



# HOW ORGANISATIONAL MENTORING SUPPORTS YOUR EMPLOYEE EXPERIENCE JOURNEY WITH SIMON BROWN



## The Business Case for Mentoring :

Mentoring can provide support across the whole employee lifecycle from end to end, including : Onboarding, Engagement, Learning and Development, Career Management, Diversity and Inclusion, Employee Communications, Building Trust, Retention of Talent.



## What is mentoring?

Mentoring is a word we've all more than likely heard a few times in our lifetime. Simply put, mentoring is when an individual shares their wisdom, knowledge, and skills with someone, to help them progress and develop both professionally and personally.



## MENTORING -ORIGINS & CURRENT DAY BEST PRACTICE

From Greek Mythology: Ulysses, before setting out on his epic voyage, entrusted his son to the care and direction of his old and trusted friend Mentor. In modern Terms mentoring is a 1-1 two-way development relationship where the mentor is likely to be a senior manager (not the individual direct manager) who can leverage their extensive knowledge and experience to provide advice on how informal and formal things get done

In his best -selling book "Everyone Needs a Mentor", leading Management author and European Mentoring Guru David Clutterbuck writes:

*"Every organisation needs some form of career development programme to produce a succession of motivated, upward moving employees. Mentoring, because it allows people to learn in an unthreatening manner outside of direct reporting relationships, involves relatively little direct cost and is effective for all sorts of people, therefore is one of the fastest expanding approaches to developing managerial potential."*





# Mentoring VS Coaching

- Mentoring is often longer-term with some mentoring relationships lasting 6+ months, whereas, coaching is often shorter term.
- No formal qualifications are required for mentoring compared to coaching, where training and qualifications are often necessary.
- Mentoring is often more directive meaning it is about the mentor sharing their knowledge skills and experiences, compared to coaching, which tends to be non-directive.
- Mentoring is professional development driven (career) versus coaching which is often current role performance driven.



## MENTORING FACTS

PUSHfar

# Benefits of mentoring for organisations 🚀

86%

of professionals say that mentoring is a factor in them staying with an organisation

71%

of Fortune 500 companies have a mentoring program in place

87%

of mentors and mentees say that their mentoring relationships make them feel empowered

94%

of people said they would stay at a company for longer if they were offered development opportunities







## Mentoring improves D&I

Offering a mentoring program to employees helps improve diversity and inclusion within the workplace. Mentoring programs help create an organisational culture that is open to new and different perspectives, offering a safe space where employees can learn and share ideas.



## Mentoring helps retain top talent

Studies have shown that mentors and mentees feel more satisfied with their careers, and that mentoring is becoming an increasingly important factor in deciding whether someone stays with an organisation. Mentoring helps improve retention by giving new and more experienced employees the support that they need and the feeling of belonging.



## Mentoring promotes development

Having a mentoring program in place creates a space safe for employees to learn and develop both personally and professionally. When mentees are paired with a mentor, they are given the support and guidance they need to accomplish their career goals.



## Mentoring increases knowledge sharing

Mentoring has become an effective and cost-efficient way to share knowledge across the organisation. This can be done by senior employees sharing their knowledge and wisdom with less experienced employees or can be conducted through reverse mentoring.



## Mentoring creates a positive culture

An effective mentoring program encourages learning and growth, helping create a positive workplace culture. A positive culture is becoming increasingly significant because happy employees are the best employees. Mentors help support team members, which results in higher satisfaction and inclusion rates.



## Mentoring enhances engagement

Mentoring is an essential tool to help improve employee engagement within the workplace. When employees feel valued and invested in, they feel more fulfilled within their role, and as a result, they are more engaged.



## Fun facts about mentoring



**94%**

of employees stated they would stay at a company for longer if they were offered opportunities to develop and grow within the company and their careers. ([Forbes](#))

**5x**

mentees are 5x more likely to be promoted than those without a mentor. ([Forbes](#))

**79%**

of millennials view mentoring as a crucial aspect of having a successful career. ([Huff Post](#))



## Which organisations / sectors can benefit from a Formal Mentoring Programme ?

### Organisations who value mentoring



Private Sector, Public Sector , Charities and Not for Profit Organisations,

Professional Communities/Institutes, Clubs , Higher Education - Universities & Colleges - both for freshers, undergraduates, post graduate alumni, and staff

Groups for the under-represented in Society – Women's Groups, Ethnicity, LGBTQ+, Unemployed, Disabled etc.

