

The University of Toledo
Center for Continuous Improvement

MENTORING: PART OF AN INTEGRATED LEADERSHIP MODEL

Program Overview

Mentoring, a relationship-based process for the informal transfer of knowledge, social capital, and support in an organizational setting, provides crucial pathways for personal and organizational success by turbo-charging the transfer of knowledge and hastening the ability of employees to make significant contributions.

This half-day program focuses on the role mentoring plays in a comprehensive professional development plan, with particular emphasis on the skills and competencies necessary for successful mentor/mentee relationships. It challenges the participants to explore their own opportunities to benefit from a mentor as well as their capacity to serve as a mentor. It examines an institution's capacity to internalize mentoring programs as part of its culture, and provides the information that will help organizations sidestep pitfalls and be successful.

The skills and information presented in this session are applicable to individuals interested in exploring mentoring as part of their own professional development arsenal, as well as organizations that are focused on increasing employee bench strength, increasing productivity, retaining key employees and reducing turnover costs.

Program Objectives

During this seminar participants will:

- Identify the competencies that are developed through mentoring programs
- Learn about the impact of mentoring programs on employee productivity, employee retention, and employee turnover
- Explore how mentoring can be powerful at all levels within an organization
- Build upon effective listening and coaching skills to be a successful mentor
- Learn the guideposts and processes that support strong internal mentoring programs
- Investigate the role corporate culture plays in successful mentoring programs
- Create a template for a mentoring component to the leadership development model

Program Agenda

- Mentoring: what it is and what it isn't
- The three stages of mentoring, and why each is critical
- The five key ways mentoring benefits an individual
- The five key ways mentoring benefits an organization
- The four critical components of successful mentoring programs
- Learn the barriers to mentoring and ways to overcome them
- How to begin – and end – the mentoring relationship
- Tips to get the most out of mentor relationships – for both the mentor and mentee
- Determining the individual and institutional capacity for mentoring: creating the template

About the Instructor

Cynthia H. Pepper, M.A., L.P.C., is a seasoned management consultant and executive coach. With nearly 30 years of experience as an HR and OD leader and consultant in corporate and higher education settings, Cynthia brings a real-world approach to understanding the concepts and overcoming the challenges of implementation. Her academic training in behavioral research and psychology provide the backdrop for her specialization in management and leadership development – emphasizing the understanding of psychology of work and the critical role of effective verbal and non-verbal communication in professional success. Cynthia peppers her courses with a variety of interpersonal and multi-media accents that enhance learning and enjoyment. She has a reputation as an energetic, highly-effective presenter who promotes an environment of mutual respect and open exploration in her seminars.

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of CFCI, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.