

# HOW TO RUN A SUCCESSFUL MENTORSHIP PROGRAM



# Meet our Presenters



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# **SOME BACKGROUND ON THE PROGRAM**



*“Tell me and I forget, teach  
me and I may remember,  
involve me and I  
learn.” – Benjamin Franklin*





# Famous mentorship relationships

*"If you were building IBM from scratch, how would it look different?"*





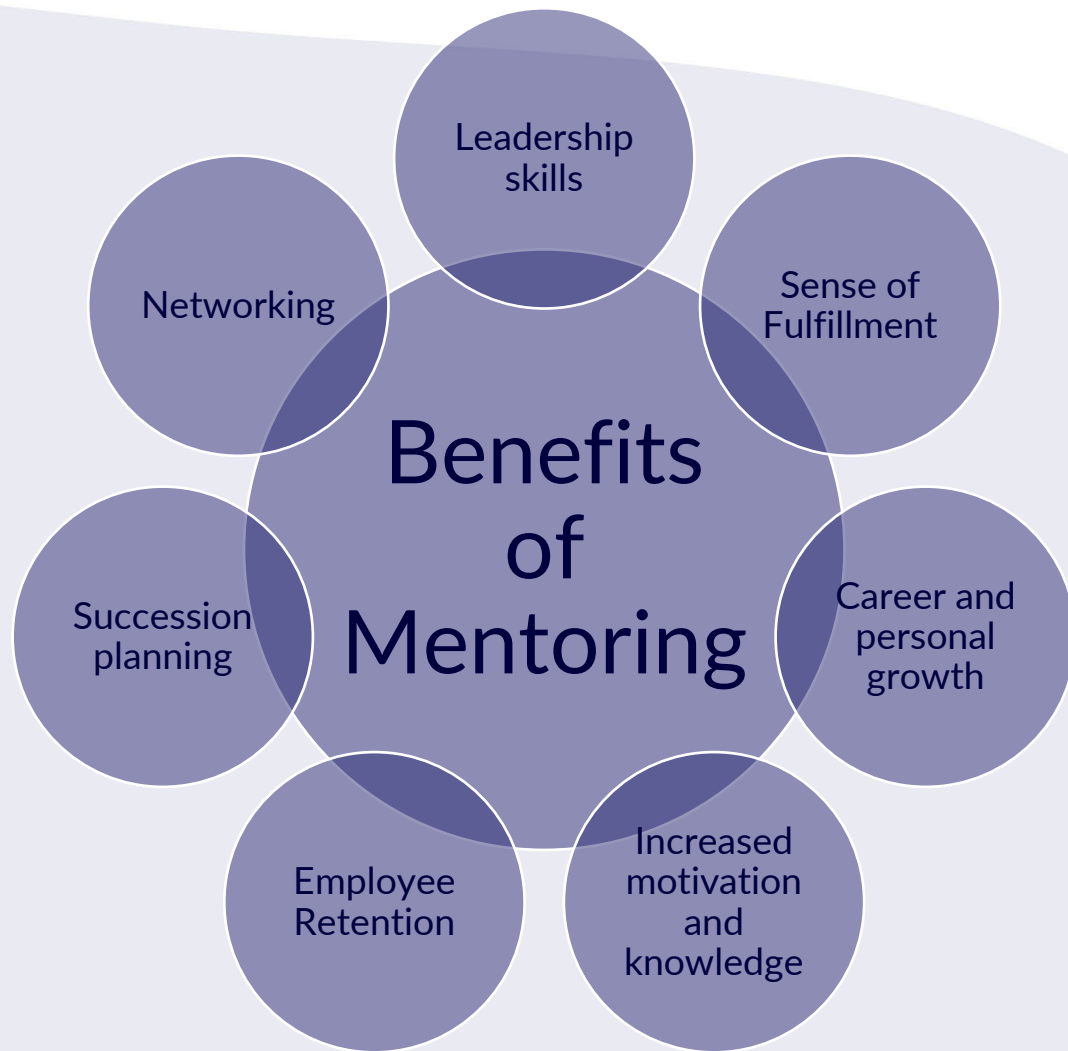
*“A mentor is someone who allows you to see the hope inside yourself.”  
– Oprah Winfrey*



