



ART of  
**MENTORING**

# WHAT WE DO

## Mentoring solutions that work

Proven end-to-end mentoring programs that deliver business growth, culture change and human development.

# WHY MENTORING?

## The business case for mentoring

Mentoring is more than personal professional development, the implementation of a structured mentoring program is an effective business strategy that can transform your company culture, improve your Employee Value Proposition (EVP) and positively impact your financial bottom line.

Whether for a business or association, mentoring provides a competitive edge by investing in your organisation or industry's number one asset – your staff. We work to support associations, corporations, universities and online business communities with their own high-quality, cost-effective mentoring programs and supporting resources.

Research into the internal effects of a mentoring program indicates positive impact in at least five key business areas which in turn, return financial benefits with decreased recruitment and training costs.

Externally, prospective employees view mentoring favourably as investment in career development and training – increasing your EVP and your ability to attract and retain the best professionals in the field.

Looking to improve your organisational culture, attract and retain the industry talent, improve employment reputation and positively impact your financial bottom line? Read further to see how you can implement a structured mentoring program as a business strategy.

**Art of Mentoring has the tools, expertise and experience to provide you with world-class mentoring programs, making us your mentoring experts.**



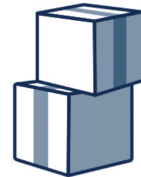
\*Hegstad & Wentling (2004). Five most frequently cited impacts of mentoring in Fortune 500 companies.

# YOUR MENTORING EXPERTS

## Art of Mentoring

At Art of Mentoring we combine evidence-based mentoring expertise with the latest technology to deliver innovative mentoring programs with the ability to empower individuals within organisations and associations, improving overall productivity and workplace culture.

We provide the tools to support the mentoring of future leaders within your organisation or industry. Whatever the size or need of your organisation, Art of Mentoring has the skills and expertise to support your mentoring program.



## THREE WAYS TO WORK WITH US:

### 1. Mentoring Program Plans

A highly-successful mentoring program for organisations that are looking for high-quality participant resources and best-practice program structure. Our five-step mentoring plans are managed via online software to make program administration easy. Choose from our Basic, Professional or Platinum plans and add additional products and services from our Mentoring Program Marketplace as required.

### 2. Mentoring Program Marketplace

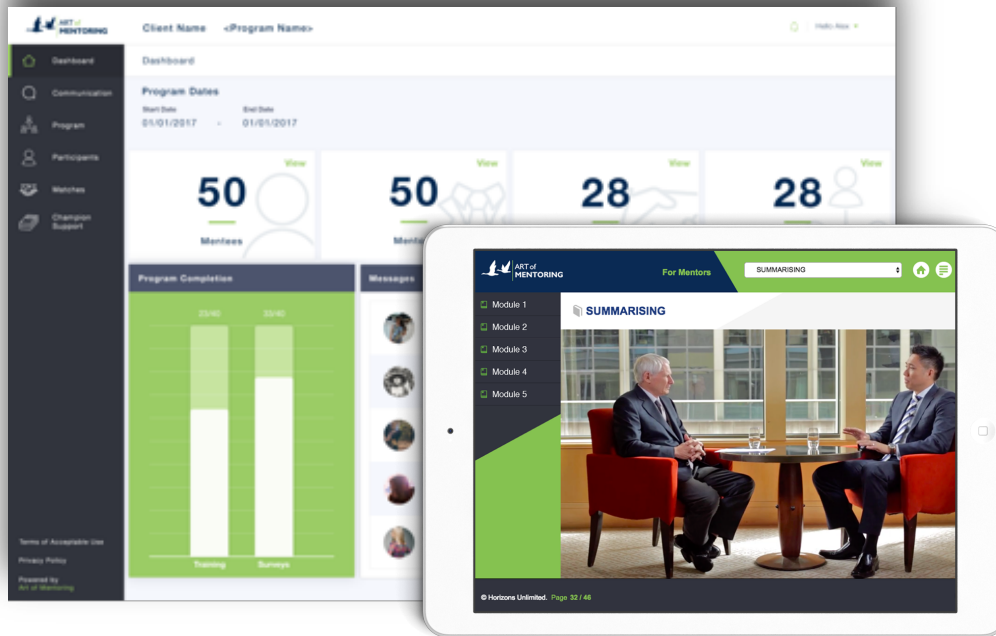
An online marketplace for all your professional resources to support your programs and participants. Resources can be implemented in-house or support an Art of Mentoring program – perfect for smaller organisations who don't need the program structure of our plans, but are happy to know Art of Mentoring support is there if needed.

