

**Annual Knowledge Resources Conference on mentoring and coaching
Knowledge harvest from People's Dynamic Development**

**10 Critical Success Factors for a Formal mentoring programme
Presented by Philip March from The Knowledge Management Institute**

Philip shares what he believes are the ten most important factors to make formal mentoring work

- 1. Visible executive buy in**
 - a. Visibly engaged EXCO team or CEO
 - b. Providing direction
 - c. Supporting initiative and encouraging the process
 - d. Consider a possible launch
- 2. Strategic alignment and purpose clearly identified**
 - a. Clearly defined “why are we doing this?”
 - b. Benefits understood and possible metrics
- 3. Getting buy in and input from line managers**
 - a. Their expectations defined
 - b. Clear deliverables
 - c. Fully briefed on who is on the program and why?
- 4. Formalized partnerships identified**
 - a. Both mentors and mentee groups to apply/volunteer
 - b. Use of profiles
- 5. Training of mentors and mentees**
 - a. Outcomes defined
 - b. Acceptable methodology for the business
 - c. Build confidence for the process
 - d. Tools, templates and techniques depending on business culture
- 6. Mentoring to focus on job/career specific needs**
 - a. Individual needs driven
 - b. Functional, critical skills and development goals
 - c. Management, specialist or leadership role
- 7. Well considered selection/ pairing of volunteer mentors and mentees**
 - a. Commitment
 - b. Chemistry
 - c. Based on development needs
 - d. Functional vs cross functional

- 8. Documented progress assessment/feedback system**
 - a. Objectives for the relationship
 - b. Reporting and monitoring
- 9. Structured support for all stakeholders**
 - a. Reinforcement as the process roles out
 - b. Staying motivated
 - c. Measures on progress needed
- 10. Capacitate internal coordinator to work with external specialists**
 - a. Internal credibility
 - b. Capacity and understanding around the process
 - c. Support available?

We would like you, our valued client to consider the above and possibly assess your own organization's mentoring initiative on a 10 point scale on each of the above critical success factors. Please contact us to share your scores or if you have any concerns in a particular area.

The PDD team
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For Peoples Dynamic Development clients