## **A March 2022 survey of more than 8,000 working adults conducted by the Gallup found that:**

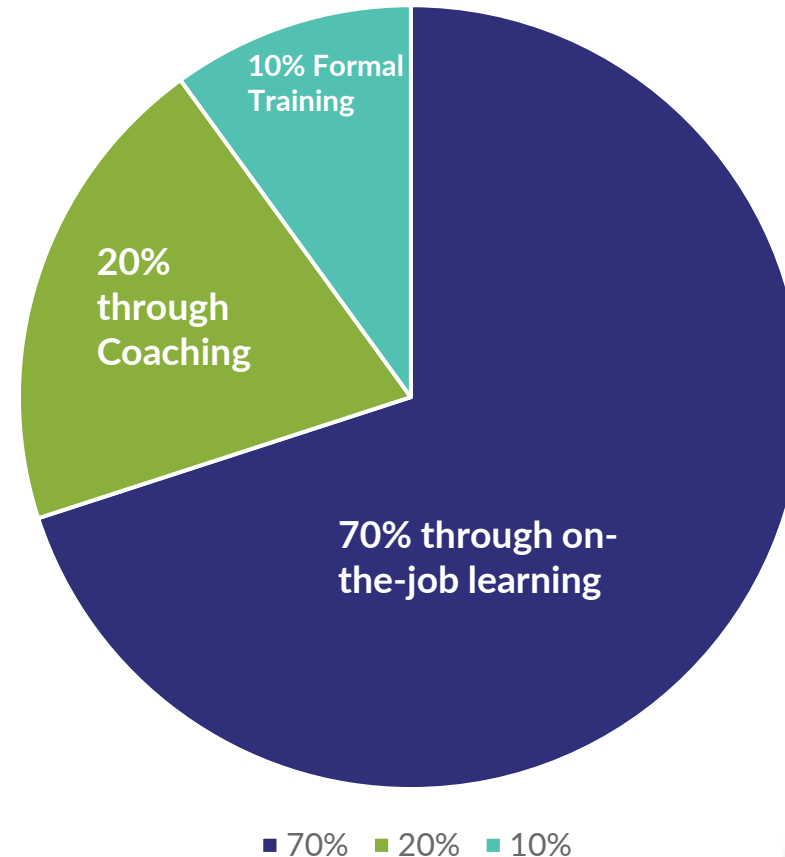
- People with a formal mentorship program at work were 75% more likely to strongly agree that their employer **provided a clearer plan for career development** than organizations who encouraged informal mentorship or those who had no mentorship program.
- Employees with formal mentors were 58% more likely to **strongly agree that their workplace gives all employees equal opportunities to advance to senior management.**





# Based on Adult Learning Principles

- ▶ 70% of learning takes place on the job
- ▶ Skills learned in a mentor meeting should be immediately applicable in their day-to-day work or via a project
- ▶ Mastery requires time, patience & consistency (ie. The “10,000 hours” rule)



# ABOUT OUR PROGRAM

# Program Elements

- 6 months
- Open to anyone who has completed their probationary period in either a contract or permanent position
- Mentors and mentees meet 1-2 times per month on average
- Monthly group support offered by People Services (“HR”)
- Email Support (prompting questions)
- Goal-setting and tracking
- Stretch assignment



# Utilizing the DS Sector's Core Competencies

The screenshot shows a web application interface for the Developmental Services Workforce Initiative. The page is titled "Core Competencies" and is accessed by the user `esther.astroff@surreyplace.ca`. The interface includes a left-hand navigation menu with options for Home, Core Competencies (selected), Self-Assessment, Coaching, and Behavior Based Interviews. The main content area lists four core competencies: Advocacy, Building Relationships, Championing Change and Innovation, and Facilitating Growth and Development, each with a brief description. The footer includes logos for the Provincial Network and the Government of Ontario, along with a privacy policy link.

Developmental Services Workforce Initiative

Home

Core Competencies

Self-Assessment

Coaching

Behavior Based Interviews

IN PARTNERSHIP WITH

Provincial Network on Developmental Services

Ontario

Core Competencies

esther.astroff@surreyplace.ca [Log Out](#)

## Core Competencies

[How Growth Stages Work](#)

### Advocacy

Advocacy is the desire and determination to champion a cause or issue and try to get others to support it. It recognizes the importance of amplifying the voices of the person/family and creating space for them to advocate on their own behalf.

