**Mentorloop**

the complete

# Mentoring Program Toolkit

Everything you need to prep, build, and launch your best mentoring program yet

# Contents

This toolkit is divided into three parts:

## Prep

How to create a program plan, get approval from leadership, and garner support from key stakeholders

## Build

Explore your options for building a program that sets your participants up for mentoring success.

## Launch

Learn how to get the word out about your mentoring program and how to launch it with impact.

# Part One:

# Prep

Defining your goals and
setting up the foundation
for your mentoring program

## Defining what success looks like and how you should measure it

## Why are you launching a mentoring program? What are your goals?

Your goals will guide you on what metrics you need to be tracking and in forming a plan for collecting and evaluating this data.

Defining measurable outcomes will allow you to assess your program's health and how it's tracking towards your organization's goals.

This also enables you to make adjustments as you go.

# Defining what success looks like and how you should measure it

We like the OKR (Objectives & Key Results) framework for this.

Your objectives define what you aspire to,
while your key results define the measurable outcomes.

So, if your objective is **to improve onboarding for new starters** then your key results might look like these:

- 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 Objectives and Key Results

**Objective**

**Key Results**

**Objective**

**Key Results**

**Objective**

**Key Results**

# Pitch your program and get stakeholder buy-in

It's important to secure stakeholder buy-in early so they can feel involved in the program's development.

## So, who are your key stakeholders?

Your key stakeholders aren't just your leaders, especially in large organizations.

You may need to engage some of these departments, depending on the size and nature of your mentoring program:

**Procurement and IT**
for help acquiring and integrating mentoring software into the organization

**Marketing**
for assistance in promotion and recruitment

**Department Heads**
for getting larger organizational buy-in

# The Mentoring Program Proposal That Management Can't Reject

To get leadership buy-in, you'll need an effective pitch.

Our mentoring program proposal template is the perfect framework for your final proposal.

It covers all of the elements that management will need to green-light your mentoring program.

Simply complete each of the templated slides with your program specifics and get ready to hand leadership a proposal they simple cannot reject!



**Download Now**

# Pitch your program and get stakeholder buy-in

## Our top 4 tips for getting leadership buy-in

Communicate the ROI, not just the benefits.

Show it's not a one-time thing, but a long-term initiative

Don't just ask for approval, ask for involvement.

Allow them to discuss concerns and objections.

## Recommended Reading

On the blog, we explore ways to communicate your mentoring program's impact in areas that matter to your leadership team and the business.

**Learn More**

# Brush up on resources and best practices

You want to feel prepared when taking on an initiative like this.

Invest some time in reviewing the basics, getting familiar with best practices, and learning what to watch out for.

Here are two resources we recommend:

## What Does A Program Coordinator Do?

Learn or review the duties and responsibilities of a mentoring program coordinator.

**Learn More** ❯

## 7 Reasons Mentoring Programs Fail

Explore the most common reasons for mentoring program failure and how you can avoid the same mistakes.
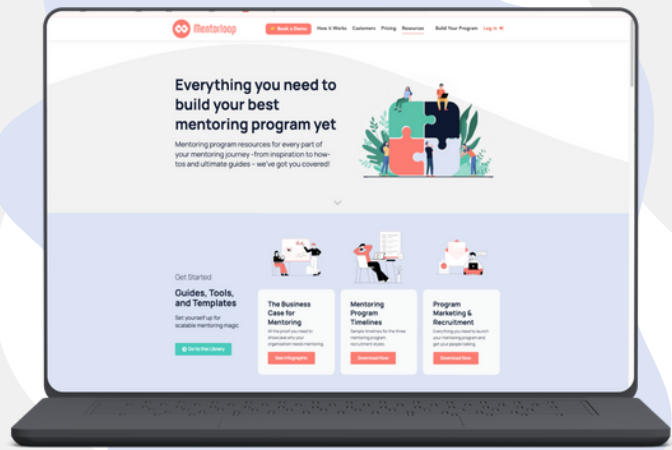
**Learn More** ❯
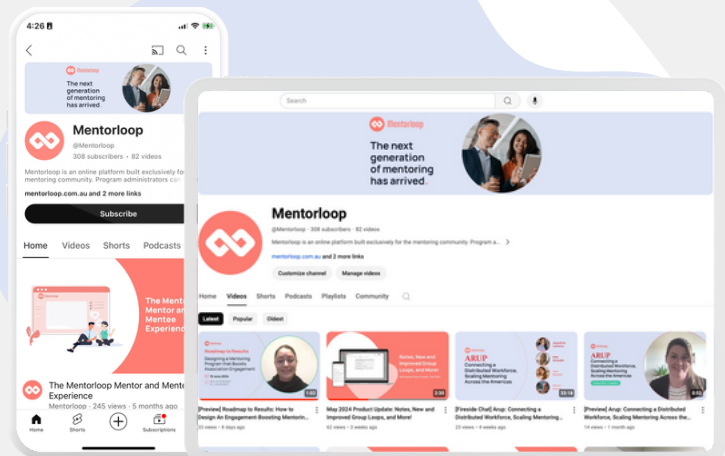
# Brush up on resources and best practices

