



Mentoring In Business

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Mentoring In Business—What is the value added for setting up a mentor program? Why do we recommend that most, if not all, businesses should consider starting an approach for mentoring within the culture and framework of their working day? What is the cost benefit and added value for mentoring?

What are the benefits for the mentees/partners/protegés?

The mentoring process is about empowerment. Mentoring is the development of one individual by another. Through regular contacts, that will guide and nurture the 'mentee' for growth in learning, productivity is improved. Mentoring helps the individual grow personally and therefore make better contributions to the organization or society. It will draw people to your corporation simply by knowing that you support your employees. People will work harder for you because they will feel supported (Read articles: Dr. John Oesch in the Resources section of www.peermentor.net.) This positive atmosphere pays off in work ethic, loyalty and positive response to change.

What are the benefits for the mentors?

A company's largest resource is the human potential—their employees. Mentors feel respected and supported when included in Mentor Leadership Training. Time, money and energy is spent on professional development by individuals and by the companies. Turn-over of staff will significantly drop. You will save twice someone's yearly salary by hanging on to them rather than replacing them. The companies, in particular, want to see R.O.I. (return on investment). Leaders in the



company feel that their leadership is respected and valued. In turn, work ethic, loyalty and positive response to change increases. There is a far greater return with mentoring than any other training package through human resources.

The advantages and payback of a mentoring program versus the usual human resource professional development activities are numerous. Some of these advantages are:

- easier recruitment
- more rapid induction
- improved staff retention
- improved equal opportunity performance
- increased effectiveness of formal training
- reinforced culture of change
- increased speed of implementation
- improved networking
- improved mentoring (learn by teaching)
- simplified process for professional development
- reduced absence from the workplace
- reduced overall cost of professional development

Who can mentor? Who should mentor?

Anyone in your organization can be a mentor and at any level. There should be a mentor program for all new employees that would last for at least their first year of employment. Managers, Presidents, CEO's need mentors. Everyone needs a mentor because it is someone who helps you to move forward in any and all aspects of business and perhaps gaining balance in your personal life.

Anyone can be a mentor; but, not everyone makes a good mentor. The key characteristics of a good mentor are someone who:

- listens without judgement,
- empowers with effective questioning techniques rather than giving advice,
- can be trusted and has developed credibility,
- is an energizer and a positive motivator,
- is able to draw on personal experience and the experiences of others,
- has a well developed understanding of the organization and the mentee's area of interest,
- is able to clarify / simplify issues, sometimes bringing in the wisdom of the overall picture





- is able to be a sounding board, or facilitate in the development of ideas,
- is assertive, yet supportive, critically evaluates and assesses in a supportive and positive manner.

What value is added to the organization?

There is considerable cost savings to an organization that adapts Mentor Programs for their employees. By supporting all new hires and first year employees, there is a better chance of keeping them simply because they “feel supported.” A connection with someone in the organization (a go-to person) helps them reduce the number of mistakes all of which cost. The corollary of all mentor programs, at all levels, is that everyone in the organization “feels supported.” This changes the climate of the company to that of a safe place where employees can try things, develop ideas, talk to others about possibilities, gain support when needed, reduce errors, and keep alive the human aspect of being in business. All of these things contribute to creating a positive work environment where employees like coming to work and therefore, typically, give more concentrated effort to the tasks of everyday work. Mentees who are supported by mentors act in more committed ways to the firm. Mentees feel like they have a voice and are a part of some greater mission. Mentees respond as if they have shares in the business.

