Mentoring Health Check

Happy Co - Apr 2018 to Jun 2018

Happy Co Mentoring Program

April 2018 to June 2018

The Happy Co Mentoring Program kicked off in April 2018, managed by Jenny Dawson. This report covers participant activity from the formal commencement date through to the end of Quarter 1 2018. The Happy Co Mentoring program opted to use My Match, which allowed users to self select a mentoring match.

“I think it has been amazing for me. I'm really grateful for the opportunity to take part.”

- Happy Co mentee

Top level stats

Role: Whole program

54

Mentees

38

Mentors

18

Mentors or Mentees

Top level stats

Loops: How it played out

Matched

24 Mentees

22 Mentors

16 Mentors & Mentees

Unmatched

10 Mentees

7 Mentors

7 Mentors & Mentees

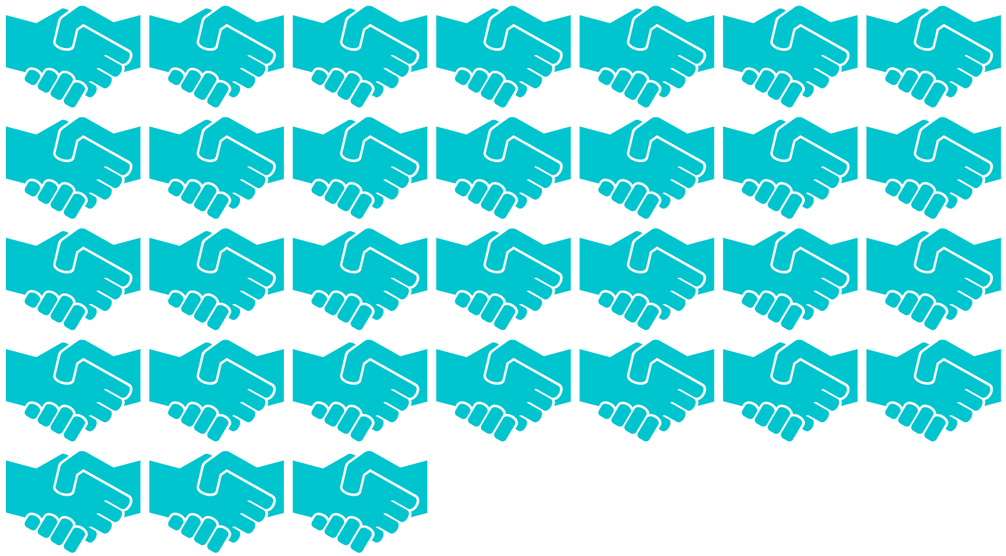
Top level stats

My Match

31	12	1
Accepted matches	Open match requests	Declined match request

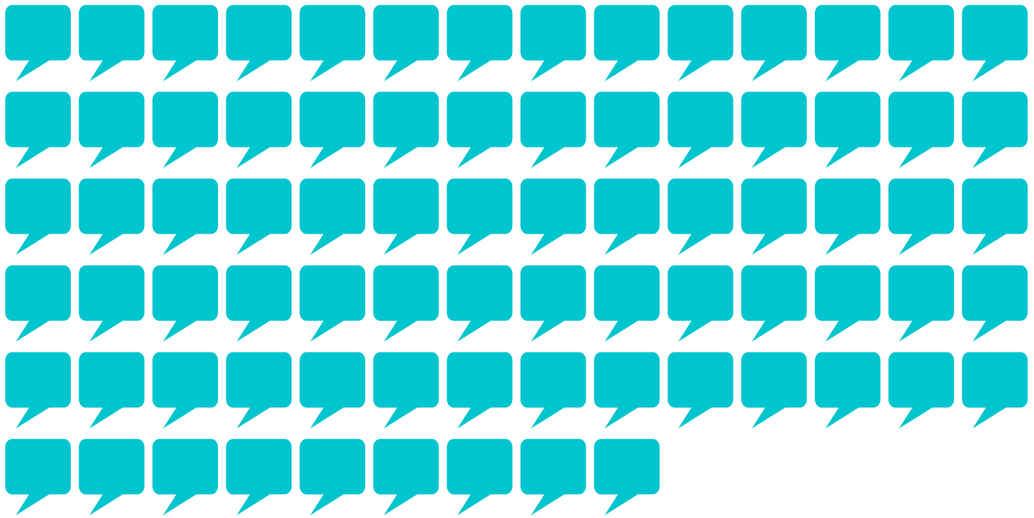
Top level stats

Engagement



31

Loops



790

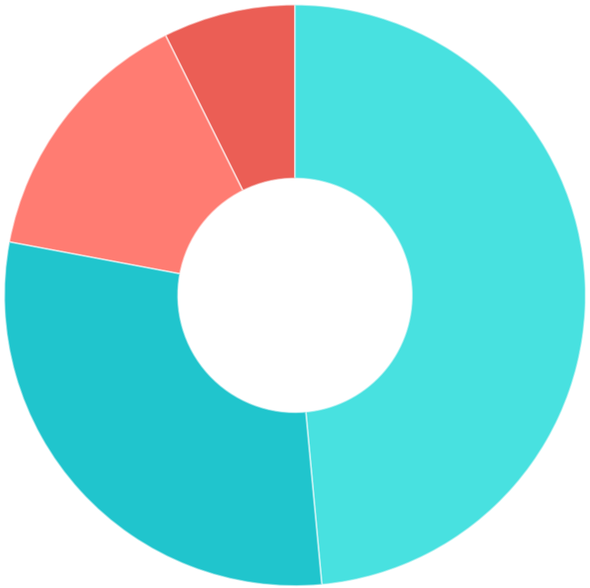
Interactions (Tasks, Events, Messages)

Top level stats

Matching

Loop count per matched participant

1	33
2	20
3	10
4	5



2.1

Average loop count per participant for the whole program.

