

AltusQ experiential
coaching

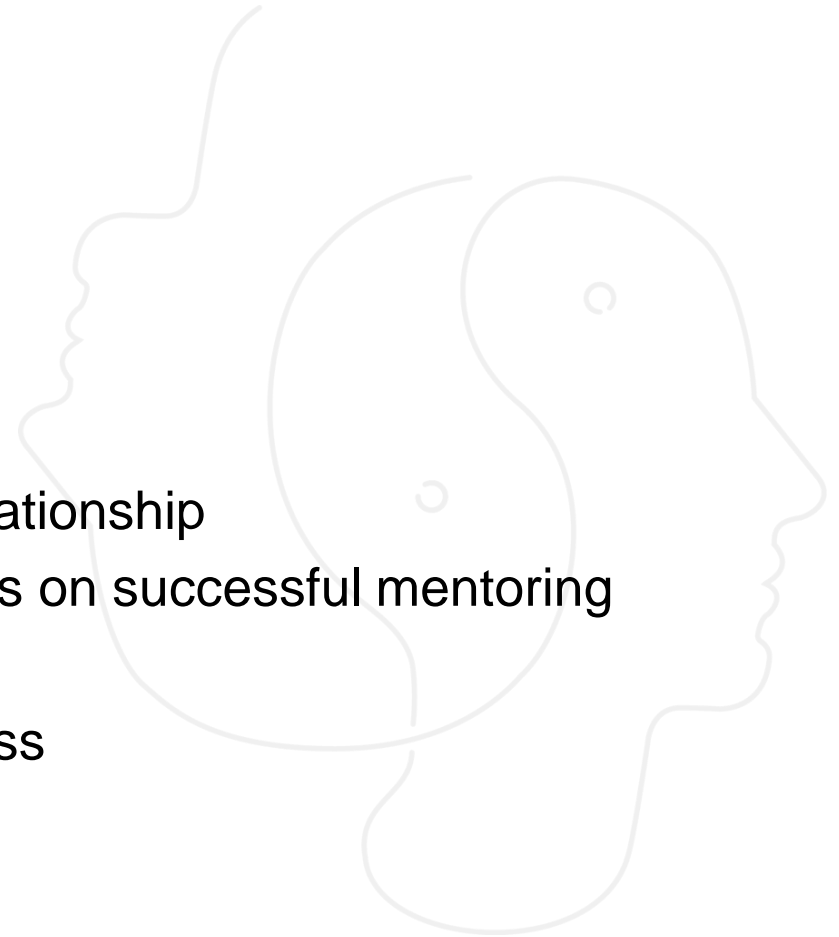
Mentoring – Lessons from the Field
February 2013

Sonya Trau - AltusQ Queensland
(Corporate Mentoring Program Specialist)
sonya.trau@altusq.com.au
0414 811 000



15 Minutes on the Soap Box

- What's the worst that can happen?
- How's it going?
- Goal Setting revisited
- Role of Mentor
- Role of Mentee
- Building Depth in the Mentoring Relationship
- The Impact of Communication Styles on successful mentoring
- Dealing with Hurdles
- Responding to Change in the process



*“When it comes to the future, there are 3 types
of people...*

Those who let it happen

Those who make it happen

Those who wondered what just happened.”

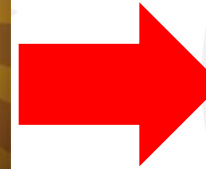
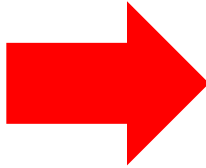
John Richardson Junior
Futurist

The Fizzle...