### 3. Custom Plan

Suitable for organisations looking to implement more than one mentoring program or who have large and/or complex groups that they wish to involve in their mentoring activities.

# A FULLY DIGITAL MENTORING PROGRAM SOLUTION

We don't just help you set up software, we help you create an **effective** mentoring program



Proven mentoring program structure guarantees success



Program management technology platform cuts administration time



Online evidence-based educational resources improve quality of mentoring



Scalable to reach more of your people across geographies

**Our mentoring best practice is built into the online autopilot system, guiding mentors and their mentees to successful outcomes.**

# OUR PROGRAM APPROACH

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We pride ourselves on giving mentors, mentees and program sponsors a successful and mutually beneficial mentoring experience.

Proudly implementing the standards devised by the International Standards for Mentoring and Coaching Programs (ISMCP), we use structured mentoring programs with a defined purpose, start and finish, to create an effective outcome for you. Organisations that support structured programs generally find that informal mentoring thrives alongside formal programs.

We use a “developmental” model of mentoring, with a focus on the mentee’s learning journey and path of self-development.

## Our definition of developmental mentoring:

*“Mentoring is a helping relationship based on an exchange of knowledge, experience and goodwill.*

*Mentors help someone less experienced gain confidence, clearer purpose, insight, and wisdom.*

*In developmental mentoring, the mentor, too, is changed by the relationship.”*

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**David Clutterbuck**

# DESIGN WORKSHOP OPTION

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A three-hour workshop can be organised with one of Art of Mentoring's expert program consultants. A shorter version can be done by teleconference.

The Design Workshop is aimed at providing clarity as to how the mentoring program can be aligned with your intended outcomes by creating a design and content plan, reviewing all applications/surveys/other program material and gauging if additional resources should be included to further provide value.



## 1. MENTORING PROGRAM PLANS



Our three different program plans allow you to find the right program for your organisation's unique needs. All programs start with 20 pairs and feature customised branding and communications, application and matching criteria on our easy-to-use mentoring program management platform. Even inexperienced program organisers can implement professional mentoring, in less time.



# 1. MENTORING PROGRAM PLANS

We are able to tailor the right plan based on your program size and budget, as we mix and match program resources, surveys, management level and events. Our flexible structure means you are able to add pairings, access additional training and support and utilise our Mentoring Marketplace resources to suit your needs.

To ensure a streamlined process for participants and managers, our programs are hosted on an online mentoring program platform, making the programs easy to administer and maximise the outcome for all parties involved.

Whilst our standard plans are designed for one-to-one mentoring in structured defined-length programs, we can assist with one-to-group mentoring and just-in-time mentoring as required. Contact us for more details.

**We are happy to help you choose the plan that is right for you – contact us to chat.**

## Basic Plan

Perfect for organisations who have a limited budget, internal staff to run the program and require a simple online mentoring program platform.

## Professional Plan

If your organisation's budget allows, Professional Plan offers additional resources to the Basic plan, including a Program Manager support kit, and expert resources for your mentors and mentees.

