

BUSINESS AS UNUSUAL

Gaining Advantage in a Dynamic Project Landscape



Mentoring – Why Bother?
Maximize the Return on Your Investment

ECC Future Leaders



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SEPT. 1ST–4TH 2010 - RITZ CARLTON GRANDE LAKES - ORLANDO, FLORIDA

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Mentoring

- Mentoring, or the process of mentorship is really a growing, strengthening of skills that occurs between a mentor and a mentee
- The concept of mentorship has long been known and tracked in history.
- Mentoring for success in the professional world
- What about you? Have you ever been mentored? Have you ever mentored someone else?
- Let's talk about mentoring in our industry today:
 - What are the variations of mentoring programs being used in our industry?
 - What are the strengths and tradeoffs to mentoring?
 - How is mentoring affected and used in the UNUSUAL economic times we currently find ourselves in?

Agenda

- Welcome
- Objectives/Methodology
- Survey Demographics
- Survey Results
- Round table discussions
- De-brief of Round table discussions
- Closing Summary

Objectives/Methodology

In this session, we want to promote thought on mentoring issues affecting your business!

- Expand on survey results by engaging attendees in discussion
- Develop actionable take-aways
 - Implement & enhance your mentoring program
 - Motivate & engage your talent
 - Maximize return on investment

Survey Demographics



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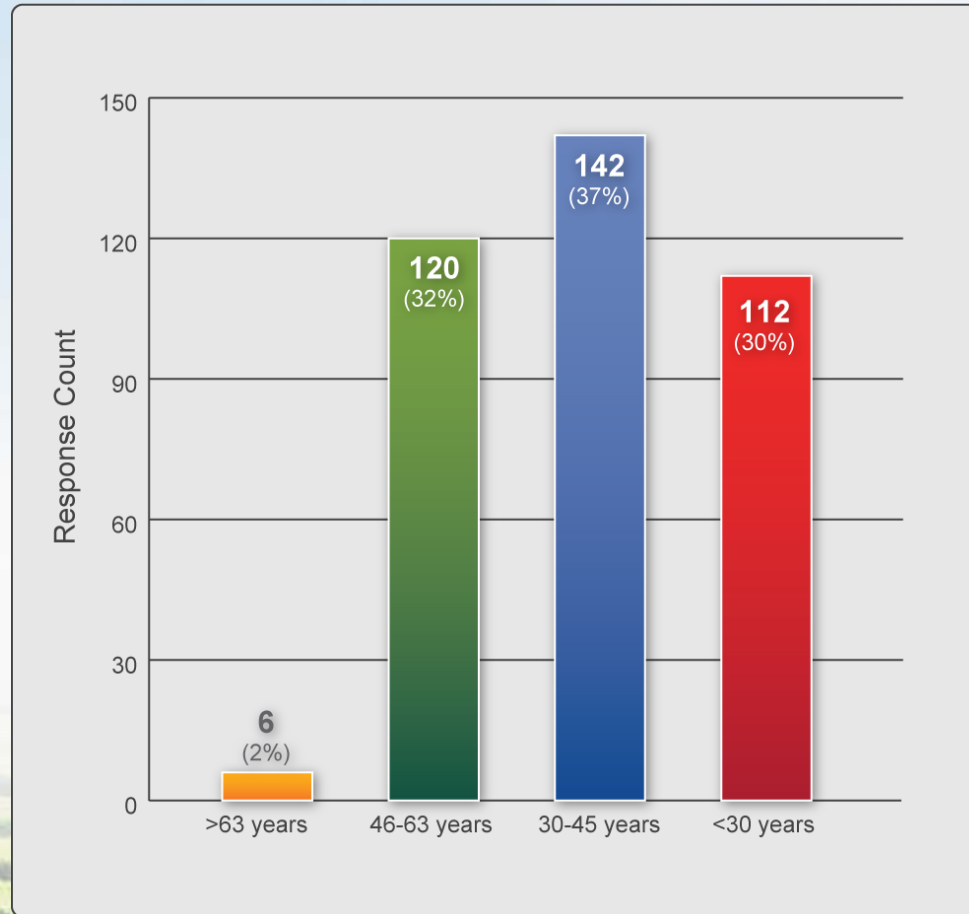