THE IDEA

THE LAUNCH

BIG SPLASH MESSY
PUDDLE



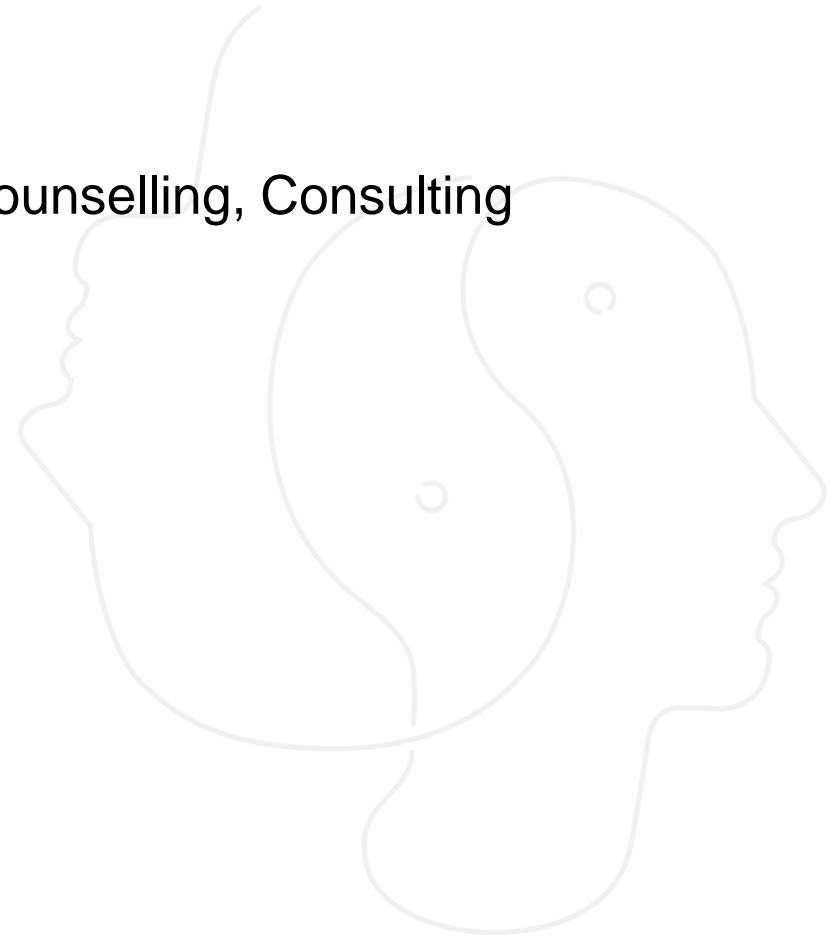
Excitement

High Energy
Enthusiasm

Lost
PHFT!!
Frustration
Scepticism
Low Energy

What is Mentoring?

