

# MANAGEMENT MENTORS

## CASE STUDY

### OUR ONLINE MENTOR TRAINING PROVIDES CONVENIENCE AND STRUCTURE TO ONE ORGANIZATION'S MENTORING PROGRAM FOR ALUMNI AND NEW MEMBERS

*Many professional organizations today seek innovative ways to bridge the divide between its alumni and newest members. One of these ways includes mentoring, which, at first blush, makes complete sense: have an alumni member mentor one of the organization's newest recruits for a period of 9-12 months. This helps new members acclimate and provides alums with a way to give back to the organization.*

*But it's important to note that a mentoring program is only as good as its mentors and mentees, particularly its mentors' knowledge of what mentoring is and how to do it well. This is why providing instruction to mentors and mentorees before they embark on their mentoring journey is so critical, and it's one of many reasons Management Mentors has developed an e-learning course called [Maximizing Mentoring Success: Creating Effective Relationships](#).*

*Below is one professional organization's experience with the course... and its results.*

#### THE CHALLENGE

This particular organization provides college scholarships to students who have excelled in the classroom while facing and overcoming much adversity in their lives. In addition, this organization offers its students a support network throughout their college careers, including a mentorship program that matches alumni-scholars with the organization's newest student-scholars.

The program started in 2005, but needed to be restructured. In 2008, program administrators created a more formal framework that included offering mentor training to prospective mentors. The organization's educational program coordinator explains the decision: "We decided to go with mentor training to help mentors understand the larger picture of what mentoring is, why it's necessary, and the role they're playing with mentees."

She notes that the point of the mentoring relationship wasn't to focus on the mentor's and mentee's adversity, but rather to make it about building a professional bond with a focus on leadership development, networking, and career and life objectives.

The program coordinator began her search on Google and discovered that not much was offered in the way of mentor training. While she could find mentoring consultants who offered on-site training, this wasn't an option since the organization's alumni-scholars and student-scholars were spread out across the country and, in some cases, around the globe. At first, the coordinator didn't have much luck finding anything that fit the organization's needs. That is until she landed on the Management Mentors website and learned about [Maximizing Mentoring Success](#).

### MENTOR TRAINING AT A GLANCE

**Organization type:** professional association/nonprofit

**Size:** 30-40 mentoring pairs at any given time

**Elearning course:** Maximizing Mentoring Success

**Results:** Better equipped mentors, successful mentoring relationships, foundation for whole mentoring program

*"Many of our mentors are young professionals with families. This course was a great way for us to provide training for them at a time that fit into their schedule."*

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## THE SOLUTION

[Maximizing Mentoring Success](#) is a web-based course that introduces mentors and mentees to crucial mentoring skills and key concepts. Through audio skits, interactive quizzes, and dynamic tutorials, students walk away with the skills they need to develop successful mentoring relationships. To access the course, people only need a web browser and access to the Internet.

After reviewing the course and speaking with [Rene Petrin](#), president of Management Mentors, the organization's team determined the course was a good fit, and the training was rolled out to mentors. The organization has anywhere from 30 to 40 matches at any given time, so the training is ongoing. As the mentoring committee identifies new alumni-scholars as mentors, the committee gives the alumni access to the e-learning course.

One of the course's biggest selling points was this ease of access. "The great thing is that people can take it at a time that's convenient for them," the program coordinator says. "Many of our mentors are young professionals with families. This course was a great way for us to provide training for them at a time that fit into their schedule."

## THE RESULTS

So what do the alumni-scholars think of [Maximizing Mentoring Success](#)? The program coordinator says the feedback has been positive. "Many of the mentors feel that they received a good sense of what it is to be a mentor and how to grow a mentoring relationship and deal with the challenges."

She also notes that the organization's internal members—including everyone on staff within the education department and on the mentoring committee—

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have taken the online training as well. What they learned has helped shape the program's initiatives. "The training has helped us structure how the program runs throughout the year. Before the e-learning, we simply gave a brief overview to mentors and mentees, but now we have structure: surveys, check-ins, and so forth. The course materials also helped us develop a manual of what to do after the training."

What advice would she offer other professional organizations that are evaluating their mentoring training options? She says it's important to consider the convenience factor for members and to keep in mind that coordinating live webinars won't work well if your membership base is spread out. "[Maximizing Mentoring Success](#) is a comprehensive online course. You should look for something similar, especially when working with students."

Learn more about [Maximizing Mentoring Success](#) here along with our [other mentoring products and solutions](#). Or call 617-789-4622.

## ABOUT MANAGEMENT MENTORS

For over two decades, [Management Mentors](#) has been designing and implementing world-class business mentoring programs and helping companies attract and retain high potential employees. Based outside of Boston, Mass., Management Mentors' corporate mentoring programs develop future leaders and create a more diverse workforce by removing the barriers to equal opportunity. Management Mentors has achieved a 90% success rate with pairs it matches using a thoughtful, proven process. Current and past clients include Enterprise Rent-A-Car, U.S. Fish & Wildlife, The New York Times Corporation, The City of Tallahassee, Cooper Tire, FedEx Kinkos, Quaker Oats, Schering Plough, TJX Corporation, and Sony Music Corporation.

For more information on how your firm can enjoy greater success through mentoring, contact us at 617.789.4622 or visit us at [www.management-mentors.com](http://www.management-mentors.com).



Management Mentors  
P.O. Box 67291, Chestnut Hill, MA 02167  
617-789-4622/ [www.management-mentors.com](http://www.management-mentors.com)