## Platinum Plan

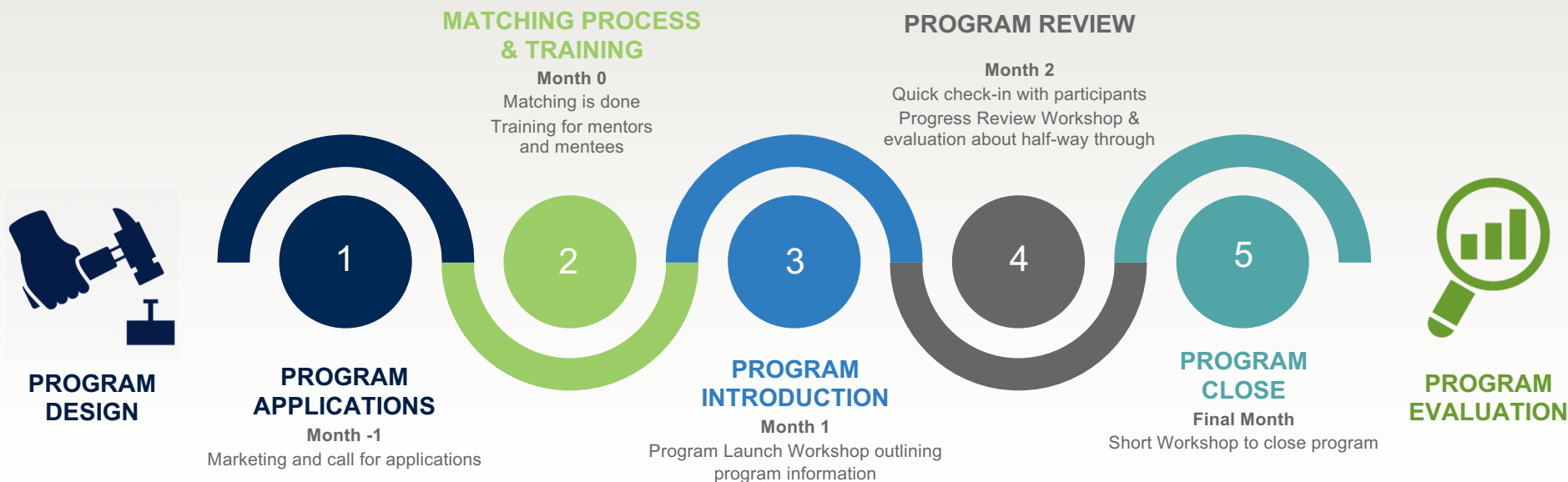
Designed for organisations without the internal expertise or time to run a mentoring program and wish to outsource these functions. This plan includes a dedicated event facilitator with an additional mentoring program manager, to ensure the most effective outcome and the ultimate support for your team.



# 1. MENTORING PROGRAM PLANS

Our recommended program timeline:

Our recommended program timeline has demonstrated maximum success within our mentoring programs. We are always happy to discuss and tailor a timeline to your specific mentoring program requirements.



# COMPARE THE PLANS

PROGRAM PLANS	Basic	Professional	Platinum
	Just the platform	+ Use our expert resources	+ Outsource your program to us
Number of participants	Up to 20 pairs	Up to 20 pairs	Up to 20 pairs
ONLINE MENTORING PLATFORM	✓	✓	✓
Brand with your own logo and colours	✓	✓	✓
Customised mentor/mentee applications	Build your own	Edit ours	We do it for you
Your own matching algorithm	✓	✓	✓
Automated communications	Build your own	Edit ours	We do it for you
Build or edit our surveys	Build your own	Edit ours	We do it for you
EDUCATIONAL RESOURCES FOR PROGRAM SUCCESS			
Multimedia online training for mentors/mentees	Option	✓	✓
Articles, tips, tools for mentors/mentees	x	✓	✓
PROGRAM MANAGEMENT	x	x	✓
Hosted program webinars and program success reporting	x	x	Our expert Program Consultant
Dedicated program concierge to support your participants	x	x	Our expert Program Manager
PROGRAM MANAGER SUPPORT			
Recruitment templates	x	✓	✓
"How to manage an effective mentoring program" training	Option	✓	Not needed
Presentation kit for Program Information, Program Launch, Review and Close	x	✓	Not needed
Tech support	✓	✓	✓
Consulting support	x	✓	✓
Annual Program Subscription	Ask for pricing	Ask for pricing	Ask for pricing
Plus one-time set up fee	Ask for pricing	Ask for pricing	Ask for pricing
Add-ons			
Add pairs (discount applies over 100 pairs)	Ask for pricing	Ask for pricing	Ask for pricing
Add another program	Talk to us	Talk to us	Talk to us

## 2. MENTORING PROGRAM MARKETPLACE



The Mentoring Program Marketplace offers a suite of evidence-based tools, training and resources, plus consultancy services to assist and support the design and implementation of mentoring programs.

Mix and match our resources to optimise your in-house mentoring toolkit.

## 2. MENTORING PROGRAM MARKETPLACE

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We set out to find the best mentoring and career development resources we could and where something new was needed, we developed it ourselves.

On the online Marketplace you will find free resources you can download straight away and a range of resources for purchase. It's a curated site so we've only listed the resources we believe in.

We'll keep this fresh every month and keep adding until we are satisfied that we have the perfect one-stop shop for mentors and mentees and the people who build mentoring programs.



### BOOKS, EBOOKS AND ARTICLES

We offer a comprehensive range of superior resource materials for mentoring programs, written by the experts, hop online and browse our library of books, ebooks and articles.



### E-LEARNING

Select from a range of e-Learning courses, including our online training for mentors and mentees.



### TEMPLATES AND KITS

You can access our world-class resources for your mentoring program, in template format. Three kits available.



