Mentorloop

Mentoring Course For
Program Coordinators
Workbook

Contents

This workbook is divided into three parts:

Introduction

Understand Mentorloop's mentoring philosophy and what it means to be a Program Coordinator.

Design, build & launch

Get clear on the key decisions and practical steps related to 'program architecture' that will set your program up for long-term success.

Program management & momentum

Maintain mentoring engagement, measure success and champion your program at every stage.

Mentorloop's mentoring philosophy

While mentoring and finding the right connections can change someone's life, these connections are not always so easy to come by. At Mentorloop, we're on a mission to make mentoring more accessible. By encouraging your participants to engage in reciprocal mentoring and build their personal advisory boards, they will unlock the power of mentoring in ways they may not be able to otherwise, and you will become a people hero.

List three examples of different types of mentors that may feature on a 'personal advisory board':

The role of a Program Coordinator

Every successful mentoring program relies on a Program Coordinator. This is a dedicated point of contact that makes crucial decisions that make up the 'program architecture' and guide the program's direction.

List five things that make up the 'program architecture'

Program purpose

Mentoring programs can serve a variety of purposes. No matter what stage your program is at, it's important to take the time to establish or review its purpose, as your objectives define what you aspire to, inform key results and define measurable outcomes. Here's an example:

Objective: **Improve onboarding for new starters**
Key results:

- 100% of new starters are matched with a mentor in their first week
- Increase onboarding satisfaction to an average rating of 4.5 out of 5
- Reduce the time new starters need to reach full productivity by 20%

Recommended Reading

Take a look at some of the most common mentoring program goals and how to measure them.

Learn More ›

Program purpose

Get clear on your program purpose by answering these questions:

1) Why does your program exist?

2) Who is your program for?

3) How will it benefit participants?

4) How will the program advance your organizational objectives?

Program purpose

Now write your main objective in one sentence and list out at least 1-3 key results you will use to measure success:

Objective	

Key Results	

Types of programs

When it comes to mentoring, there is no one-size-fits-all approach. Mentoring can take many forms, each suited to different individuals at various stages of their journeys, based on their unique needs and goals.

What are the four different types of mentoring programs?

Types of programs

Consider the four types of programs and write down one to three advantages for each type. Then fill in the check box of your chosen type.

Try to relate your answers to your own mentoring program and take note of any ideas about how you can utilize the different types to benefit your objectives.

Which types will you be using?

Traditional mentoring

Group mentoring

Reverse mentoring

Peer mentoring

Recruitment timelines

Different organizations and programs have unique needs and goals that will inform their chosen recruitment style. This choice also depend on other factors such as how you plan to measure success and the resource you have available to dedicate to managing the program.

What are the three different recruitment styles?

Try to include a short description of each where you can and highlight which one would be the best fit for your program.

Matching

Effective matching is crucial for successful mentoring programs as it lays the foundations or a positive mentoring relationship. Choosing the right <u>matching style</u> for your program is an important step in the program design process.

What is meant by effective matching?

Consider your program and circle 1-3 matching criteria you want to prioritize from these examples.

Experience

Goals

Availability

Location

D&I

Write down any other matching criteria that you'd like to use.

Matching

There are a variety of matching styles you can choose from. Which one you decide to use will depend on your program's objectives and resources available to you.

With this in mind, consider the different matching styles below and circle which one(s) are best suited to your program.

Manual Match	Self Match	Smart Match

Consider a blended approach

This is our recommendation, as it allows you to reap the benefits of multiple matching styles. The blend you choose will depend on your unique program.

Marketing your program

Generating excitement and recruiting people to join your program can seem daunting - after all the hard work that goes into building your program, you'll want to make a strong impact at launch. But with a clear purpose and making use of existing promotional assets, it doesn't have to be complicated.

Consider the different promotional assets and circle those that are already available to you.

Email

Website

Direct messaging

Intranet

Posters / flyers

Social media

Meetings / events

Are there any other assets you want to create or use?

Engagement

Once you've launched your program and matched your people, your role as Program Coordinator is likely going to be centred around <u>maintaining mentoring momentum</u> and program engagement.

List five ways you can increase program engagement:

🚀 Engagement

Mentoring Champions are advocates for your mentoring program. They are often mentors or mentees themselves, or people of influence in your organization who exhibit enthusiasm, have a positive impact on others, and demonstrate an attitude of support. They can help promote your program and the impact it has by sharing their experience of mentoring with others.

With this in mind, write down who in your organization or network could make a great Mentoring Champion:
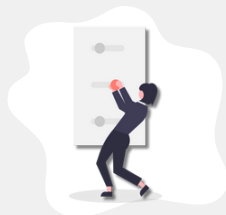
🚀 Engagement

Once your program has been up and running for a while, you may consider <u>relaunching</u>. Relaunching is great for many reasons, including program growth, engagement and optimal experience.

What are the five steps to relaunching your program?

Planning a relaunch?

Relaunching can drive long-term program success. But it can be daunting if you don't know where to start.

Get the guide ❯

Congratulations on completing the course!

You're now well on your way to becoming the best possible Program Coordinator.

Build your best mentoring program yet with ∞ Mentorloop

Revise key learnings
On the Academy for Program Coordinators

Academy

If you have questions or need support, visit the Help Hub or contact
support@mentorloop.com

Help Hub