

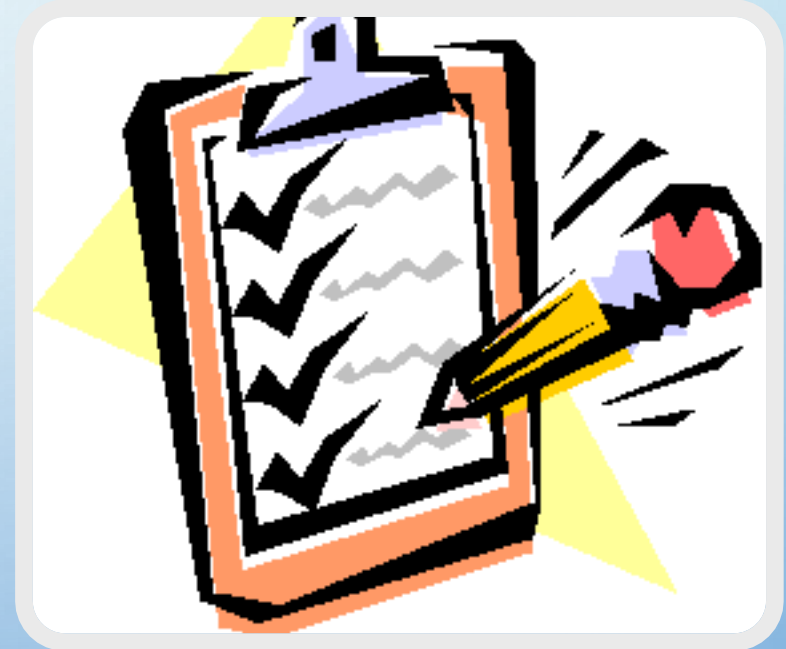


PACE BDC MENTORING TRAINING PROGRAM

FOR CLIENTS AND
MENTORS

OUTLINE

- **SETTING THE STAGE**
 - MENTORING MISSION
 - OBJECTIVES (MENTORING RELATIONSHIP & PROGRAM)
 - DEFINITIONS
 - MENTOR AND MENTEE ROLES
- **PROCESS**
 - PROGRAM GUIDELINES
 - MENTORING FRAMEWORK
 - MENTORING PROCESS



GROW THE BUSINESS

The **mission** of the Mentoring Program is to
grow a Clients (Mentee's) business
by providing the participants with
leadership challenges and developmental opportunities.



MENTORING PROGRAM OBJECTIVES

- **RETENTION AND ENGAGEMENT**
 - SUPPORT AND REWARD HIGH PERFORMANCE CLIENTS
- **SUCCESSION PLANNING**
 - CREATION OF TALENT POOL
- **DEVELOPMENT OF PROFESSIONAL RELATIONSHIPS**
- **CREATE CULTURE OF CONTINUOUS LEARNING**
 - INDIVIDUAL DEVELOPMENT
 - KNOWLEDGE TRANSFER
- **CAREER GROWTH AND DEVELOPMENT:**
 - CULTIVATE INDIVIDUAL CAREER PLANNING
- **MENTOR TO GAIN BETTER PERSPECTIVE OF ENTREPRENEUR / ORGANIZATIONAL ISSUES**



WHAT IS A MENTOR?

A **MENTOR** IS A LEARNING LEADER WHO FACILITATES THE LEARNING PROCESS FOR A MENTEE:

- PROMOTES INTENTIONAL LEARNING THROUGH MULTI-CHANNELS: TRANSFORMATIONAL LEARNING, BEYOND THE DAY TO DAY EXPERIENCE
 - COACHING, INSIGHTS, SHARING OWN EXPERIENCES (ANECDOTES AND PERSONAL SCENARIOS), GUIDANCE, MODELING, STIMULATES INDIVIDUAL GROWTH, ENCOURAGES THOUGHT PROVOKING OPPORTUNITIES THAT HELP DEVELOP A PERSONAL VISION, HELPS MENTEE IDENTIFY HIS PERSONAL WINNING STRATEGY, ELICITS HIGH COMMITMENT TO PERSONAL CHANGE AND DEVELOPMENT
 - OPENS DOORS TO LEARNING OPPORTUNITIES WHEN POSSIBLE AND APPROPRIATE
- PROVIDES MENTEE EXPOSURE TO BROAD NETWORKS
- PROVIDES A BROADER VIEW THUS CREATING A PATH FOR THE FUTURE OF THE MENTEE.

WHAT IS THE MENTOR'S RESPONSIBILITY?

- **MENTOR'S RESPONSIBILITY:**
 - **CAREER SUPPORT** BY ENCOURAGING CHALLENGING AND GROWTH OPPORTUNITIES
 - **EMOTIONAL SUPPORT:** ENCOURAGEMENT, RECOGNITION, FEEDBACK, COACHING
 - **SUPPORT FOR SHORT TERM AND/OR LONG TERM PLANNING**
 - **ACCESS TO LEARNING OPPORTUNITIES, RESOURCES AND NETWORKING**
 - **KEEPS THE MENTEE ON THE RIGHT TRACK TO AVOID AIMLESS DETOURS**



WHAT IS THE VOLUNTEER MENTORS COORDINATOR'S ROLE?

