



Mentoring ensures employee success...

When some organizations bring on new employees, they offer those employees a few weeks' worth of intensive training. But, after the initial orientation period, it's often sink-or-swim. The degree of success employees, old and new, achieve is significantly influenced by the level of support they receive. One way to ensure long-term success of employees is to provide mentoring. Here's how mentors can help.

Offer support and guidance – Mentors help employees define their roles and build appropriate skills. They offer advice and draw on their own experience for realistic examples.

Encourage calculated risks – Mentees are taught how to identify and assess options; then choose the best option. To build confidence, they are encouraged to make their own decisions and expected to own the outcome. Mentors treat failures as opportunities to learn valuable lessons for the future.

Provide constructive feedback – Mentors offer positive, constructive feedback, even if the outcome was not exactly what was planned. They review tasks, projects etc. with the mentee to highlight successes and determine changes for next time.

Connect mentees to resources – They help mentees build strong internal networks by connecting them with colleagues and co-workers who can help them. For example, someone responsible for a marketing campaign might need input from someone in the graphics or IT departments. Mentors also provide information about external resources (seminars, classes, publications) that support skill building.

Facilitate learning – Mentors understand that their primary function is to enable learning. Mentors don't just give answers—mentors ask questions that require the mentee to think; they teach problem-solving skills; they welcome questions; and they lead by example.

The benefits of mentoring far outweigh the investment. Employees who have been mentored perform at higher levels and are more loyal to their employer.

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Words to Live By...

“The newest computer can merely compound, at speed, the oldest problem in the relations between human beings, and in the end the communicator will still be confronted with the old problem, of what to say and how to say it.”

Edward R. Murrow



A BRIGHT IDEA

Benefit of the doubt...

When we give someone the benefit of the doubt, we are acknowledging that we may not have the entire picture, that we also make mistakes, or we may have misunderstood. We also enhance the likelihood that, when we need it, someone will support us in the same way. It reminds us that we are not perfect and that we are all a work in progress. Benefit of the doubt—it's a gift we give each other.

Training Corner

Increasingly organizations recognize that leveraging the “soft skills” of their employees is the key to gaining that competitive edge in a challenging global economy. Fill your own toolbox with the skills that drive individual and organizational success. Learn to listen effectively, to be assertive without being confrontational, to problem-solve collaboratively and to build top notch performance teams. Learn more at www.alternativeresolutions.biz or contact us at 920-993-1490 to tailor training to your specific needs.

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