### Building Relationships

Building relationships is about intentionally collaborating to develop meaningful relationships with people supported, co-workers, families, community partners and other stakeholders. It is about seeking opportunities to create collaborative partnerships to meet mutual goals.

### Championing Change and Innovation

This Core Competency is about being flexible and adaptable to changing environments to work effectively with various people and groups. It involves an open mindset to understand, appreciate and empathize with different and opposing perspectives.

### Facilitating Growth and Development

This competency is about facilitating self-directed growth and development. It fosters self determination and independence. It intentionally supports the long-term learning or development of others through coaching, recognition, encouragement, and feedback.

Privacy - 1

# Utilizing Core Competencies

- 1. During application process:** Identify top 3 (mentee's goals & mentor's expertise)
- 2. When setting goals:** how individual goals tie to competencies
- 3. Throughout program:** during monthly learning sessions and in monthly reflection exercises

The background features two large, overlapping, rounded shapes. The shape on the left is a light lavender or pale purple, and the shape on the right is a teal or seafoam green. They overlap in the center, creating a white space between them.

# **PROGRAM OUTCOMES**

# Survey Feedback

## Mentees

- ▶ Better resilience
- ▶ Better collaboration skills
- ▶ Better resource management skills
- ▶ Greater awareness of areas they want to learn more about
- ▶ Learning new softwares, concepts, processes
- ▶ Networking
- ▶ More confidence in themselves
- ▶ Exposure to different areas of the organization
- ▶ Career Advancement

## Mentors

- ▶ Ability to deliver meaningful feedback and coach effectively
- ▶ Helped increase mentee's confidence
- ▶ Expanded professional network
- ▶ Creative problem solving to solutions especially when resources were scarce
- ▶ Greater confidence in their abilities (overcoming "Imposter Syndrome")
- ▶ Pride and feelings of reward seeing their mentees grow and take on new roles
- ▶ Greater motivation to keep growing and developing new skills
- ▶ Career Advancement

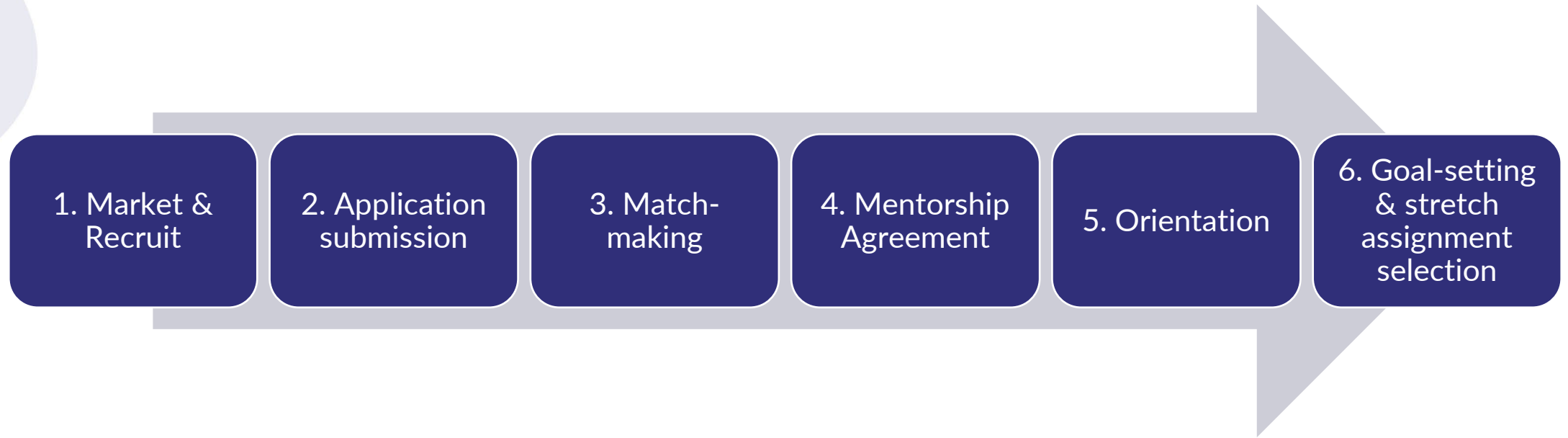


# To Date...

- ▶ 25% of Mentorship Program participants progressed into a role of their desire
- ▶ 14% of all job changes from 2022 to 2024 were occupied by participants of the Mentorship Program