### PROFILING TOOLS

Select a profiling tool to build mentee self-awareness.

## 2. HIGHLIGHTS IN THE MARKETPLACE

### ART OF MENTORING PROGRAM MANAGER'S PACK

Our Art of Mentoring Program Manager's Pack is a do-it-yourself set of resources containing everything you need to design and run your own mentoring program. You can buy the whole pack or just some parts. It contains everything we use for setting up and running our program plans.

[Visit our website](#)



#### Design Kit: Design Your Program

A suite of tools to help you set up, run and evaluate the health and success of a mentoring program. The design kit contains unique methodology and tools to help program managers start designing their own professional mentoring program or to upgrade an existing one.



#### Training Kit: Engage with Mentors and Mentees

The Training Kit contains engaging training material, for delivery face-to-face or virtually, that increases the success of mentoring relationships.

#### PRICING:

Design Kit + Training Kit  
**Ask for pricing**

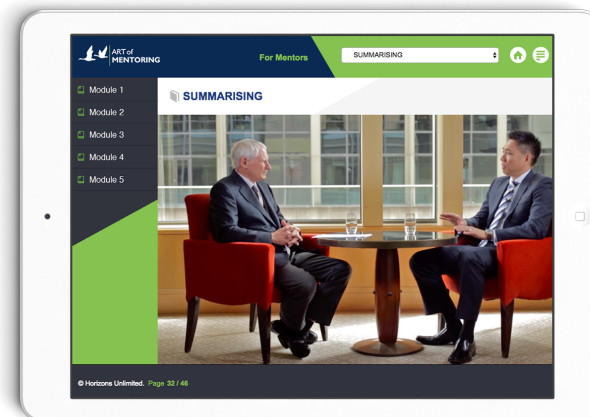
Individual kit  
**Ask for pricing**

### ART OF MENTORING eLEARNING PACKAGE

If your only need is training materials for mentors and mentees, this eLearning package is ideal, specifically if your participants need remote access to their resources.

#### Contains:

5 modules, 1+ hour of instructional video with interviews and demonstrations, plus downloadable 'how to' guides and tools.



Single licence  
**Ask for pricing**

Discounts available for bulk purchases. Talk to us about our Enterprise version.

[Find out more online](#)

## 2. MENTORING PROGRAM MARKETPLACE

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### PROF DAVID CLUTTERBUCK'S COACHING AND MENTORING RESOURCE

World-leading expert on coaching and mentoring, Prof Clutterbuck's comprehensive online guide to coaching and mentoring is available exclusively via Art of Mentoring. Providing expert answers to all your coaching and mentoring questions, this resource offers practical guidance on managing a wide range of issues you meet as a coach or mentor, coachee or mentee, mentoring program manager or purchaser of external coaching services. **1 or 3 year licences available.**

[Visit our website](#) to find out more about how we can help you with our range of additional products and services.

### LOOKING FOR MORE?

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#### PROGRAM DESIGN

Custom mentoring program design, crucial to any program's success.



#### PROGRAM EVALUATION

A full evaluation of your mentoring program.



#### PROGRAM EVENTS MANAGEMENT AND TRAINING

Program Design via webinars or face-to-face training.



#### PROGRAM MANAGER TRAINING

Learn how to set up and run a program, self-paced or classroom options.



#### PROGRAM MANAGER COACHING

Let us support you as you learn to run a mentoring program like a pro!

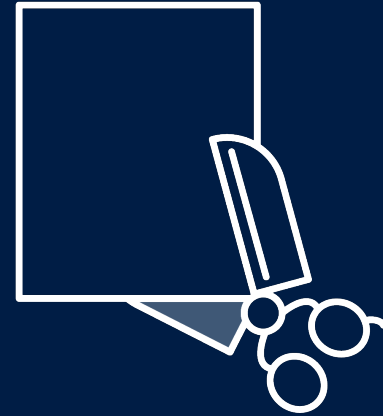


#### MENTORING PROGRAM BUSINESS PLAN DEVELOPMENT

(by quotation)

# 3. CUSTOM MENTORING PROGRAM

## Design & planning



Are you looking for a mentoring program tailored specifically to your organisation's business goals or association strategy?

We can work with you to design a custom mentoring plan that meets your key business priorities.

We can help you to:

- Determine program objectives based on your organisation's goals and agree them with key stakeholders
- Design how to select mentors and mentees and how to communicate, train, match, measure, and support the program, following good practice as determined by the ISMCP
- Customise any of our plans or resources to suit your needs

Visit our website to find out more.  
Get in contact and we will provide you  
with a customised proposal and quotation.



