentors

People aren't born great mentors. And many are doing it for the first time. This checklist helps them to understand their role in the mentorship - and helps them look like a seasoned pro.

[See checklist](#)



HOW TO'S

How to be a great mentee

To get the most out of any mentorship, a mentee should understand and adhere to the following principles.

[See one-sheet](#)

How to be a great mentor

Being a great mentor isn't always as easy as it looks – but you can make it easier with these easy-to-follow guidelines.

[See one-sheet](#)



GOAL-SETTING

The power of goal-setting

People who set goals are more successful than those who don't. Mentorships that employ goal-setting as part of the process are also more effective than those which don't. This one-sheet explains the power of goal-setting.

[See one-sheet](#)

Goal-setting framework

Setting goals is a process, and there are right and wrong ways to do it. Ensure your goals are set correctly with the trusty Mentorloop framework.

[See framework](#)



Mentoring Program Proposal Framework

STARTING YOUR OWN MENTORING PROGRAM?

This far into the toolkit, we hope that you are ready (almost ready) to start implementing your own transformational mentoring program.

Most people understand the benefits of mentoring, for both organisations and individuals. But that doesn't mean you don't have to prove the business case for mentoring to your colleagues and/or executive team...

So the following two pages layout a mentoring program proposal structure which helps all stakeholders understand how and why your mentoring program will be run.

[SLIDE 1] WHY MENTORING?

Mentoring is a proven business strategy, with 71% of Fortune 500 companies running formalised mentoring programs. While the benefits of mentoring are understood, the scale and consistency of mentoring outcomes is often understated. Countless studies have proven the effectiveness of mentoring:

- 75% of millennials deem mentoring critical to their success
- Managerial productivity increased by 88% when mentoring was involved, versus only 24% with training alone.
- Retention rates have been much higher for mentees and mentors (72% and 69%) than for employees not involved in mentoring programs (49%).
- More than 60% of college and graduate students listed mentoring as a criterion for selecting an employer after graduation.
- Employees who received mentoring were promoted 5 times more often.

[SLIDE 2] PROGRAM GOALS & OBJECTIVES

What are your mentoring goals?

Diversity? Learning and development? Succession planning?

State them in this section - and create measurable goals and objectives for these goals.

E.g Promote 50% more managers from internally over the next 2 years - which can be tied back to the goal of succession planning.

[SLIDE 3] PROGRAM ROLES & RESPONSIBILITIES

Who will be managing/administering the mentoring program?

What are the expectations of mentors and mentees?

[SLIDE 4] SELECTION CRITERIA & MATCHING

How many people will be in your mentoring program?

What criteria are you going to use in inviting people into the program?

How will these participants be matched? And what criteria will they be matched on?

[SLIDE 5] PROGRAM IMPLEMENTATION

How long will the program take to implement?

What are the stages of implementation?

Will you need any help or support at any particular stage?

[SLIDE 6] PROGRAM EVALUATION

How will success be measured?

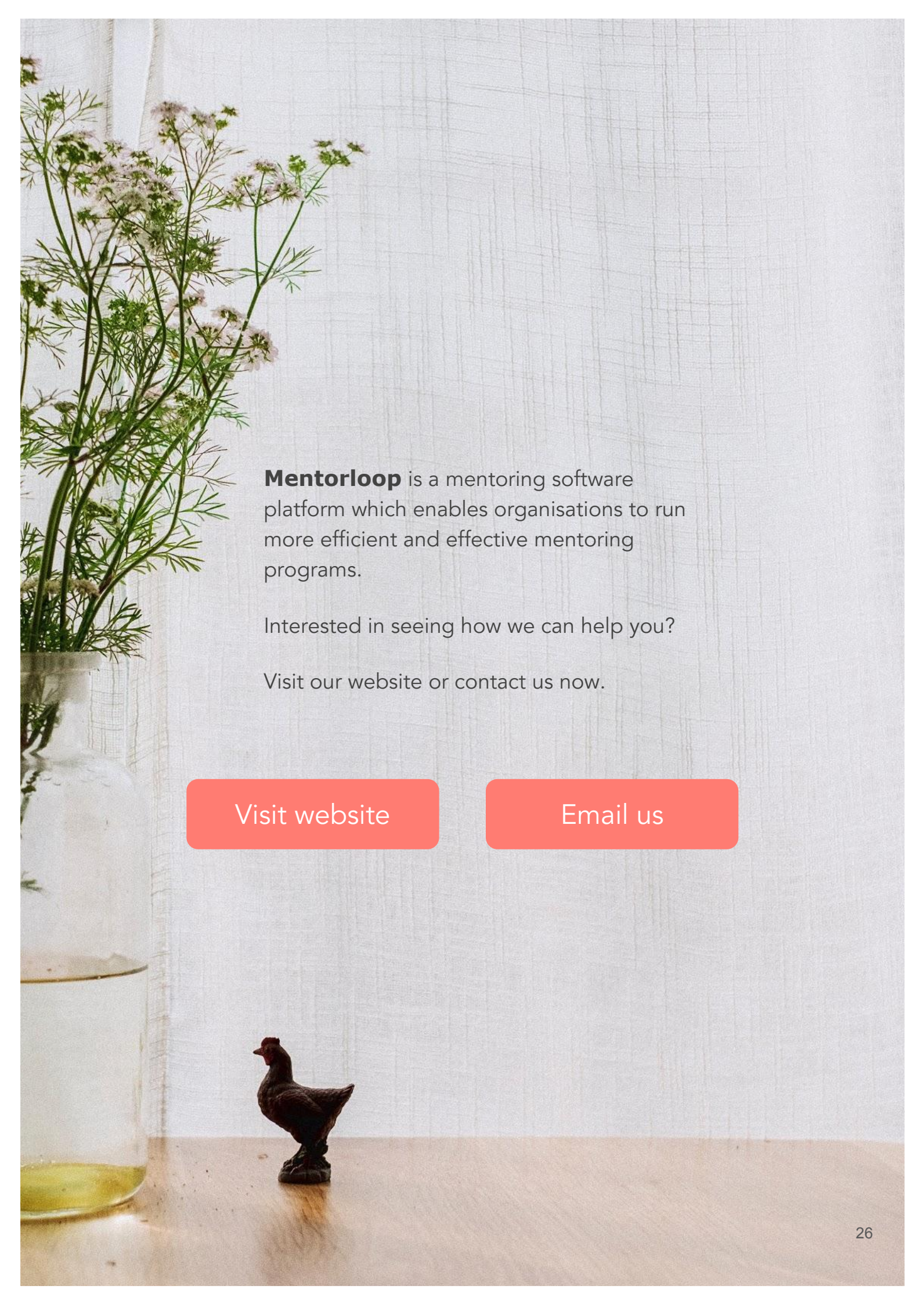
How are you going to prove organisational and individual outcomes?



“

It's always good to have a helping hand at the start. I wouldn't have got anywhere in the airline industry without the mentorship of Sir Freddie Laker.

Virgin Founder, CEO, and billionaire Richard Branson



Mentorloop is a mentoring software platform which enables organisations to run more efficient and effective mentoring programs.

Interested in seeing how we can help you?

Visit our website or contact us now.

[Visit website](#)

[Email us](#)