



With Your Host
Tom Floyd

SHOW HOST

Tom Floyd, founder and CEO of Insight Educational Consulting (IEC), is a dynamic business man and speaker, who has grown a multi-million dollar business guiding Fortune 500 companies in the implementation of change management, workforce performance, and learning solutions. The ultimate combination of a strategic visionary and project leader, Tom is cross trained in business strategy, focusing specifically on organizational change, human performance, and employee development.

GUEST BIOS

Donna Karlin is the author of *The Power to Decide: An Executive's Guide to Conquering a Chaotic Day* and *Climbing Out of the Meeting Pit: Smart Meetings for Smart Leaders*. She is also a columnist for Canadian Government Executive and Vanguard Magazines and writes a weekly column for Fast Company called "Jumping Into the Deep End of Leadership."

Dr. Susan Weinberger is a leading authority on the design, implementation and evaluation of quality mentoring programs. She is the founder and president of the Mentor Consulting Group and is the former Chair of the Public Policy Council of MENTOR/the National Mentoring Partnership. Susan is the author of several articles and publications on mentoring including *Mentoring a Movement: My Personal Journey*.

Dave Williams is the Corporate Director of Employee Training and Development at Hunter Douglas, North America's leading manufacturer and marketer of custom window fashions. Hunter Douglas was recently named as one of the "Best Places to Work in New Jersey." Dave was a key player in the development of a master's level corporate university curriculum for the organization.

Dr. Lois Zachary is the President of Leadership Development Services and is an internationally recognized expert in mentoring. Lois coaches organizations in designing, implementing and evaluating learner-centered mentoring programs. She is the author of *The Mentor's Guide*, and *Creating a Mentoring Culture: The Organization's Guide*, which provides a comprehensive resource for promoting organizational mentoring sustainability.

Mentoring Programs Part 2

MONDAY JULY 14TH, 2008

11AM PT (2 PM ET)

A follow up to our extremely popular The Value of Mentorship show, our previous guests join us again to continue our discussion about the differences between coaching and mentoring, how to build a mentoring program, and best practices to keep in mind when providing mentoring in your organization.

HIGHLIGHTS

Our June 9th, 2008 **Value of Mentorship** show ended with a brief discussion about the differences between a coach and mentor, and we picked up where we left off on our follow up show.

We set the stage with some information from **AllBusiness.com**. Former Insight on Coaching guest, **Keith Rosen**, highlights the differences between a coach and mentor on the AllBusiness.com website. According to Keith, a coach is an expert on people and personal development. He elaborates by saying that a coach's role is to provide structure, foundation, and support so people can begin to self-generate the results they want.

A mentor on the other hand, from his perspective, is someone who offers more solutions and answers to the person they mentor, rather than questions that challenge people to change their thinking and behavior. He summarizes a mentor as someone who is an expert in a field, industry, or at a company who typically acts as an internal advisor.

Can mentoring and coaching complement one another in an organization? Do mentors offer benefits that coaches can't?

And how do you measure the success of mentoring programs internally?

Our panel of guests address these questions and more.

Highlights of the show include:

- The difference between coaching and mentoring.
- How to successfully roll out mentoring programs.
- Overcoming challenges in maintaining mentoring programs.
- Attributes and characteristics to look for when selecting successful mentors.
- How to measure and communicate the success of mentoring programs.
- How mentoring is perceived by the various generations in the workplace.

For more information on **Insight on Coaching**, feel free to contact Tom directly at tfloyd@ieconsulting.biz

Listen to the show

- Download **Apple iTunes** (www.itunes.com)
- **Access** the iTunes Store
- Enter **Insight on Coaching** in the Search Field
- **Download** this week's show

"A LOT OF THE PROBLEMS WITH NEGLECT ARE BECAUSE THE MENTOR IS DEALING WITH SUCH WORK OVERLOAD AND OVERWHELM THAT THEY LACK THE TIME TO DO IT PROPERLY.

I THINK THEIR INTENTIONS ARE WONDERFUL WHEN THEY GO INTO THE PROGRAM TO BECOME MENTORS, BUT THEY JUST DON'T HAVE THE PHYSICAL TIME TO DO IT.

ONE OF THE WAYS WE COUNTERACT THAT FROM A COACHING PERSPECTIVE IS TO ENCOURAGE OUR CLIENTS TO ASK FOR MORE THAN ONE MENTOR, DEPENDING ON THEIR AREA OF EXPERTISE."

DONNA KARLIN

"SOME PEOPLE THINK THAT MENTORING IS EASY, AND IT IS NOT EASY. IT'S AN HONOR AND VERY IMPORTANT TO CHOOSE THE RIGHT PEOPLE TO BE MENTORS. RECRUITING MENTORS THAT ARE NOT ONLY CARING AND COMMITTED, BUT WHO HAVE AN OUTSTANDING RECORD OF EMPLOYMENT, ARE CONFIDENTIAL AND ARE NOT NEGLIGENTFUL IS SOMETHING THAT REALLY NEEDS TO BE CONSIDERED."

DR. SUSAN WEINBERGER

"WE'VE SEEN THAT 38% OF A PERSON'S SALARY CAN BE THE COST OF ACTUALLY LOSING SOMEONE WITHIN THE FIRST 90 DAYS.

WHEN WE INSTITUTED MENTORING, IT WAS A MEASUREMENT WITHIN SEVERAL DIVISIONS THAT WERE HAVING A DIFFICULT TIME WITH TURNOVER, AND WE SAW A MAJOR REDUCTION IN THOSE ORGANIZATIONS WITHIN THOSE FIRST 90 DAYS.

IN FACT, WE SAW ANYWHERE FROM A 25% TO 70% REDUCTION IN TURNOVER WITHIN THE FIRST 90 DAY TIMEFRAME."

DAVE WILLIAMS

"WHEN WE GO IN AND DEVELOP MENTORING PROGRAMS WITH ORGANIZATIONS, WE LIKE TO PUT IN PLACE MENTORING COACHES; AND MENTORING COACHES ARE THERE TO SUPPORT THE MENTORING, AND ACTUALLY COACHING TO BOOST THE PERFORMANCE OF A MENTOR OR A MENTEE.

I COULD SEE MENTORING AS SETTING THE STAGE FOR COACHING, OR COACHING AS A WAY OF SETTING THE STAGE FOR MENTORING, AS IN A COACH SAYING "REALLY, YOU MIGHT THINK ABOUT GETTING A MENTOR TO HELP YOU IN THIS PARTICULAR AREA."

DR. LOIS ZACHARY