- Compare to – Coaching, Training, Counselling, Consulting



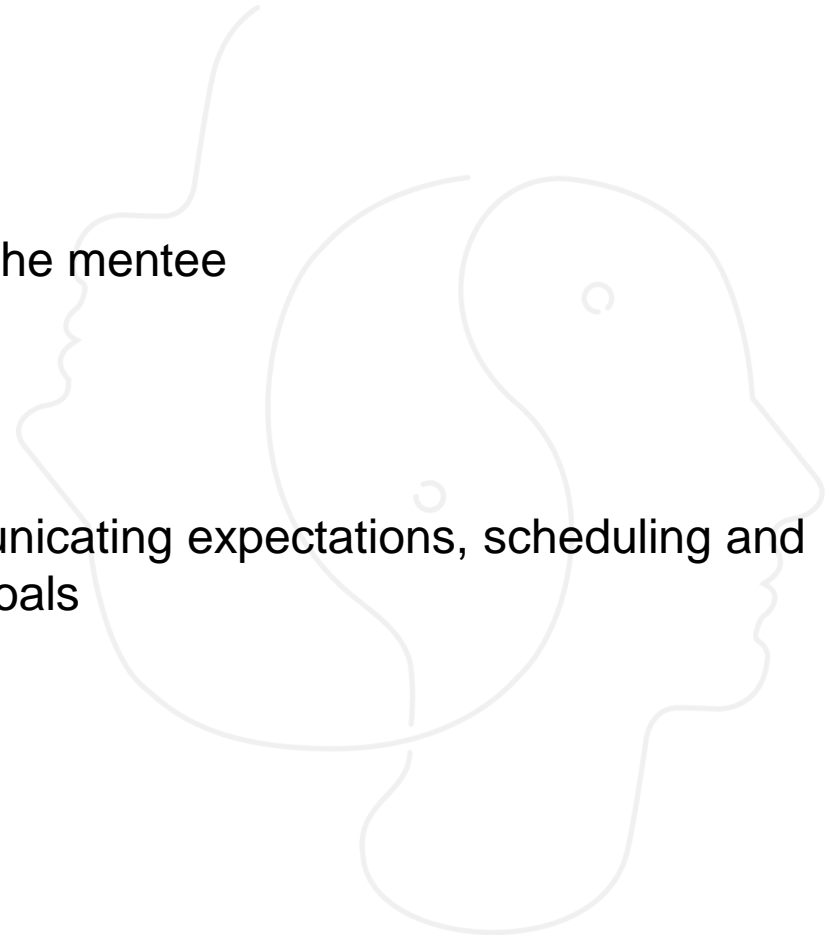
Role of Mentor versus Mentee

Mentor

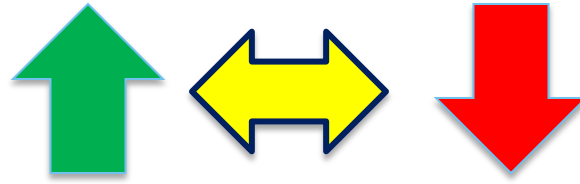
- Share relevant experience
- Listen and communicate to the needs of the mentee

Mentee

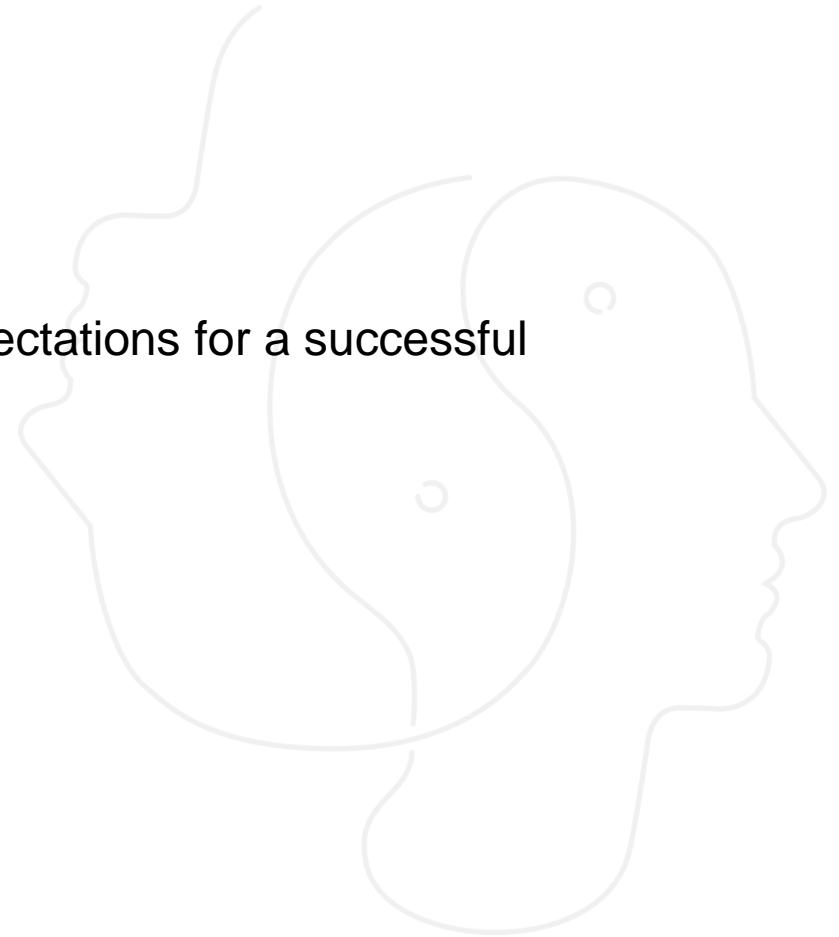
- Drive the process
- Take full responsibility for actions, communicating expectations, scheduling and logistics, providing feedback, reviewing goals