Check out more of Mentorloop's guides and tools to help you build your best mentoring program yet

**Explore Resources** ⊙

Head to our YouTube channel for more best practice tips and see how our customers run their impactful mentoring programs

**Watch Now** ⊙

# Part Two:

# Build

Explore your setup options so you can set your program and your participants up for mentoring success

# Is it possible to manage a mentoring program without a mentoring platform?

Of course it's possible!
But it isn't easy and it takes a lot of time.

However, for small programs with under 30 participants, this is doable and even advisable!

Keen to learn how to do that effectively? Check out our guide to manual program management

## How to Manually Manage A Mentoring Program

Our how-to on manual program management — from getting people to sign up, matching, check-ins, reporting, and more

**Learn More** ⊙

# Build your program in three simple steps

## Step 1: The Basics

Lay down your mentoring program's foundations for success: population, timeline, and goals

## Step 2: Matching

Choose whether you want to:
- empower your participants to find their mentoring matches;
- make matches yourself;
- use a Smart Match algorithm;
- or take a bleded approach

## Step 3: Program Theme

Build your unique signup form to tailor your program to fit your goals. Use themes to guide you through the process.

Mentorloop Classic

Diversity, Equity & Inclusion

Community

# How to Match Mentors and Mentees

Matching is one of the most crucial parts of running a mentoring program.
Here's how to set up your program for some awesome mentoring matches

# Matching Criteria

When establishing a mentorship program, defining clear matching criteria is essential.

The criteria can vary depending on the goals of the mentoring program but there are a few common factors programs may consider when matching mentors and mentees.

# Expertise and Experience

Depending on your goals, you might want to match mentees with a mentor just a few months ahead of them, or 5 or even 10 years ahead of them.

Or you might be interested in reverse mentoring, where a more senior mentee is mentored by a junior.

# Goals and Objectives

It's important for mentoring partnerships to have some alignment here.

Mentees can benefit from being mentored by those who have achieved a goal that they're striving towards. For peer mentoring relationships, you could pair those who are looking to achieve similar things.

# Availability and Commitment

It's important to make sure that both parties have enough time to commit to the mentoring relationship. If mentoring partners aren't aligned on this, they're both in for a poor mentoring experience.
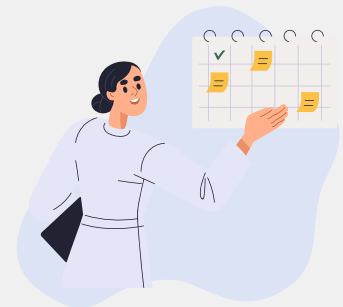
# Location and Time Zone

