ART of MENTORING

Mentoring Program Manager's Training

Program Outline

Course Aim

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.

By the end of this certification program participants should be able to complete a Workplace Project using the Art of Mentoring key stages, techniques and tools to design, set up, market and manage a successful mentoring program.

Benefits

Mentoring Program Management requires expert knowledge and understanding of what makes mentoring programs effective. If you have all the right skills and attributes for the job and are seeking mentoring program experience, we can train you so you can expertly design and set up a program, then handle the administrative and pastoral care functions.

This three-part certification program combines eLearning supplemented with practical cases, examples and tips, a real-life Workplace Project and Personal Coaching to provide a thorough understanding of the key success factors of mentoring program planning, implementation and management. It explores the key stages to design and start a mentoring program and provides access to essential tools and materials that support successful program planning, design and implementation.

Program Structure

- **Total Program Duration 13.5 Hours**, equivalent to a 2-Day Classroom Training Program

- **PART 1: Pre-Course Work** (approx. 30 minutes)

- **PART 2: Course Work** – eLearning, Workplace Project & Personal Coaching

  - 3 eLearning Modules (90 minutes each)

  - Workplace Project Tasks (4 hours, completed in between eLearning Modules)

  - Personal Coaching (1.5 hours)

- **PART 3: Post-Course Final Submission** (approx. 3 hours)

Learning Objectives

1. Define mentoring and summarise the important characteristics of an effective mentor

2. Identify the essential considerations, design variables and planning questions for each of the seven key steps of implementing a mentoring program

3. Identify the responsibilities, activities and key success factors of mentoring program implementation and management

4. Recognise and locate the resources, tools and materials that are available to support Mentoring Program Managers

5. Complete and submit a Final Assessment and a finished Workplace Project Plan to achieve program certification

Program Overview

PART 1: Pre-Course Work

- Actively Read Program Welcome Kit
- Identify Workplace Project and check feasibility
- Other Pre-Reading or Activities, as assigned
- Introductory Meeting with Personal Coach

PART 2: Course Work – eLearning, Workplace Project & Personal Coaching

eLearning Module 1: Getting Started with Mentoring Programs

1. Key Concepts – What is Mentoring?
2. The Seven Key Steps of Implementing a Mentoring Program
3. Step 1 - Pre-evaluation & Research
4. Step 2 - Getting Ready
5. Module Review & Next Steps

Workplace Project Part A – Start your mentoring Program Plan & Determine your Set Up

Personal Coaching

eLearning Module 2: Mentoring Program Design & Customisation Decisions

1. Step 3 - Design Your Program
2. Module Review & Next Steps

Workplace Project Part B – Design your Mentoring Program Details & Customise your Plan

Personal Coaching

eLearning Module 3: Mentoring Program Implementation & Management

1. Step 4 - Recruitment
2. Step 5 - Matching
3. Step 6 - Training & Support
4. Step 7 - Evaluate Your Program
5. Successful Program Management
6. References, Resources & Tools
7. Module Review
8. Program Completion & Certification Steps

Workplace Project Part C (Final Submission) – Planning your Mentoring Program Implementation & Management

PART 3: Post-Course Final Submission

- Final Assessement
- Completed Workplace Project Plan

Certification Pack

After successful completion of the program, the following is provided as part of the Certification Pack:

- Completion Certificate
- Facilitation Pack including Presentation materials and exclusive access to live recordings of a Program Information, a Program Launch, a Program Progress Review and a Program Close Presentation

Program Administration

Who is this program for?

- Current mentoring program managers and people interested in setting up a new mentoring program for employees, members or students in their organisation.

Where to find more information?

- For further enquiries:
  – www.artofmentoring.net
  – Or contact info@artofmentoring.net or +61 291 137 265

Detailed Outline: Part 2: Course Work – eLearning, Workplace Project & Personal Coaching

eLearning Module 1: Getting Started with Mentoring Programs

Key Concepts - What is Mentoring?

- Definitions
- Forms of Mentoring
- Mentor Characteristics
- Helping Roles and Behaviours
- Types of Mentoring Programs

The Seven Key Steps of Implementing a Mentoring Program

- Introduction and Overview of Core Program Model

Step 1 - Pre-evaluation & Research

- Pre-evaluation & Research Activities
- International Standards for Coaching & Mentoring Programs (ISMCP)
- Guidelines on using Standards
- Organisational Readiness

Step 2 - Getting Ready

- Sponsors and Stakeholders
- Purpose and Objectives
- Benefits and Risks for the Organisation, Mentors & Mentees

Workplace Project Part A – Start your Mentoring Program Plan & Determine your Set Up

- Complete Workplace Project Plan for Key Steps 1 & 2

Personal Coaching

eLearning Module 2: Mentoring Program Design & Customisation Decisions

Step 3 - Design Your Program

- The Key Design Variables

  - Is it a standard 1:1 program or something different?

  - How formal or structured do you want the program to be?

  - Who will be the recipients of mentoring and who will be the mentors? How will you decide who is eligible? How many participants do you anticipate?

  - How will you market and recruit them into the program?

  - How will you match them?

  - How long will they work together and when will you launch?

  - Will your program be face-to-face, virtual or a hybrid of these?

  - How much and what type of preparation is needed for the participants?

  - What will be included in a Code of Practice for the program?

  - How many and what type of program events will be included?

  - In what order will you roll out the program?

  - How will you measure success?

  - How will you resource the program?