How's it all going ???



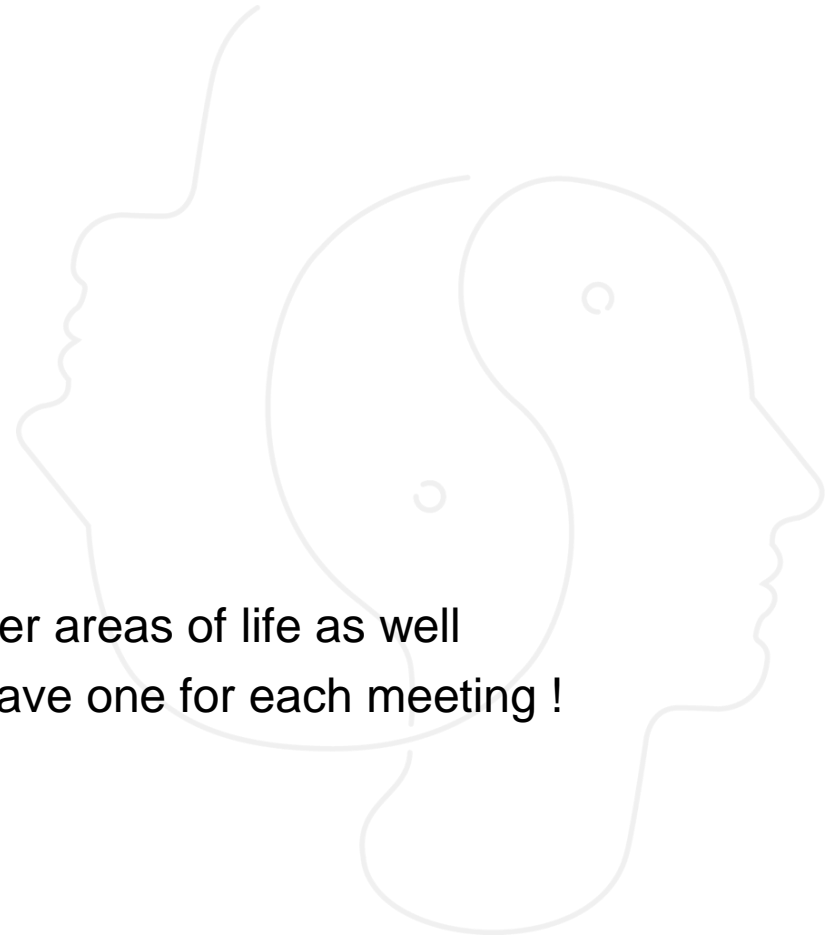
1. “Why don’t they call me?”
2. How to establish/re-establish clear expectations for a successful relationship
3. Are we getting somewhere?



Goal Setting

CLEAR GOALS

- Concise,
 - Liveable,
 - energising,
 - Achievable within the timeframe,
 - Relative to self
-
- Not to be limited by timeframes
 - Ensure goals are aligned with other areas of life as well
 - Goals versus agenda – need to have one for each meeting !