## OUR MENTORING PROGRAM EXPERTS

Art of Mentoring is a member of Coaching & Mentoring International (CMI) a global network of mentoring consultants, founded by Prof David Clutterbuck.

Our company has been conducting mentoring programs since 1997, webinar-based mentoring programs since 2009, and online training since 2014. Our management is supported by an expert team of Program Designers and Managers.



# OUR TEAM

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All our mentoring program experts are highly skilled, experienced coaches and mentors themselves who have been running mentoring programs for several years. They operate under the guidance of Melissa Richardson (our Managing Director) who has over 20 years' experience in running mentoring programs and as an Executive Coach.



## **MELISSA RICHARDSON, Managing Director**

Melissa is an Australian expert in coaching and mentoring, having worked in the field for nearly twenty years. She has designed and implemented mentoring programs across public and private sector organisations, and is at the forefront of using technology to support mentoring programs that span geographies.

A lifelong learner and enthusiast for personal and professional development, Melissa has an undergraduate degree in psychology, postgraduate qualifications in Strategic Marketing, in Counselling, a Master's degree in Organisational Coaching and a Diploma of Coaching Supervision.

Melissa was a trustee of ISMPE, the forerunner to ISMCP (International Standards for Mentoring and Coaching Programmes) and is an official member of the ISMCP Assessment Team at EMCC (European Mentoring and Coaching Council).



## **LISA TAYLOR, Senior Program Consultant**

Lisa is an Executive Coach, Facilitator and Coach Trainer and Coaching Supervisor with experience covering Australia and South-east Asia. Utilising the combination of technical expertise, powerful interpersonal skills and well-honed intuition, Lisa inspires leaders to stretch, transform and reach their full potential.

Lisa currently works with the NSW Law Society, Law Institute of Victoria, Toyota, CMAA and other client mentoring programs.

Lisa holds a Diploma of Coaching Supervision, Diploma in Transformational Coaching, a Professional Certificate in HR Consulting and is Neuro Linguistic Programming (NLP) certified. She is accredited in a number of 360 Degree Feedback and MBTI Tools.

# OUR TEAM

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## ALEX RICHARDSON, Director

Alex is at the forefront of mentoring technology and program design in Australia. He has designed, implemented and supported many successful mentoring programs in the Association, Corporate, Government and University industries with more than 1000 participants successfully matched each year.

Alex leads our Client On-boarding, Marketing and Sales teams and has a great client service track record. He is an expert in implementing geographically dispersed programs and using modern technology to solve any challenges a mentoring program faces.

Alex is also a passionate advocate for mentoring done well.



## GINA MEIBUSCH, Senior Consultant

Gina has a BE (Chemical) Hons, BSc (Psychology) Hons and Dip Project Management. She has worked in the private and public sector as well as in industry bodies, in roles such as project and program management, strategy and policy.

Gina was instrumental in securing government funding for and setting up the AWRA eMentoring Program, a virtual mentoring program for women working in the mining sector in Australia.

Passionate about mentoring for women, she was also involved in a mentoring program for Girl Guides and set up a program for school age girls to build confidence, competence and connections through mentoring.

# OUR TEAM

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## **LARS SORHUS, CTO**

Ex-M&C Saatchi and eBay, Lars has set up and run his own software development company. He is passionate about technology, innovation, networking and learning.

Lars drives our technology team, managing our platform and overseeing future development and improvement.



## **DANITA NEEDLEMAN, Program Manager**

Danita has vast and valuable working experience in retail, advertising, recruitment and office management to the level of General Manager.

Her focus has always been on the efficient and effective provision of services together with the development of others within a functional business framework. In short, driving the engine room of many businesses.

Danita utilises her expertise to implement the mentoring program management for clients on a Platinum Plan.

Danita has a BSc. (Psych) Hons and combines her pragmatic interpersonal skills and practical business acumen to make a difference to others.

# OUR TEAM

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## **JONATHON DRIVER, Technical Manager**

Jonathon has been working with computers in one capacity or another for the past 18 years. He has worked as a Computer Science teacher, a freelance web developer and with a number of small organisations on website production and bug fixing. He currently offers technical support to clients at Art of Mentoring with any problems they may be facing.

# CASE STUDIES – OUR WORK IN ACTION

We have worked with many great companies and associations to design, plan and implement successful mentoring programs that have a material impact on the mentors and mentees, while also delivering on strategic business objectives.