If individuals in a mentoring pair are in different time zones, it may be difficult to schedule regular meetings. With proper planning and communication, this can be overcome, but this is something to be conscious of.
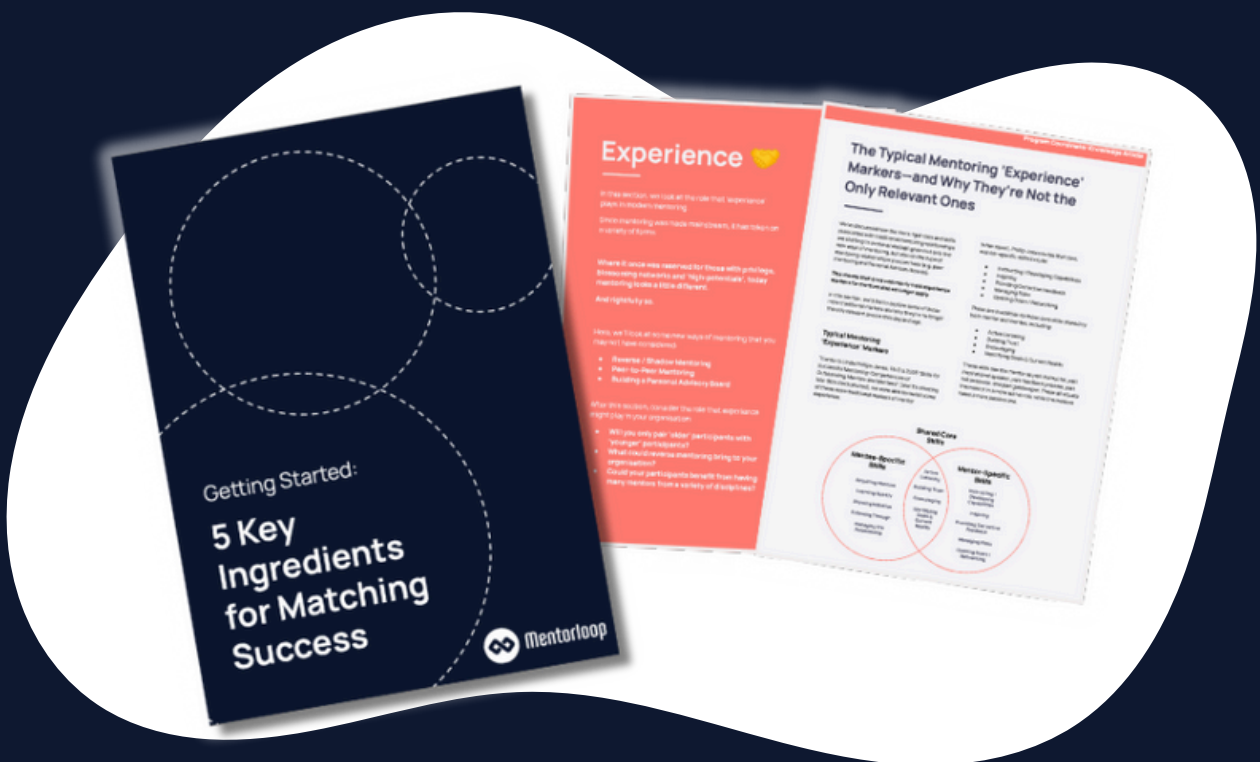
# Diversity and Inclusion

Consideration should be given to factors such as gender, ethnicity, and background to create a well-rounded and inclusive mentorship program.

Everyone benefits from an environment where there is a wealth of perspectives and experiences.

# 5 Key Ingredients for Matching Success



This guide is designed to help you think about the role that each matching ingredient has when it comes to your organisation, whether that's a corporate workplace, a membership association, university, or not-for-profit community.
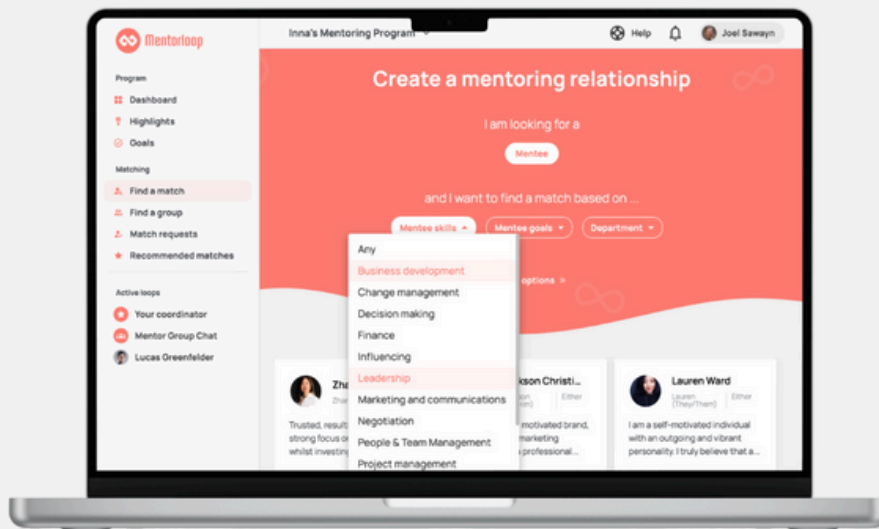
By the end of this guide, you should know more about your desired matching style and feel confident in setting your matching criteria.
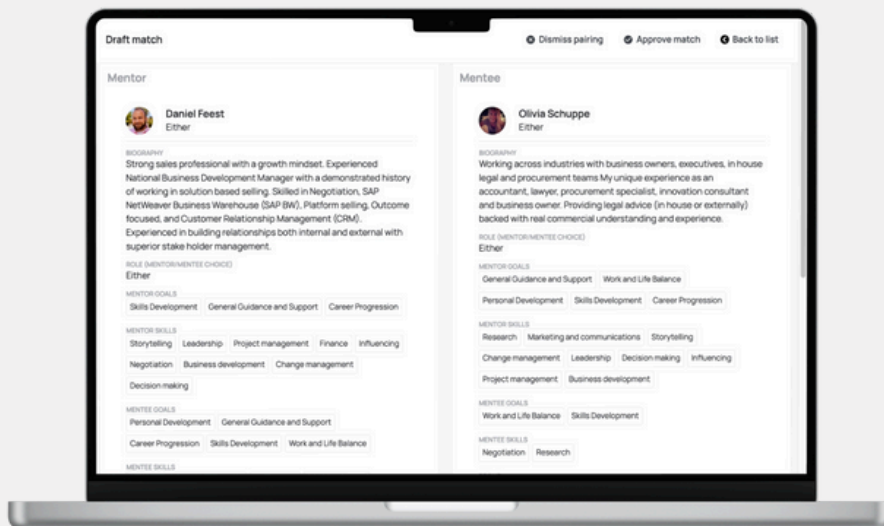
**Download Now** ›