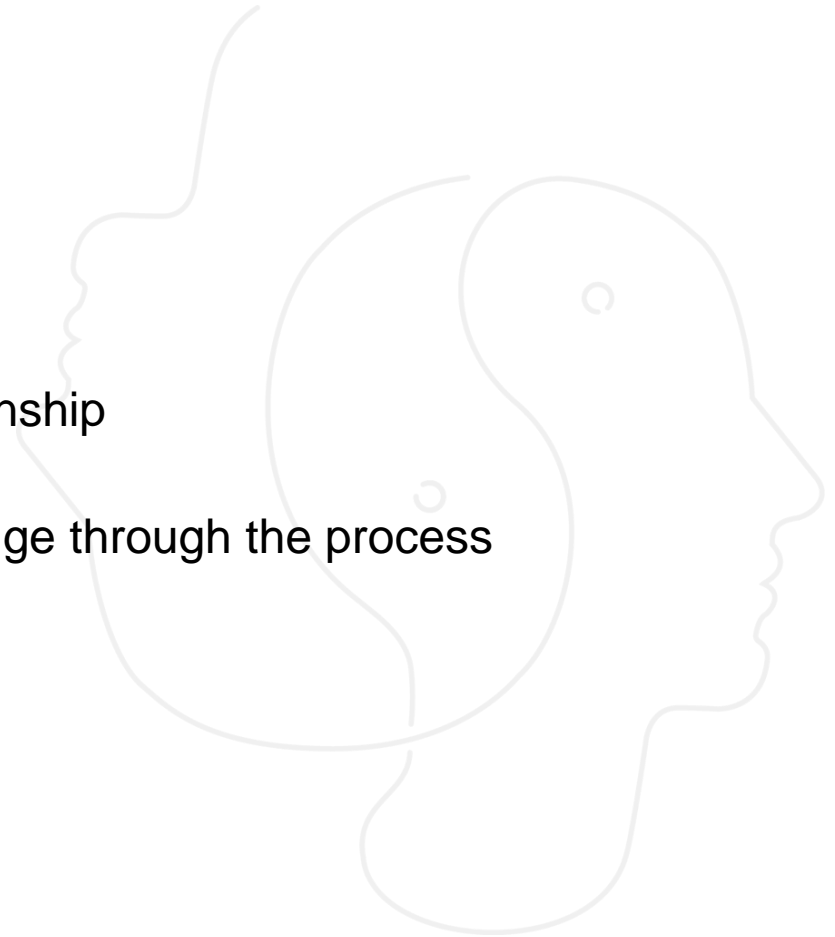


Meeting Steps - ACRA



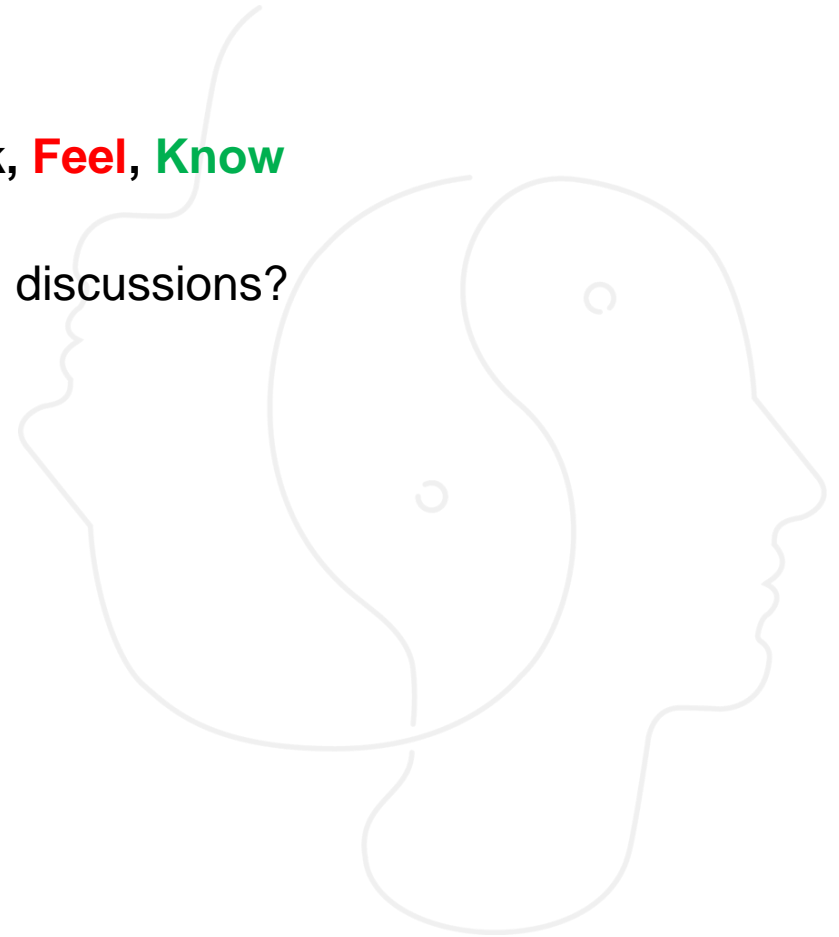
Building Depth in the Mentoring Relationship