Workplace Project Part B – Design your Mentoring Program Details & Customise your Plan

- Make Decisions for the required Key Design Variables & Complete Workplace Project Plan for Design Phase - Key Step 3

Personal Coaching

eLearning Module 3: Mentoring Program Implementation & Management

Step 4 - Recruitment

- Marketing Before the Program
- Recruitment and Using Media
- Turning Marketing into Recruitment "Sales"
- What to Include in Pre-Launch Communications
- Example Public Mentoring Web Pages
- Managing Rejected Participants in Mentoring
- Don't Compromise on who you Recruit
- Post-Launch Marketing

Step 5 - Matching

- Introduction to Matching
- Matching Tips & Traps
- The Mechanics of Matching
- Matching Communications – Some Suggestions
- Mentee Input on Choice of Mentor
- Activity: Matching Case Study
- Matching Communication - Some Suggestions
- Support Re-matching when Needed

Step 6 - Training & Support

- Training Ground Rules
- Initial Training Topics
- Supporting the Program

Step 7 - Evaluate Your Program

- How to Gather Data
- When to Evaluate
- Who to Ask
- What to Evaluate - Sample Questions

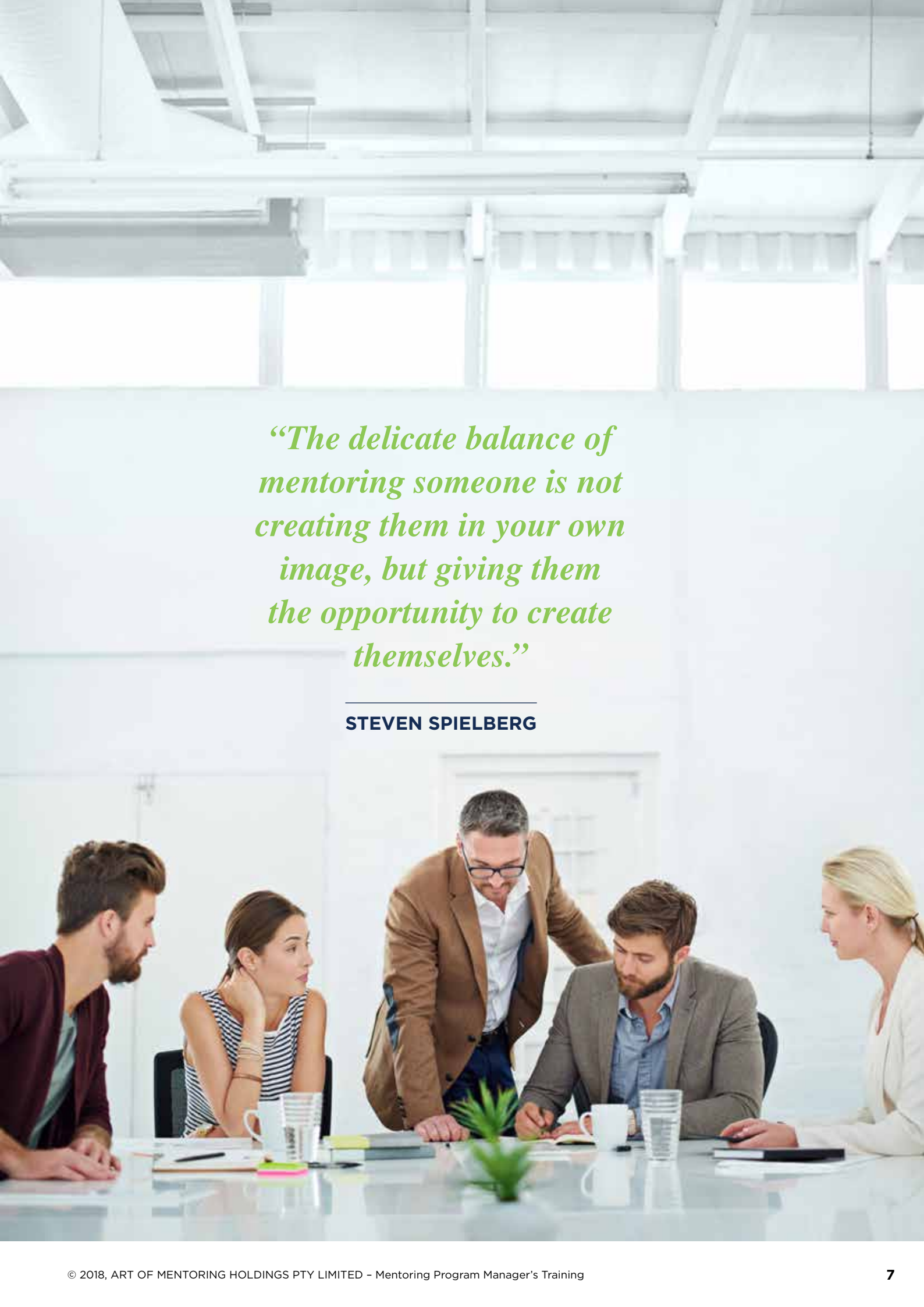## Successful Program Management

- Introduction to Mentoring Program Management
- Program Management Time
- Characteristics of an Effective Program Manager
- Program Management Activities
- Your Contened Learning and Development as a Program Manager
- What Makes the Difference?
- Examples - Effective Mentoring Program Approaches

References, Resources & Tools

- Useful References & Further Information
- Resources - Facilitation Pack Overview

Workplace Project Part C (Final Submission) – Planning your Mentoring Program Implementation & Management

- Make Decisions for the required Key Design Variables & Complete Workplace Project Plan for Key Steps 4, 5, 6 & 7.
- Identify personal actions & activities to achieve successful management and oversight of the Program during and after implementation.

> *"The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves."*

STEVEN SPIELBERG