# The mentorship process



## Throughout the program:

- Tracking progress on goals
- Attending monthly meetups
- Meeting 1:1 with mentors/mentees
- Completing journal prompts
- Job shadowing

# ORIENTATION SESSIONS



# Orientation Sessions

## Mentors

- ▶ GROW Coaching
- ▶ Leading with open-ended questions
- ▶ 3 P's of Coaching (Projects, People & Patterns)
- ▶ Delivering effective feedback
- ▶ Radical Candor

## Mentees

- ▶ Effective goal-setting
- ▶ Seeking feedback for growth
- ▶ Asking great questions
- ▶ Reviewing the monthly journal prompts together



# **MONTHLY CHECK- INS**

# Monthly group check-in's: skill-building & networking



# Monthly Topics

1. How to develop your Core Competencies by identifying the KSA's required in each goal (Mentees) & Holding People Accountable (Mentors)
2. Relationship/Networking Building (Mentees) & Developing Others (Mentors)
3. How to select a meaningful stretch assignment
4. Developing your Strategic Thinking skills
5. Understanding and Managing Change
6. Final Mentorship Program ending celebration!

# **BUILDING RELATIONSHIPS & NETWORKING SESSION**





# Creating your network map

1. List the people you already know and regularly connect with
2. Find gaps in your network – who would you like to know better, and from which departments?
3. Identify 3 new people you'd like to connect with
4. Who can you support and serve?



# Mentors: Identifying Networking Opportunities for your Mentees

## Consider:

- Who do you engage with regularly that your mentee may benefit from knowing?
- What committees or projects are you involved in?
- Who in your network knows others who may be valuable for your mentee to know? Connections of connections
- Are you part of any external partner agencies or projects?

## Action:

Help your mentee to:

- Craft an introduction email
- Arrange for a live introduction
- Identify what value they can offer a contact

# Partner Activity: Building your network

Take turns asking the following to your partner (5 mins each):

1. Spend a few minutes sharing your story – how did you get to be where you are in your career and life?
2. What are you currently working on that excites you?
3. What departments or parts of your organization are you most interested in learning about? Who do you know from these departments?
4. What are some internal events you've heard about at your organization that you are thinking of joining? (ie. DEI group; Wellness committees etc)

