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Job Profile – Technical Program Manager

Assignment

As a program manager, I will first design the full fledged plan for which I have divided the sections according to the work I will need to do to built the trust and bond between Mentors and Mentee.

Following is the workplan I came up with to build a strong bond between the Mentors and Mentee



1) Design your Program:

Some of the points of creating mentoring objectives are:

- providing direction to program participants
- establish program key performance indicators
- help organizational leaders understand why they should offer their support

Successful mentorship programs offer both structure and flexibility. Structure provides participants a mentoring workflow to follow. Similarly it is also essential to support varying individual mentoring needs across specific learning goals, preferences, and learning style.

Following are the steps which will be followed to design the program

Enrollment – is it open, application, or invite only?

Mentoring style – can be traditional, flash, reverse

Connection type – mentor groups, or one to many

Connection duration – can be weeks or months — or perhaps even just a single session

Measurement – tracking and reporting needs

2) Attract Participants for Your Mentoring Program:

We will need to:

- demonstrate the benefits of our mentoring program to show that participating is worth the time and effort
- educate key leaders on the benefits of the program and strategic value to the organization

Building a solid base of mentors can be a challenge, so consider the needs of the mentors:

- How can you help mentors be more efficient with the time they have to dedicate to mentoring?
- Formally recognize mentor involvement to motivate and attract additional mentors to the program

We have to provide **mentorship training** to mentors and mentees regarding:

- the goals of the mentoring program
- mentoring participant roles
- mentoring best practices
- your organizational mentoring process
- clarifying mentor and mentee mentoring objectives

3) Match Mentors and Mentees:

A productive mentoring relationship depends on a good match.

Properly matching mentors and mentees is often one of the most challenging work of a program. Participants will bring various competencies, backgrounds, learning styles and needs. A great match for one person may be a bad match for another.

Matching starts by deciding which type of matching you will offer in your program: **self-matching** or **admin-matching**. Consider allowing mentees to select a particular mentor or submit their top three choices. Self-matching is administrative light, which in larger programs can be a huge plus.

For more structured programs, such as large groups of new students or new corporate employees, you may want to get the program started by bulk, or admin matching. Utilizing software that pairs mentors and mentees can also be valuable. Evaluate various match combinations before finalizing as ensuring quality mentors for hard-to-match mentees can be challenging.

Matching best practices start with a solid profile for all participants (mentors and mentees). Critical profile elements include:

- development goals
- specific topical interests
- location
- experiences
- matching preferences
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4) Guide Your Mentoring Relationships

Now that participants are enrolled, trained, and matched, the real action begins.

It is also where mentoring can get stuck. Left to themselves, many mentorships will take off and thrive. But some may not. Because mentoring is not typically part of one's daily routine. Without direction and a plan, the mentoring relationship is vulnerable to losing focus and momentum. That is why providing some structure and guidance throughout the mentorship is vital to a successful mentoring program.

One best practice in successful mentoring programs is to ensure all mentorships have goals and action plans. This serves two purposes:

1. It brings focus at the onset, which helps a mentoring relationship get off to a good start.

2. It adds accountability to accomplish something.

Provide all mentoring relationships with timely and relevant “help resources” (topical content, mentoring best practices, etc.) throughout the mentorship. Bite-sized content delivered at key points is ideal.

As a mentoring connection progresses, establish checkpoints where mentorships report on their progress. Lastly, have a formal process that brings closure to the mentoring experience.

This process should account for:

- an opportunity for both the mentor and mentee to reflect upon what was learned
- discussion of next steps for the mentee
- feedback on the benefits of the program and process

5) Measure Your Mentorship Program Impact

Understanding how our program measures up to expectations may well be the most important phase of all.

Starting a mentoring program is a significant investment when you consider program management, infrastructure, and the valuable time of participants. Articulating the impact is essential to secure ongoing funding and support. In addition, the measure phase is also focused on assessing program health to identify trouble spots and opportunities.

Successful mentoring programs should be tracked, measured, and assessed at three altitudes:

- the program
- the mentoring connection
- the individual

At the program level, build metrics around defined business objectives.

For mentoring connections we have to understand mentorship behavior to identify roadblocks and opportunities. Common questions can ask are:

- Is the mentoring timeframe too long, too short, or just right?
- Are mentorships getting off to productive starts or lagging behind?
- Are participants leveraging content resources you have provided?

For participants, we want to understand the impact of mentoring in terms of outcomes while acquiring program feedback. One of the easiest ways to capture outcome and feedback is through surveys. Ask participants and stakeholders how well the mentoring program met its goals and the goals of the organization. Also ask them for their ideas for improving the program.