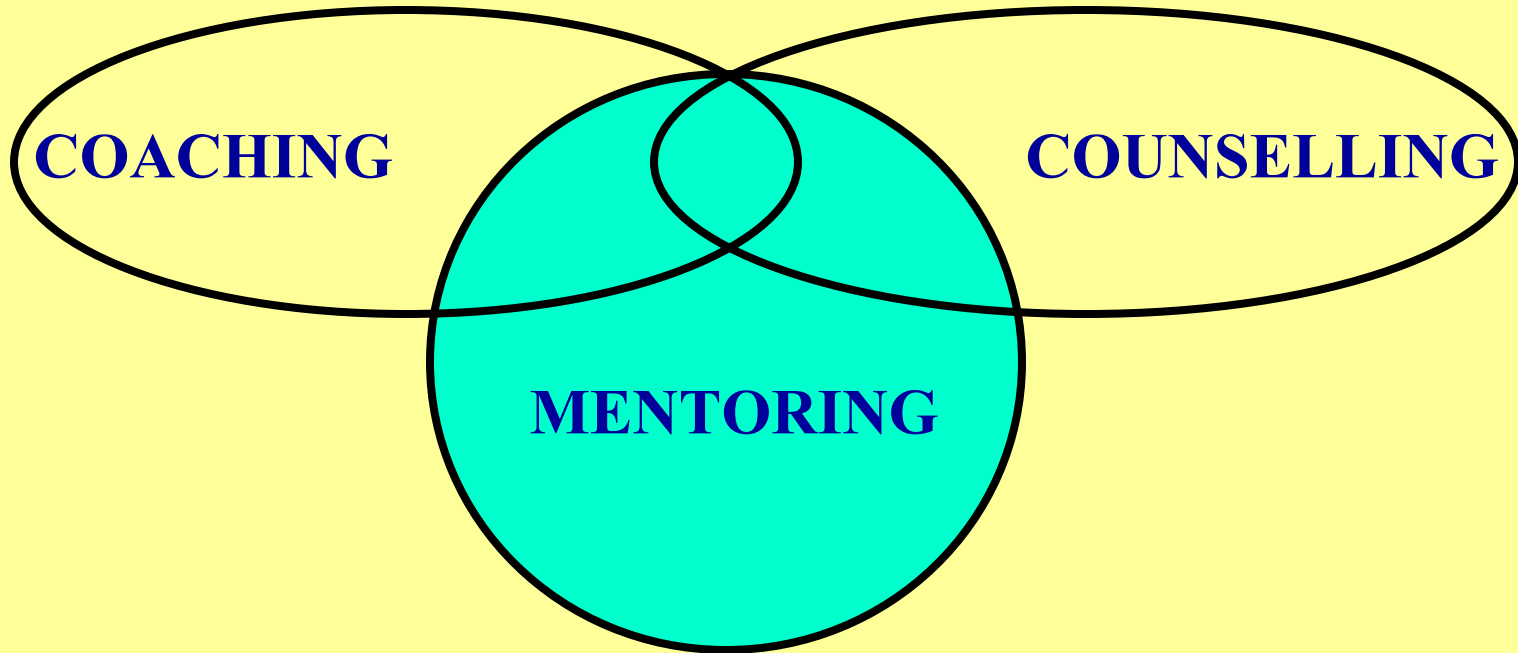


# Mentoring Best Practice

- **Recruiting mentors**
- **Mentor's role**
- **Matching mentors & mentees**
- **Mentee's responsibilities**
- **Mentoring sessions**
- **Managing mentoring**

# Where Does Mentoring Fit?



Getting it Right - Business Development That Works

# Recruiting Mentors

- **Experience**
  - General
  - Marketing
  - Finance
  - Operational
- **Importance of small business focus**
- **Personal skills & characteristics**
  - Empathy
  - Interpersonal skills
  - Communication skills

# **Mentor's role**

- **Establish trust**
- **Listen &/or instruct &/or teach?**
- **Make suggestions, offer advice**
- **Develop mentees' management skills**
- **Referral to other professionals**
- **Monitor compliance**

# Matching Mentor & Mentee

- **Gender, age, location**
- **Industry experience**
- **Specialisation**
  - e.g. marketing, financial, general
- **Mentee's preference/choice**
- **Mentor's workload**
- **Conflicts of interest**

# Mentees' Responsibilities

- **Recognise appropriate expectations of mentoring role**
- **Preparation for sessions**
- **Communication**
  - **Trust/confidence in mentor**
  - **Open discussion**
- **Follow up**

# Mentoring Sessions

- **Regularity**
  - NEIS requirements
- **Location**
  - Mentees premises, mentors office, neutral
- **Format – what is discussed?**
  - Formal v's informal
- **Reporting**
- **Follow up**

# Managing Mentoring

- **Induction of mentors and mentees**
- **Monitoring compatibility of mentor mentees**
- **Resource support for mentors**
- **Group mentoring sessions**
- **Mentor development & debriefing issues**