# CASE STUDIES

## AUSTRALIAN WOMEN IN RESOURCES ALLIANCE (AWRA)

In 2013 we supported the e-mentoring program for the Australian Women in Resources Alliance (part of AMMA). Mentoring partners were matched across the country, and the entire program was managed and hosted online using an online mentoring platform. 110 pairs were recruited and matched across 5 cohorts in 2013. The program was deemed very successful and has been granted government funding again through to 2018.

Art of Mentoring created all program materials, helped to train AWRA staff in use of the online platform, uploaded documents to the platform, guided the matching process, conducted training and progress review webinars, provided general advice and support.

[Read the full case study here](#)

### CLIENT REFEREE:

Elsbeth Jeffrey, Program Manager  
Contact details available on request.

*“Melissa Richardson designed the AWRA e-Mentoring Program for the Australian Mines and Metals Association (AMMA). Melissa’s knowledge of mentoring and designing mentoring programs, in particular e-Mentoring programs, is exceptional. Her professionalism and willingness to provide assistance and guidance whenever we needed it meant that we were able to deliver an excellent mentoring program for women in the resources industry in Australia.”*

## AUSTRALIAN VETERINARY ASSOCIATION

Following an extensive review, a nationally resourced program with local delivery in each state was recommended for roll-out in late 2015. A national Program Administrator manages all program administration on an online mentoring program platform. Local volunteers were trained by Art of Mentoring to deliver training for mentors and mentees and support the pairs in each region. Nationally, the program matches 250 graduate vets with experienced industry peers to provide mentoring support for their first year of work.

### CLIENT REFEREE:

Monika Cole, Recent Graduate and Student Program Manager  
Contact details available on request.

## LAW SOCIETY OF NSW

Art of Mentoring supported the re-launch of Law Society’s mentoring programs in 2014/15. There were two programs – one for their Young Lawyers group and one specifically for women. An additional Graduate program was added in 2016.

We provide resource materials including online training and host the programs on our online platform, with an internal Law Society administrator trained by us to handle the program management on the platform.

### CLIENT REFEREE:

Liesel von Molendorff, Young Lawyers Mentoring Consultant  
Contact details available on request.



# CASE STUDIES

## TOYOTA MOTOR CORPORATION AUSTRALIA

In February 2014, Toyota Australia announced that it would close its manufacturing by 2017. As part of the resultant restructure, it was subsequently announced that Toyota would consolidate its head office, requiring the relocation of the entire sales and marketing team from Sydney to Melbourne.

We were asked to develop a special mentoring program to support sales and marketing people through the change. So far, two programs have been run with great success.

[Read the full case study here](#)

### CLIENT REFEREE:

Deb Bacon, former Corporate Manager National Fleet & Strategic Services. Contact details available on request.

## THE UNIVERSITY OF SYDNEY

The University of Sydney believes mentoring creates an opportunity for cross university cooperation, collaboration and shared learning, forming an enriched work experience for staff and students. In 2015, the university set out to develop a suite of tools, resources and information focused on building the institution's mentorship capability, a shared mentoring criteria and a common language.

Having been referred from AHRI, The University of Sydney approached Art of Mentoring to access the Design Kit, Training Kit and eLearning modules. These resources now contribute to the customised self-serve portal that can be accessed by individuals or groups who wish to introduce mentoring into their work areas. We continue to support their efforts by providing training for local program managers.

### CLIENT REFEREE:

David Scoppa, former Redeployment & Organisation Development Advisor  
Contact details available on request.

## DEPARTMENT OF AGEING, DISABILITY & HOME CARE (ADHC)

The Aboriginal Employment Strategy, Let's See It Through (2011-2015) committed ADHC to invest in innovative strategies to develop professional capabilities of the departments Aboriginal staff. The mentoring program was considered a strategy to support the retention of Aboriginal staff while also improving their promotional marketability.

Art of Mentoring designed and implemented the mentoring program for Aboriginal employees in 2013/14. Mentees were paired with Aboriginal and non-Aboriginal mentees. Following the program, 100% of mentors and mentees who responded to a final survey said they were glad they had participated in the program and would recommend it to others.

### CLIENT REFEREE:

Linda Mallett, former Executive Director  
Contact details available on request.

[For more case studies visit our website](#)



# ART of MENTORING

Thank you for taking the time to find out more about Art of Mentoring. If you would like any additional information or to discuss how we can work together, contact our team today.

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