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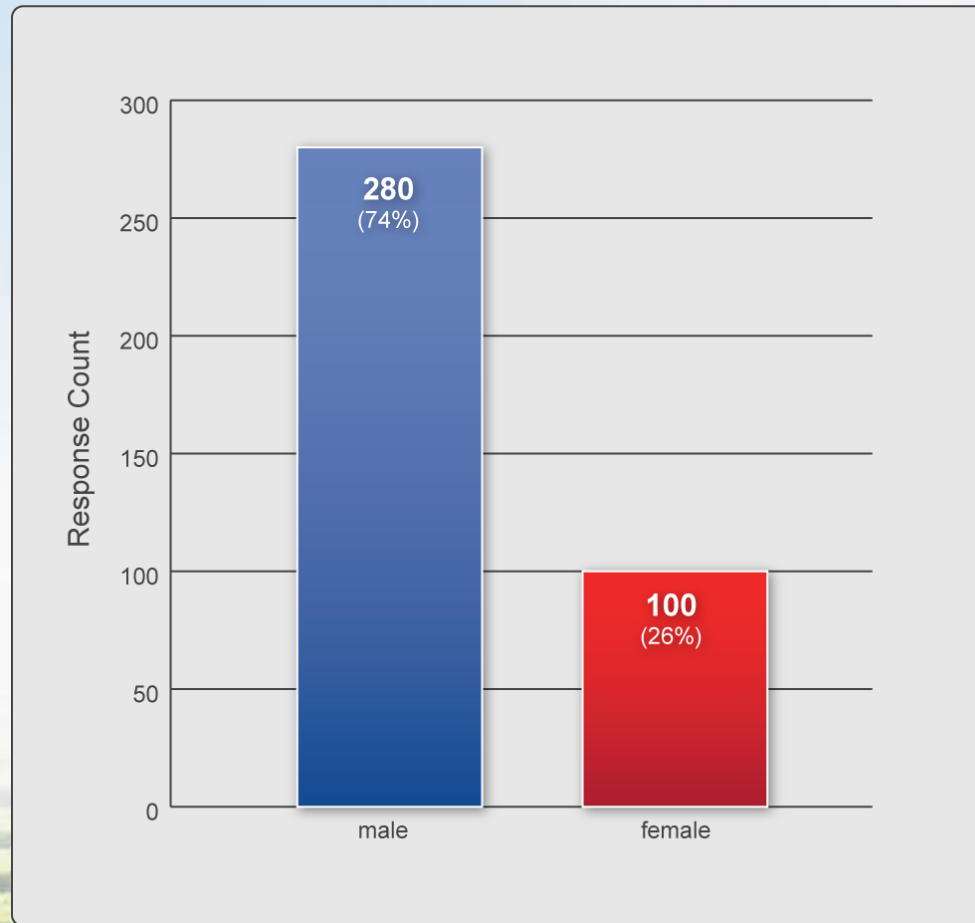
Survey Demographics