Especially those business and organisations where attraction and retention of employees and communities is key in this VUCA post-Covid world, notably :  
Retail & Hospitality, Manufacturing , Technology, Healthcare , Financial Services

( All of the above were recognised by Cilla McKay in her Judges Club presentation on The "Great Resignation" , April 2022)



## What are the best-in-class organisations doing to improve retention?

- Really listening to employees regularly not just one or twice a year
- “Stay interviews”, “pulse checks”
- Ensuring clarity of vision, roles, and responsibilities
- Creating a compelling story for change and for career paths
- Delivering a positive employee engagement culture with tangible initiatives to create a positive employee experience
- Equipping line managers with the skills to be the primary and effective engager of their teams
- Actively promoting, living and aligning core values with positive, inclusive personal values, and with corporate social responsibility, community, and sustainability initiatives
- Developing a “servant – leadership” climate that is human, authentic and enabling employees to achieve team and individual goals
- Assigning a mentor to high potential “must keep” talent
- Adopting reverse mentoring to encourage innovative generational interchange
- Seeing learning through mentoring as the norm, in addition to coaching from your manager – both key components of a L&D offering, beyond “going on a course”
- Practicing diversity and inclusion by matching together mentors and mentees who are different / have different background experiences

**Proactive, focused employee engagement promotes a positive employee experience (EX), leading to a positive customer experience (CX).  
EX+CX = total experience (TX)**

1. Clear HR strategy aligned to the business. “People Plan”
2. Effective engagement, feedback-feedforward, & regular two-way communications.
3. Managers/supervisors/team Leaders equipped as true people managers with the primary engagement responsibility for their employees.
4. HR as business partners & coaches to the leadership team & people managers.
5. Simple, transparent user-friendly processes.
6. Manager and employee direct access to HR information.



Source: Rene Carayol MBE (inclusion expert)

**The employee experience is the journey an employee takes with your organisation.**

It includes every interaction that happens along the employee life cycle, plus the experiences that involve an employees' role, workspace, manager, and wellbeing.

## About Simon Brown

Simon is a UK Judge for Awards International

- Employee Experience Awards 2020,2021,2022
- Business Innovation Awards 2021

He is a consultant in Organisational Change, HR Transformation and Coaching and Mentoring at MCR (Reward and Human Capital Consulting)



About MCR :

[www.mcr.consulting/team/simon-brown/](http://www.mcr.consulting/team/simon-brown/)

Simon has over 25 years' experience in Mentoring as both a practitioner and a mentoring program advisor.

Simon believes that a well-structured mentoring program with agreed contacts, contracting and agendas and goals /objectives , is the best way to maximise the benefits of mentoring, and regular monthly meetings of an hour each is an effective routine to keep momentum and provide timely guidance.

Key guideline steps for getting off to a good start with organisational mentoring include:

- How to introduce and sponsor a mentoring program.
- Getting started – matching and contracting.
- Measuring effectiveness of your mentoring program -both activity and outcomes.
- Skills workshops for mentors and mentees to enable them to get the most from their mentoring relationships.

Simon's mentoring experience includes :

Trained and accredited as a Mentor by Chartered Institute of Personnel and Development.

An External Mentor for the CIPD of HR Professionals for three years.

Designed, in partnership with David Clutterbuck, the Mentoring Program for GSK, which he ran for two years during times of turbulent change . This program, which led to a 30% reduction in labour turnover for the Finance function, and a pipeline of cross- business division career moves and promotions over the duration of its operation, was regarded as a highly successful initiative.

The GSK Mentoring case study was presented to the European Mentoring Conference at Oxford University, and Simon won a company impact award for this work.

Several articles published on How to Start a Mentoring Programme, the Benefits of Mentoring.



Simon is also an Advisory Board Member for PushFar – Mentoring & Career Development since 2019.  
Chair of the PushFar Advisory Board since March 2022.

Simon also works as a volunteer mentor on the open access PushFar platform where he mentors individuals from a wide range of countries and professional backgrounds.

## About PushFar – Career Development Mentoring Platform

– an Education Technology cloud based mentoring matching, goal setting, video meeting scheduling, and progress tracking system with over 75,000 members globally and over 150 organisations licensing the platform with their own branding.

## CONTACT

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The world's largest open mentoring platform with over 75,000 members.

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