- Feedback in the mentoring relationship
- Actively managing your outcomes
- Overcoming hurdles in the mentoring relationship
- Goals revisited – resetting goals if they change through the process



The Impact of Communication Styles

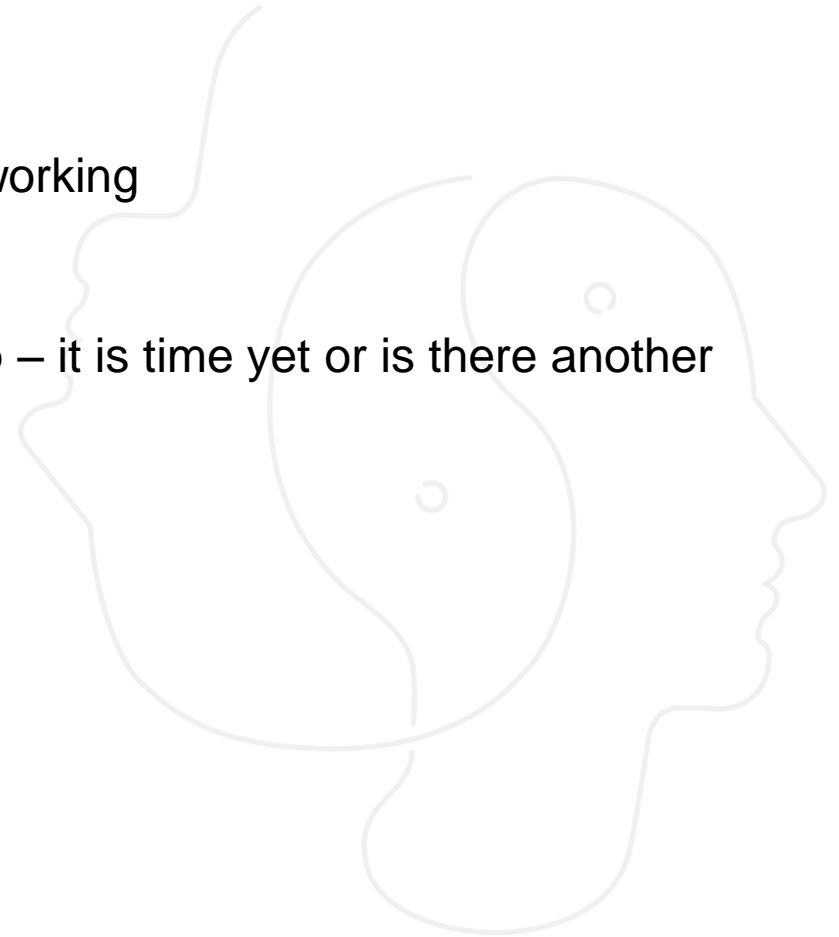
- What is my 'communication style'? **Think, Feel, Know**
- What is the impact of that on my mentoring discussions?