- **THE VOLUNTEER MENTOR'S COORDINATOR WILL REVIEW THE PROGRESS OF THE MENTOR/MENTEE AND HELP IN THE LEARNING AND MAKING SURE THE MENTOR/MENTEE IS GETTING ALL THE SUPPORT NEEDED FROM THE PACE BUSINESS DEVELOPMENT CENTER**



MENTORING PROGRAM PROCESS



HOW OFTEN DO YOU MEET?

- MENTEES AND MENTORS MAY MEET ONCE A MONTH

• HOW DO YOU WORK TOGETHER?

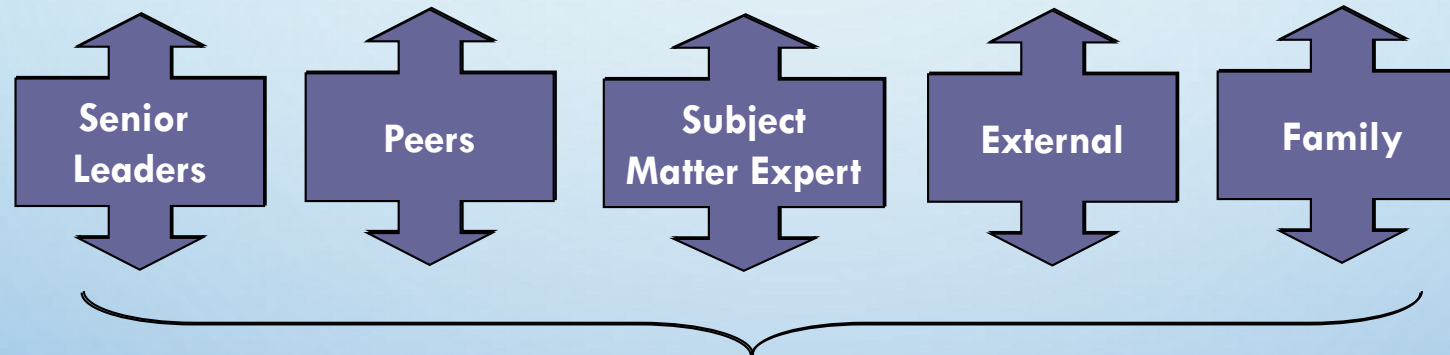
- MENTEES AND MENTORS REVIEW THE MENTEE'S NEEDS ASSESSMENT AND ESTABLISH GOALS FOR CAREER DEVELOPMENT.
 - RESOURCES ARE AVAILABLE ON THE MENTORING WEBSITE TO GUIDE CONVERSATIONS AND DEVELOPMENT OPPORTUNITIES
- MENTEES WORK ON THE DEVELOPMENT ACTIONS AND CHECK IN WITH MENTOR FOR COACHING
- MENTEES AND MENTORS COMPLETE QUARTERLY FEEDBACK REPORTS ON-LINE.

• HOW LONG IS THE PROGRAM?

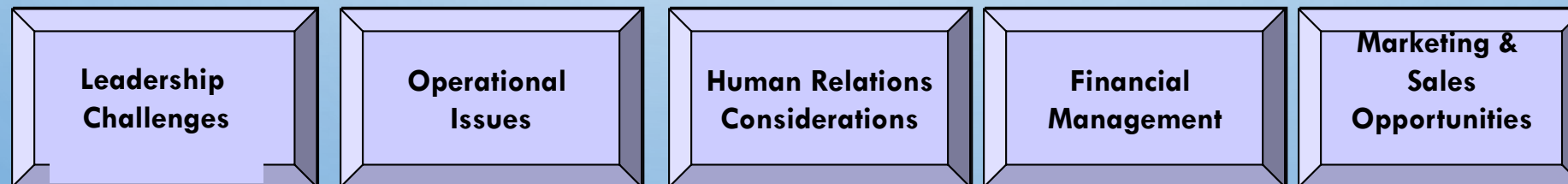
- IT IS A SIX MONTH PROGRAM. WITH PERIODIC MEETINGS WITH MENTOR EITHER IN PERSON OR INTERACTIVELY ONLINE DEPENDING ON THE MUTUAL AGREEMENTS.

MENTORING FRAMEWORK

Types of Mentoring Relationships



Types of Sub-Mentors



Types of Mentoring Discussions



STEPS IN THE MENTORING PROCESS

- **STEP 1.** MENTEES REGISTER ON-LINE –
WWW.PACELADBC.ORG/CONSULTING.ORG
- **STEP 2.** COMPLETE COMPETENCY ASSESSMENT
- **STEP 3.** ATTEND MENTORING WORKSHOP: MENTORING OVERVIEW AND FAMILIARIZATION WITH ON-LINE TOOLS
- **STEP 5.** MENTOR AND MENTEE FIRST MEETING: GET ACQUAINTED AND COMPLETE MENTOR / MENTEE CONTRACT
- **STEP 6.** MENTOR AND MENTEE ON-GOING MEETINGS: REFER TO DISCUSSION GUIDE, AGENDA, WORK ON AREAS FOR DEVELOPMENT AND CHALLENGES, MEASURE OUTCOMES
- **STEP 7.** QUARTERLY FEEDBACK SUBMITTED ON-LINE
- **STEP 8.** END OF PROGRAM FINAL PROGRAM EVALUATION