# Matching Types

## Self Match

Empower your participants to make their own life-changing connections and build their <u>Personal Advisory Boards</u>



## Manual Match

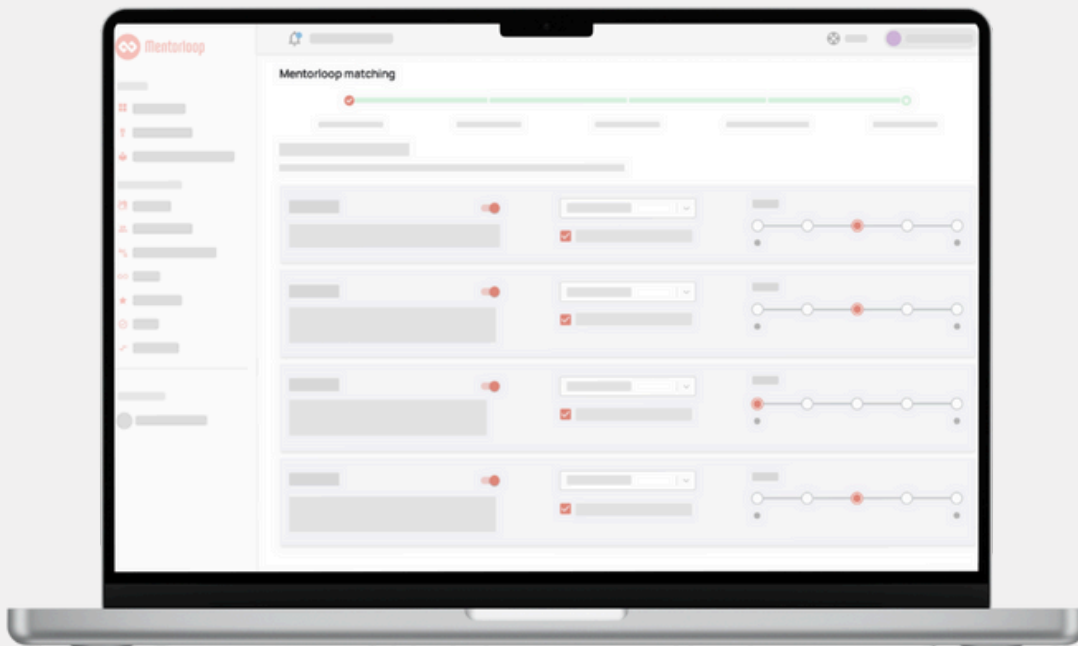Take control of matching by making mentoring pairings yourself.

# Matching Types

## Smart Match

Set your matching criteria, then simply sit back and let Mentorloop's **equitable matching algorithm** do the work for you!

Remove unconscious bias and bring the magic of mentoring to more people by removing the admin burden of matching,

For more on matching head to the website:

**Learn More** ❯

# Our Guide to Matching Types and Techniques



Dive right into the different types of matching, how you can use them on Mentorloop, and how you can mix and match them depending on your program's needs.

**Download Now** >

# Build A Bespoke Program: Mentorloop Enterprise

With <u>Mentorloop Enterprise</u>,
we help you make mentoring magic
with powerful algorithmic matching,
customisations, single sign-on and more.