Show Stoppers

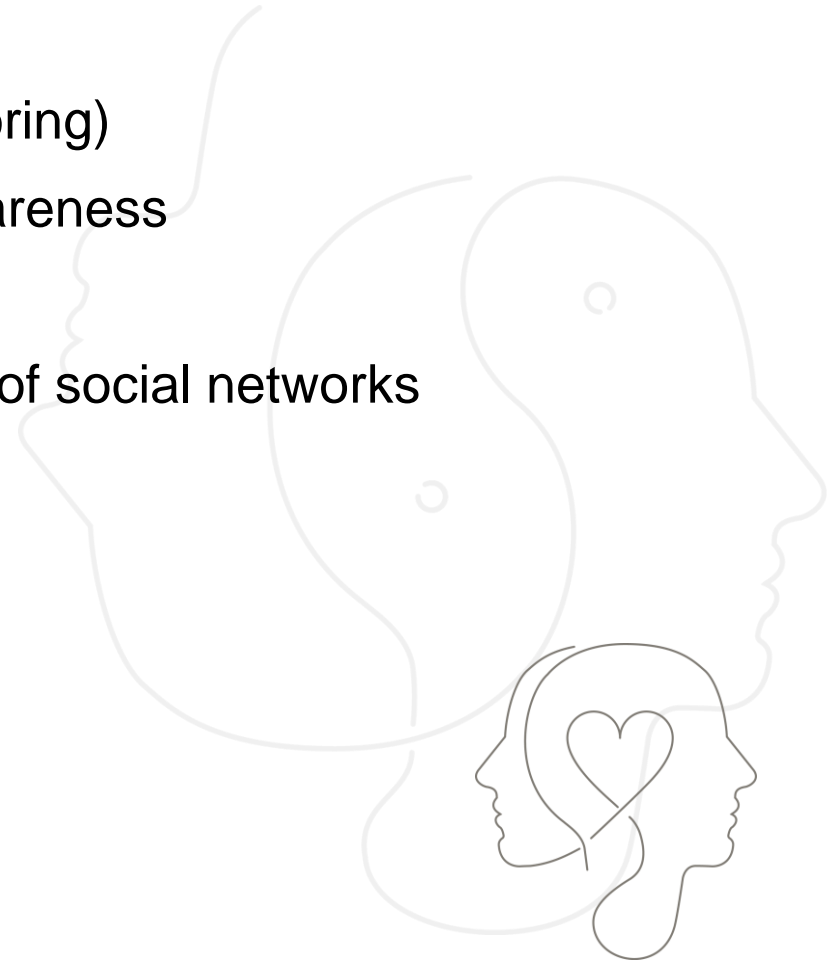
All good things must come to an end.....

- How to respond if the process is not working
- The role of WIT?
- Concluding the mentoring relationship – it is time yet or is there another layer of value to be delivered?



Innovation in Mentoring Programs

- Side-to-side (Peer Mentoring)
- Upside Down (Reverse Mentoring)
 - Customer experience awareness
 - Diversity
 - Technology and leverage of social networks
- Supply Chain (UP/DOWN)
 - Inside – out
 - Outside – in



Case Study Lloyds Bank

- Enterprise Mentoring Program
- Trusting and collaborative relationships
- 94% of Mentors want to mentor again
- Increased engagement for 84% of Mentors
- increased engagement for 72% of Mentees
- Improved Relationships and Culture



*“You are today where the thoughts of yesterday
have brought you.*

*You will be tomorrow where the thoughts of
today will take you.”*

Blaise Pascal



AltusQ experiential
coaching

Questions and Feedback...

Mentoring – Lessons from the Field
February 2013

Sonya Trau - AltusQ Queensland
(Corporate Mentoring Program Specialist)
sonya.trau@altusq.com.au
0414 811 000