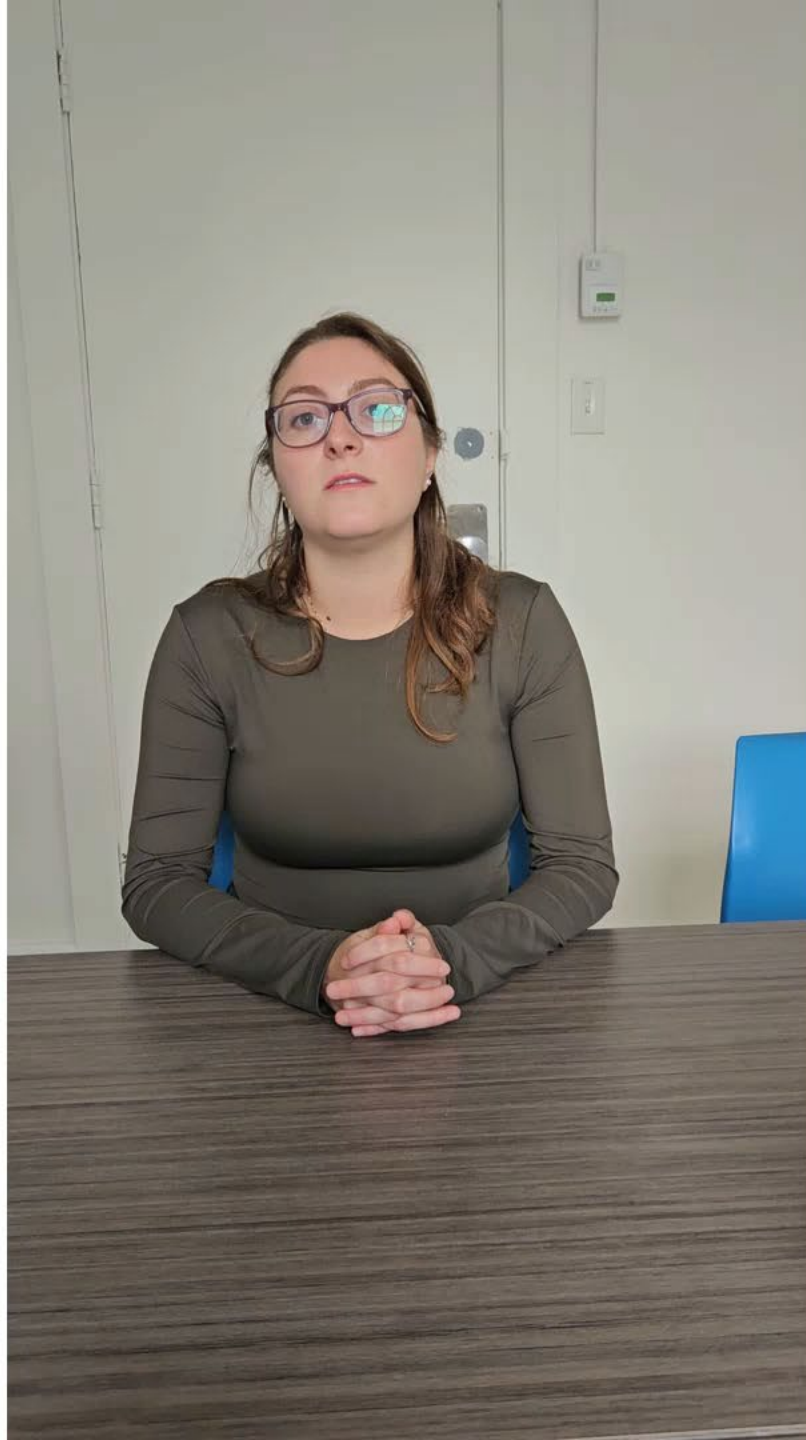
# STRETCH ASSIGNMENTS



# An Ideal Stretch Assignment

- ▶ Something intriguing, exciting, yet challenging enough that without the support of a coach or mentor you may not be motivated to accomplish on your own.
- ▶ Not too easy that you will be bored or unmotivated by it
- ▶ Not too challenging that it will cause overwhelm and can deter from your growth





# **EVALUATION**

Have you  
achieved what  
you set out to  
achieve?





# Tips for running a successful mentorship program

- ▶ **Plan in advance!**
- ▶ Hold a few information sessions to generate interest about the program
- ▶ Use the **DS Core Competencies** as a framework for this program
- ▶ Provide guidance on effective goal-setting to participants of the program



# Tips for running a successful mentorship program

- ▶ Don't assume mentors know how to be mentors – incorporate a mentor curriculum into the program (ie. GROW Coaching).
- ▶ Host live meetups & group work
- ▶ **Celebrate wins:** at each meetup, through Teams' shout-outs, and in a final mentorship program celebration
- ▶ Run a pilot
- ▶ Obtain testimonials after the program & run surveys throughout.



# Tips for running a successful mentorship program: Small Organizations

- ▶ Partner with other DS organizations to create and share resources
- ▶ Partner with your Regional HR Network
- ▶ Create a mentorship committee to volunteer and help facilitate the program
- ▶ Consider investing in a platform like Mentor City to automate several of the processes (pairing, content sharing etc)



**iMentorCity**



# Pricing Structure Post pilot

Up to 50 Active users: \$150/month

Up to 100 active users:  
\$350/month

200 active users: \$500/ month

500 Active users: \$1,000/ month

1000 active users: \$1,250/ month

Unlimited users: \$2000/ month

\*\*This is flexible - billing can additionally be done if its easier on a 1 time annual basis with a determined number of monthly average users

# STAY IN TOUCH

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Thank  
You



**SURREY**  **PLACE**