You'll have our mentoring specialists on hand
to guide you through the entire process –
from building your matching criteria and signup form,
all the way to helping you set up <u>integrations</u>,
build your launch and program plan,
and onboarding your team!

## Expert Strategy Sessions

Explore how you can get the most from your mentoring program with our expert team of mentoring specialists.

**Learn More** ›

# Part Three:

# Launch

Get the word out and
start making an impact

# 🚀 Spread the word

Now it's time to start telling people about this life-changing opportunity!

There are lots of ways to do this and you can go as big or simple as you like.

So whether you go with an event or an email campaign, the important thing is to cover the basics:

- The "why" and the program's goals
- Where to sign up
- Where to find more information

# 🚀 Spread the word

This step doesn't have to be difficult!

If you're short on time and manpower, you can easily do this using assets you already have and regularly use.

## ▶ WATCH NOW

How to Market Your Mentoring Program Using Assets You Already Have



💡 **If you're using Mentorloop**
you can use our Customer Media Kit to help you create your promo materials! It's full of easy-to-use templates for everything from emails and social tiles to posters and web banners.

# Our Guide to Mentoring Program Marketing & Recruitment

**In this guide:**

- How to do your pre-promotion prep
- How to craft your comms
- Which assets you can take advantage of
- How to build interest and recruit
- How to maintain momentum

PLUS: handy guides and templates 😉

**Download Now** ⊳

# 🚀 Get started

However you choose to launch,
there are a few things we recommend you do:

- Engage your leaders and use their voices
- Create a sense of urgency to prompt quick signups
- Provide clear calls to action
- Make your signup process easy

# Invite Your Participants ✉️

Once you've launched your mentoring program, you'll be able to invite your participants in a number of ways:

- Invite in bulk with a .csv file
- Share your unique signup link
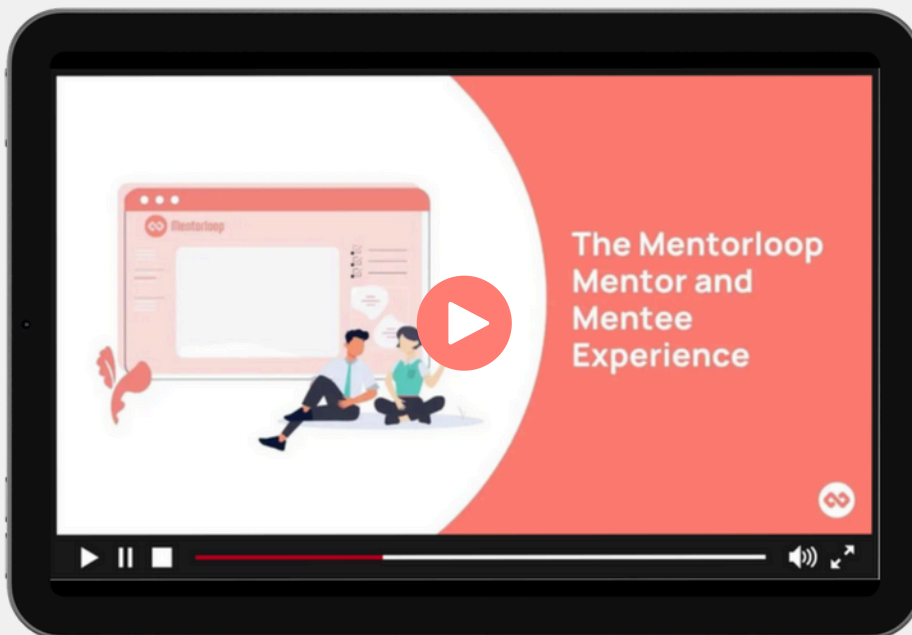- Integrate with your CRM or HRIS

## The Mentorloop Participant Experience

The Mentorloop Participant Experience has been designed to support every step of your participants' journey.

▶ **WATCH NOW**

# Now, you're ready to launch!

We'll leave you with your pre-launch checklist plus some helpful bits of content for your participants ⬇

# Your Mentoring Program Checklist

**Mentorloop**

## Let's get you on the right path

### Define Your Objectives
Determine what success looks like,
what needs to happen to get there,
and how you should monitor and measure it.

### Choose your Mentorloop subscription
If you have a target of 50+ participants, it's best to book a mentoring software demo to see how it can reduce the admin hassle of program management.

### Get Stakeholder Buy-In
Secure this early and make your stakeholders feel part of the program's development. They'll be your greatest allies and assets as you launch and run it.