IDENTIFY STRENGTHS & DEVELOPMENT NEEDS

- **IDENTIFY AREAS THAT NEED IMPROVEMENT AND BRAINSTORM ACTIONS FOR DEVELOPMENT**
 - REVIEW THE ASSESSMENT AND IDENTIFY STRENGTHS AND DEVELOPMENT AREAS
 - ADD ANY OTHER AREAS YOU WANT TO DEVELOP
 - PRIORITIZE: WORK JUST ON THE TOP 3 ISSUES
 - IDENTIFY ACTION STEPS THAT WILL HELP YOU ACHIEVE DESIRED GOALS
 - WHAT RESOURCES YOU WILL NEED AND HOW CAN YOUR MENTOR SUPPORT YOU?
 - COMMIT TO EXECUTING ON YOUR ACTION PLAN
 - DETERMINE HOW YOU WILL TRACK PROGRESS AGAINST YOUR ACTION PLAN



GET ACQUAINTED MEETINGS WITH MENTEE

- **GET ACQUAINTED AND ESTABLISH A RELATIONSHIP**
 - FIND COMMONALITIES AND SHARE PERSONAL INTERESTS, HOBBIES
 - SHARE PROFESSIONAL BACKGROUND, EDUCATION, AND AREAS OF EXPERTISE
 - LEARN ABOUT WHAT IS MOST IMPORTANT TO EACH ONE OF YOU
- **SET EXPECTATIONS**
 - WHAT DOES THE MENTOR EXPECT FROM THE MENTEE?
 - WHAT DOES THE MENTEE EXPECT FROM THE MENTOR?
 - WHAT WILL THE MENTOR PROVIDE OR NOT PROVIDE?
 - HOW WILL WE MEASURE AND EVALUATE OUTCOMES?

ON-GOING MEETINGS

- SET A SPECIFIC TIME, DATE, AND LOCATION
- HAVE AN AGENDA PREPARED IN ADVANCE
- HAVE A SUMMARY OF NOTES FROM THE LAST SESSION
- MEET AT THE AGREED TIME AND BE PUNCTUAL
- FOLLOW UP ON ACTION ITEMS FROM LAST MEETING
- AGREE ON WHAT WILL BE DISCUSSED IN NEXT MEETING
- AGREE ON ACTION ITEMS TO BE ACCOMPLISHED AGAINST DEVELOPMENT PLAN
- MENTEES AND MENTORS HAVE ONE FINAL MEETING TO SHARE LEARNINGS AND CELEBRATE THEIR SUCCESS



ONLINE FEEDBACK AND TRACKING TOOL

- TO ENHANCE YOUR MENTORING RELATIONSHIP AND ULTIMATE OUTCOME OF YOUR DEVELOPMENT PLAN
- SHARE FEEDBACK TO RECOGNIZE ACCOMPLISHMENTS, AND TO SUGGEST OPPORTUNITIES FOR IMPROVEMENT
- TRACK AND MONITOR PROGRESS



END OF PROGRAM EVALUATION

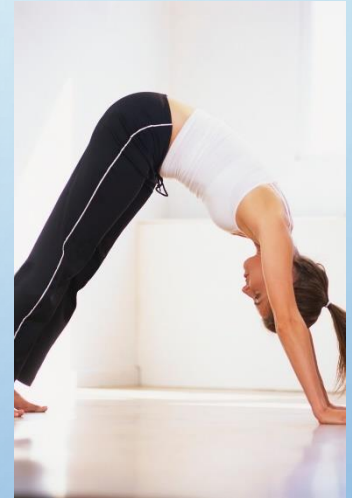
- **MENTEE AND MENTORS
COMPLETE AN END OF THE
PROGRAM EVALUATION TO
DETERMINE THE EFFECTIVENESS
AND MEASURE RESULTS.**



MENTEE PROGRAM SUMMARY

MANDATORY:

- MENTEE MUST FIRST REGISTER
- COMPLETE SELF-ASSESSMENT (MENTEE)
- IDENTIFY STRENGTHS/DEVELOPMENT
- ATTEND MENTOR/MENTEE MEETINGS
- ATTEND AN OVERVIEW WORKSHOP
- AGREE TO A MINIMUM OF 6 MONTH ENGAGEMENT
- PROVIDE FEEDBACK: QUARTERLY AND END OF PROGRAM



***“I hear and I forget.
I see and I remember.
I do and I understand.”***

Confucius



The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. Some droplets are at the top, some at the bottom, and some in the middle. They have highlights and shadows, giving them a 3D appearance.

**IF YOU ARE INTERESTED IN BECOMING
A VOLUNTEER MENTOR**

REGISTER ONLINE NOW!

www.paceladbc.org/consulting/mentor