Respondent Age Demographics



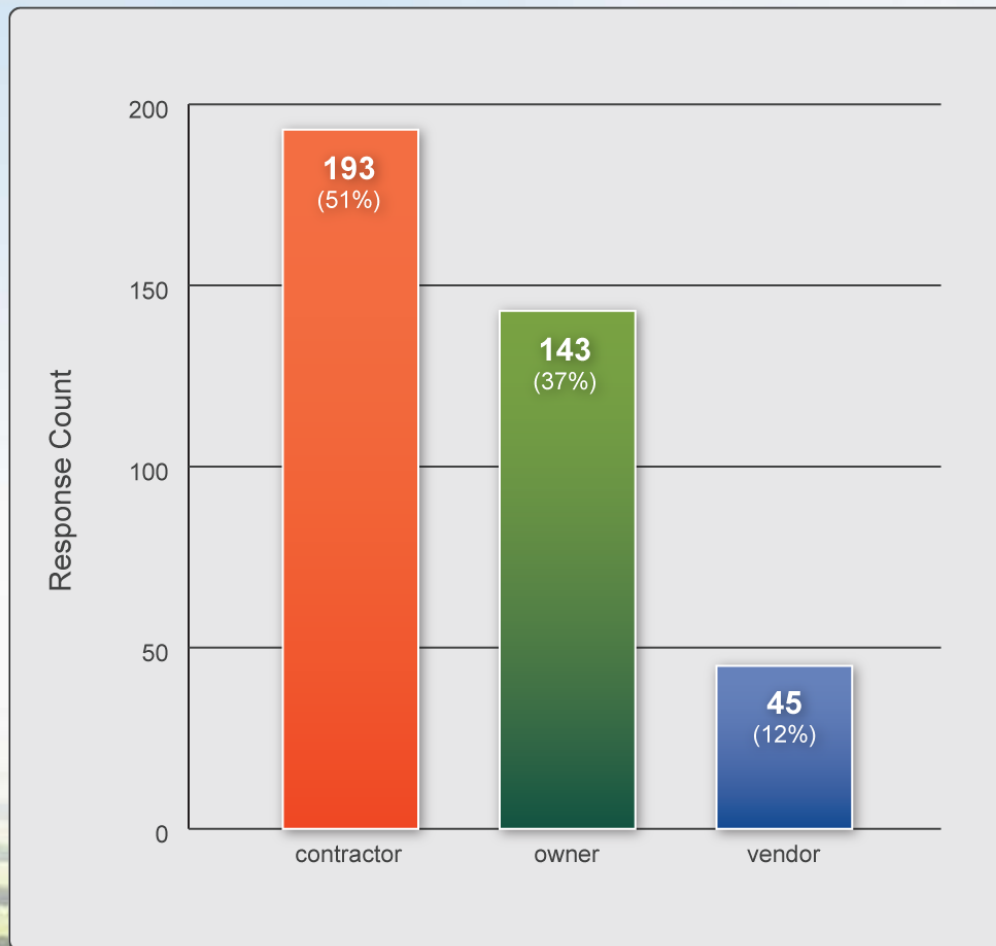
Survey Demographics

Respondent Gender Demographics



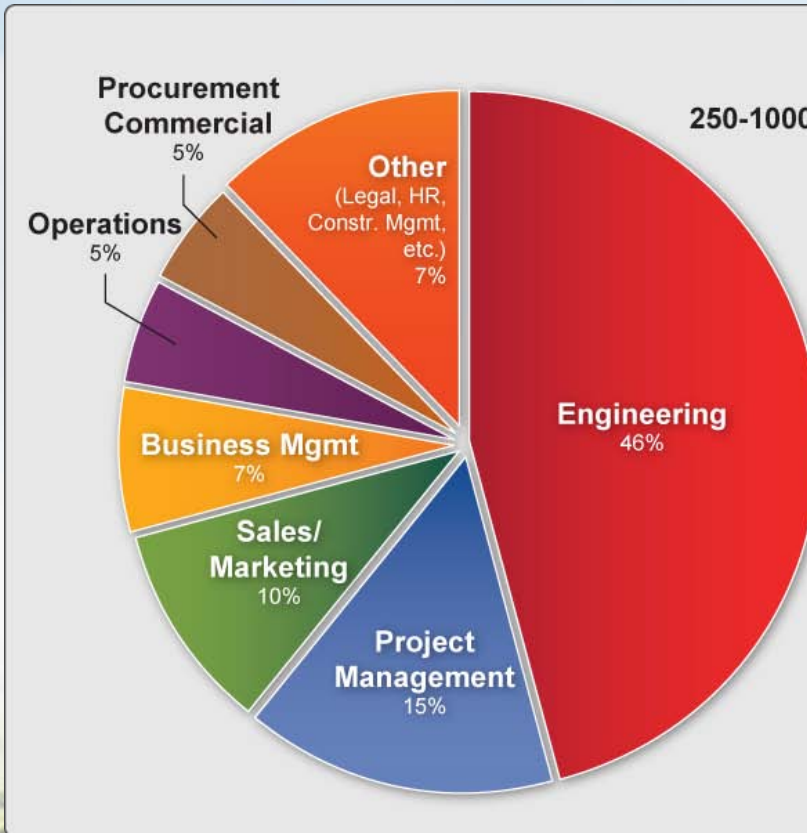
Survey Demographics

Respondent Employer Type Demographics