### Collate Resources and Content
You want to be prepared, not just for running the program, but also for providing your participants with content that will help them on their journey. We've set you up with our favourites at the end of this kit. 😉

### Build Your Program
With Mentorloop Enterprise, your dedicated Account Manager Mentorloop has your back and will work with you to create your bespoke mentoring program.

### Determine Your Matching Criteria & Type
Determine how you want to match your participants, ensuring it aligns with your program's objectives and your organization's goals.

### Recruit Participants
Get your marketing hat on, or pull in some reinforcements. Get people excited!

# 10 Bonus Tips to Turbocharge Your Program Management

## Focus On What Success Looks Like

This allows you to measure progress against your initial goals and more effectively gauge program success.

## Get People Excited

If you can, hold an event to bring awareness to the program launch date. Even a small event helps potential participants keep your program top of mind which means better engagement, and ultimately better outcomes.

## Leverage Resources & Content

Take advantage of any and all resources that are available - checklists, free short courses, blogs, podcasts - and share them with your participants to keep them engaged.

Pro Tip: Use Mentorloop's Recommended Reading feature to highlight relevant resources for your mentors and mentees

## Get Your Leaders Involved

Ask team leaders, senior staff members or division heads to promote the program in emails, announcements, meetings, or even short videos!

Pro Tip: Check out our Youtube channel to see how our customers get their leaders involved in generating interest in their mentoring programs

## Set Expectations Early

Inspire mentees to be proactive - they have the most to gain out of the experience. Empower them to take the reins and take responsibility for their mentoring relationships.

## Actively Engage Participants

Talk to your participants! Make sure they know that they can reach out to you for help or guidance if they hit any roadblocks.

## Engage During Key Moments

After the first month, send a check-in email and a "thank you for partaking" note. Send a congratulatory message when participants find a match, or when they complete a goal.

Pro Tip: On Mentorloop, you can enable automated content sequences called "Nudges" which send contextual resources to your people at the right time.

## Communicate with Other Program Coordinators

The best insight usually comes from experience, so engage with your colleagues and find out what they've been doing and how they've been managing their programs!

Pro Tip: If you're with Mentorloop, you get access to our community of mentoring program coordinators where you can exchange ideas with and learn from other program admins.

## Monitor and Manage

Identify who among your cohort are falling behind or lacking in engagement and reach out. Use pulse surveys and reports to keep an eye on how things are going.
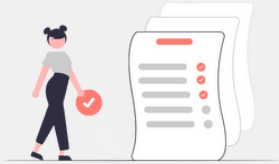
Pro Tip: Your Mentorloop dashboard will show you if any participants are stuck at certain stages so you can easily identify who needs a hand and send a bulk message.

## Don't Force It

Life happens. If a mentor or mentee's situation changes (e.g. personal time or issues), feel free to remove them from the program and rematch their former mentoring partner.

# Our Favourite Mentoring Resources

## to share with your mentors and mentees

## For Mentees

### First Meeting Checklist for Mentees

Mentees can struggle to understand and articulate what they want from their mentor and mentorship. This checklist helps them gather these ideas and get off to a great start.
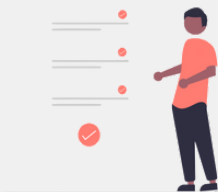
### How To Be a Great Mentee

To get the most out of any mentorship, a mentee should understand and adhere to the a few principles.

## For Mentors

### First Meeting Checklist for Mentors

People aren't born great mentors. Many are doing it for the first time. This checklist helps them to understand their role in the mentorship - and helps them look like a seasoned pro.

### How To Be a Great Mentor

Being a great mentor isn't always as easy as it looks – but you can make it easier with these easy-to-follow guidelines.
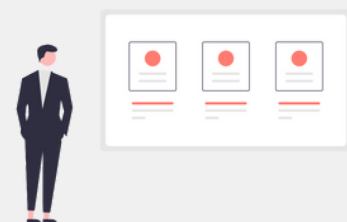
## Goal Setting

### The Power of Goal-Setting

People who set goals are more successful than those who don't. Mentorships that employ goal-setting as part of the process are also more effective than those which don't.

### The Mentorloop Goal-Setting Framework

Setting goals is a process, and there are right and wrong ways to do it. Ensure your goals are set correctly with the trusty Mentorloop framework.

# Build your best mentoring program yet with **Mentorloop**

**Set yourself up for success**

With Mentorloop's course for Program Coordinators

**Get Started**

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

**Help Hub**

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