Developing a Mentoring Culture
Practical Tools for Transforming Ordinary Connections into Powerful Mentoring Relationships
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Leigh Ann Roberts is an attorney, mediator, trainer and consultant at Circle Center Consulting, LLC and Papa & Roberts, PLLC in Brentwood, Tennessee. Leigh Ann is a Listed Tennessee Supreme Court Rule 31 Civil Mediator with 20 years experience advising clients and resolving disputes in both the public and private sectors. Leigh Ann is a distinguished neutral listed with Alternative Dispute Resolution panels in this state, region and nationally and works with organizations across the state on topics such as communications, conflict resolution, negotiations & mentoring. Leigh Ann is also an Adjunct Instructor at Belmont University’s MBA Program and College of Law.

Develop a mentoring culture (Ex. FeedForward, Just One Thing exercises www.MarshallGoldsmith.com)
If I have seen further it is by standing on the shoulders of giants. - Isaac Newton

The History of Mentoring....

AND TODAY...
What does this guy have to say about mentoring?
Definition of a Mentoring Relationship:

- An intentional commitment to a mutually beneficial relationship between two or more participants for the purpose of inspiring, influencing, guiding, enriching and strengthening the skills and decision making abilities of both participants.
Different Roles of Mentor
Core Competencies

- Client Focus
- Leading Effective Meetings
- Ethics
- Decision-Making
- Case management
- Image
- Time Management
- Accountability
- Goal Setting
- Performance, Change & Conflict Management
- Team & Talent Development
- Communication

Different Views of Mentee

- Protégé
- Buddy
- Rising Star
- Emerging Leader
- Little brother/sister
- Mini Me
- Intern
- My replacement?!?

THINK: The Process IS the Product……

Mentoring Components:

- Intentional commitment
- Mutually beneficial
- Relationship
- Between 2 or more participants
- To inspire, influence, guide & develop skills and decision-making abilities
Why be intentional?

Answer: Mentoring on purpose makes a difference.

Frequency Matters....

Commitment: A SHOCKING STORY....
Mentoring Components:
- Intentional commitment
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For Mentees

Benefits to Mentees:
- Enhanced promotion rates
- Increased job satisfaction & mental well-being as to work & finance$
- Decreased job stress and workplace conflict
- Greater professional competence and skill
- More $$$.
- Improvement in problem solving & interpersonal skills
- Strengthening of work ethic & personal integrity
- Education of unwritten “code and culture” snares
For Organizations

- Significant reduction in turnover and workplace conflict
- Increased effectiveness and realization of company/organization’s mission
- Greater diversity of leaders in management
- Increased insight and ability to respond to systemic problems and cultural/industry/market-place issues
- Increased internal hiring and promotion
- Decreased loss of talent and intellectual property
- Reduction in absenteeism
- Good succession planning!
- Greater connectedness, engagement and productivity within organization
- Improved “brand” and reputation in community
- Creates culture of mentoring fostering more mentoring

2005 Survey of Mentoring Statistics, Mentoring Solutions, Inc.

For Mentors

- Good success planning
- Greater connectedness, engagement and productivity within organization
- Improved “brand” and reputation in community
- Creates culture of mentoring fostering more mentoring
Benefits to Mentors:
- Higher levels of personal and professional satisfaction
- Increased coaching and leadership skills, particularly working with other generations
- Restored sense of professional purpose & motivation (rejuvenating effect)
- Increased referrals or business from mentee/mentee contacts
- Greater sense of connectedness and fulfillment in organization, industry or community.

Reverse Mentoring
Don’t forget to mentor others!

Mentoring Components:
- Intentional commitment
- Mutually beneficial
- Relationship
- Between 2 or more participants
- To inspire, influence, guide & develop skills and decision-making abilities
How do I build trust intentionally?

How do I build trust?

Answer: *Tell a bunch of stories!*

*The Iceberg Effect.....*
Guidelines are ALSO important.

Common Values/Guidelines:

- Respect
- Honesty
- Humility
- Sharing
- Forgiveness
- Courage
- Empathy
- Trust

Kay Pranis, Barry Stuart & Mark Wedge, 2003

Why is it important to build trust?

Potential Challenges
Use a Mentoring Agreement/Contract

Formality & the 3 Bears

Mentoring and Emotional Intelligence
Mentoring Components:
- Intentional commitment
- Mutually beneficial
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- Between 2 or more participants
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A word about GROUP MENTORING

Common Values/Guidelines:
- Respect
- Honesty
- Humility
- Sharing
- Forgiveness
- Courage
- Empathy
- Trust
- Include everyone (use talking piece)

Kay Pranis, Barry Stuart & Mark Wedge, 2003
Plan for and Accommodate Different Communication Styles:

*Use a Talking Piece*

Mentoring Components:
- Intentional
- Mutually beneficial
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Coach vs. Consultant
Mentor vs. Sponsor

How do you start intentionally?
Tips for starting
Successful mentoring relationships.

To do list:
- Develop Agenda & Start with Intros!
- Did I mention Story-telling?!?
- Complete Mentoring Agreement
- Set Ground Rules
- More stories....
- Goal Setting
- Think, do, reflect and-
- Celebrate- THANK ABOUT IT.
S.M.A.R.T. Goals....

- Specific
- Measurable
- Achievable/Attainable
- Relevant
- Time-Based

Don't forget to mentor others!

Think... Do... Reflect... Celebrate.
What will you take away for you and/or your organization?

Be a MENTOR, Not a GURU...

Being a MENTOR, Means being intentional! Not a GURU...
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Thank you for your participation in **Mentoring that Makes a Difference**

Presented by Leigh Ann Roberts, JD, ACC Mediator & Trainer

For additional questions regarding this presentation or the materials, feel free to contact the presenter:

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