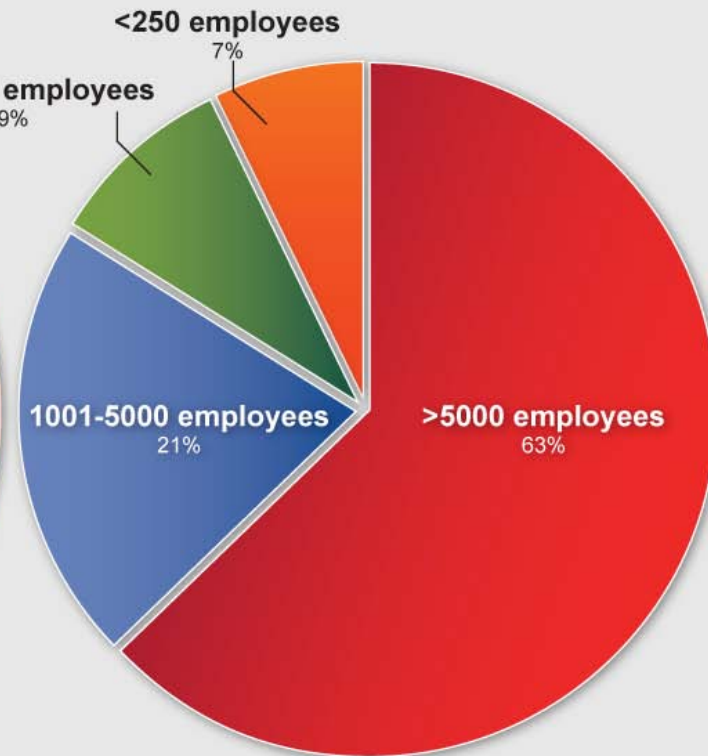


Survey Demographics

Respondent Role Demographics



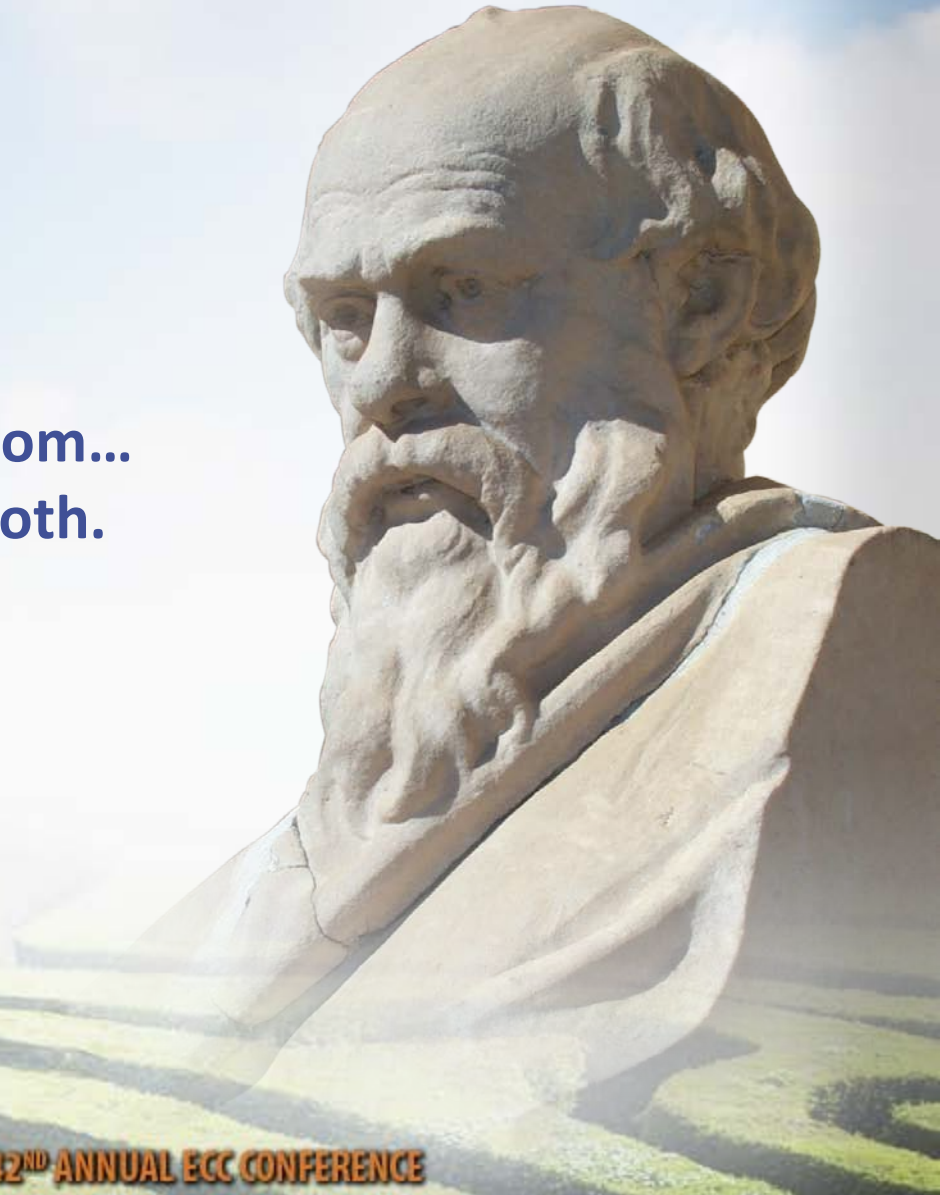
Respondent Company Size



Respondent Location: 94% North America

Survey Results – Let's start thinking!

Mentoring is about sharing wisdom...
a two-way street that benefits both.
- Socrates



How widespread are mentoring programs within the industry?

73%

of respondents indicated their company had some type of mentoring program.



86%

of respondents without company mentoring programs did not know why their company elected not to offer one.



What employee groups are mentoring programs targeting?

55%

of respondents with mentoring programs indicated the program was offered to everyone.

Top 2 employee groups targeted for mentoring programs when the program is not offered to everyone:

- new college grads
- high potential employees



Are mentoring programs worth it?

- **98%** of respondents believe the benefits of a mentoring program outweigh the downsides (cost, time, etc)
- **91%** of respondents whose companies **DO NOT** have mentoring programs felt they could benefit from being mentored at some point in their career
- **81%** of respondents whose companies **DO NOT** have mentoring programs felt the company could have benefited by them being a mentor at some point in their career

*Although 31% of respondents **DON'T** think their company's mentoring program is successful.*



Has recent economic uncertainty changed mentoring?

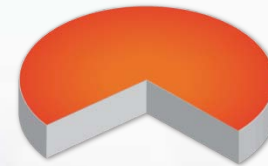
46%

indicated the mentoring program has stayed the same.



77%

of mentees indicated meeting frequency was the same or more often.



- No respondents indicated that the program was eliminated.
- More respondents indicated an increased emphasis/program than decreased.

Does a mentoring program benefit a company in these unusual times?

45%

of respondents believe that their company's mentoring programs allow them to rebound more quickly and efficiently from a downturn.

Top 3 benefits of mentoring program to individuals/companies in economic downturn :

- Accelerated development of remaining employees
- Improved retention of key employees
- Those that have stayed remain engaged



Build on the Results

Round Table Discussions



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Build on the Results

Round Table Discussions

- Mentoring – Measurement of a Successful Program
- Recruitment and Retention
- Enhancing the Mentor Experience to Improve Participation and Results
- Formal vs. Informal Mentoring Programs
- Communication to enhance effectiveness of mentoring programs
- Mentor/Mentee Pairing

20 minutes

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15 minutes

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5 minutes

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1 minute

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Mentoring – Measurement of a Successful Program

- Our survey indicates that 75% of individuals who had mentoring programs at their company could not identify the measure of success of the mentoring program.

**What would you suggest as reliable metrics for success?
(for both formal and informal programs)**



Recruitment and Retention

Your Current Employees are also your Prospective Employees:

89% did not use mentoring as a deciding factor in current positions, however...

80% admit mentoring would weigh into their decision at next position, and...

50% believe having a mentor would affect decision to stay, and...

32% admit they would consider following a mentor, additionally...

80% report that mentoring is important when changing jobs within company

How can Mentoring be used to win and keep talent?

Enhancing the Mentor Experience to Improve Participation and Results

- The most frequently realized benefit of mentoring reported by respondents was “personal satisfaction”.

What can we do to enhance the benefits for the mentor to encourage participation that delivers maximized results to all stakeholders?



Formal vs. Informal Mentoring Programs

- Respondents indicated that both formal and informal programs have merit and aspects that are attractive to program participants

What aspects of formal and informal mentoring programs do you consider important?

Communication

- Better communication about the program and its perceived benefits was the leading response when surveyed for improvement areas.



How can internal communication be improved to enhance the effectiveness of formal and informal mentoring programs?

Mentor/Mentee Pairing

- Our survey shows the most important attribute in a successful mentoring program is how it is structured (pairing of mentors/mentees)
- Willing participants, trust/respect, confidentiality, approachability
- Matching personality types

What characteristics do you believe lead to a successful mentor/mentee pairing?

Conclusion

- Our survey results and table discussions indicate that there is a lot of enthusiasm about mentoring in our industry.
 - Measuring Success
 - Retention and Recruitment
 - Enhancing the Mentor's Experience
 - Formal vs. Informal
 - Communicating about the Mentoring Program to the organization
 - Mentor/Mentee pairing

Conclusion

- Reminders:
 - Please take the “Interesting Findings” sheet with you for future reference.
 - Refer to ECC website for survey results, presentation, and results from round table discussions

Thank you!