Top level stats

Program Coordinator

15

Individual messages sent by PC

5

Broadcast message sent by PC

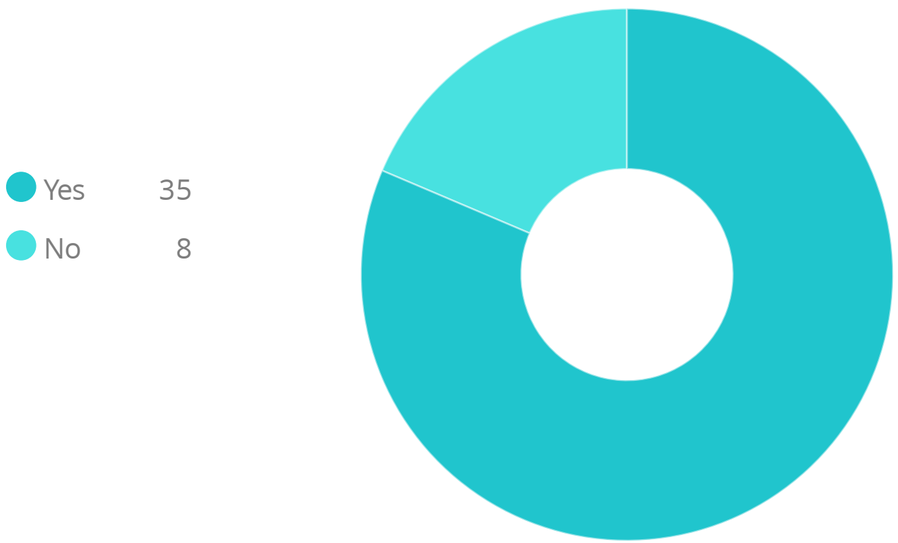
25

Messages sent to PC's from participants

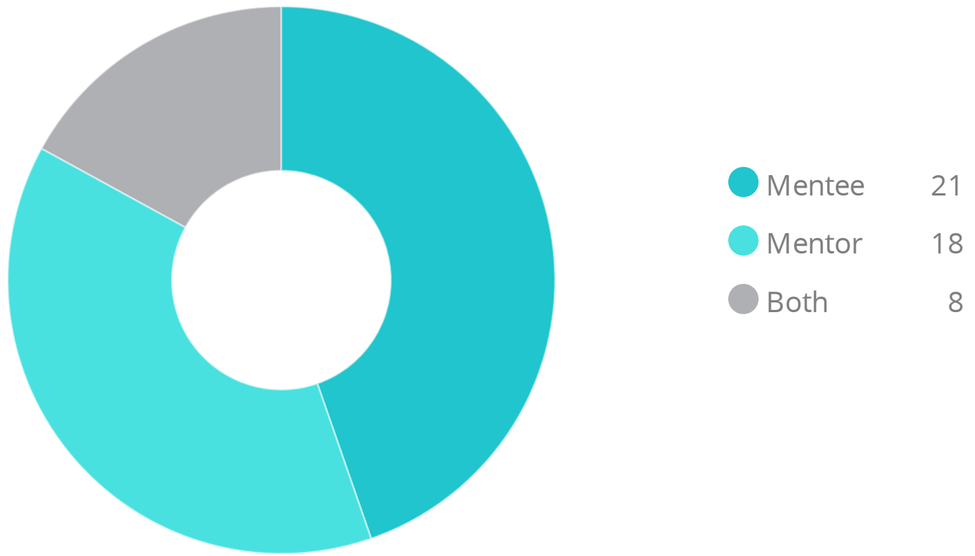
Survey

Relationship

Have you kicked off your mentoring relationship yet?



Are you a mentor, a mentee, or both?



Survey
Relationship

Why haven't you kicked off your mentoring relationship yet?

"I want to be removed from this program. I've emailed the coordinator to request to be removed but yet to receive a response."

"I dont have a clear idea of what i want to be mentored in. [...] I also found it hard that I needed to choose my own mentor and was not matched with someone. When I look through the list its quite overwhelming, I dont know if i should choose someone in my own field or what I want to get out of them."

"I've only just had a match recently and I've booked our first catch up for next week."

Suggestions

We recommend "beating the drum of mentoring". Check in with your users who have not yet requested a match - do they still want to be in the program? Do they need a hand? This helps you close off unmatched people by helping them find a match, or removing people who have changed their mind about participating.

Survey
Relationship

What did you think about the resources?

"I'm not sure what they are or what you're referring to"

"I skimmed it, but don't think I actually went through it. My mentor was pretty experienced and confident that we could establish our own guidelines"

"Have used the first initial meeting expectation/goal setting document - that was really GREAT!"

"It was a good reading material to set up a relationship with the mentor and what i can ask to get help from them"

Suggestions

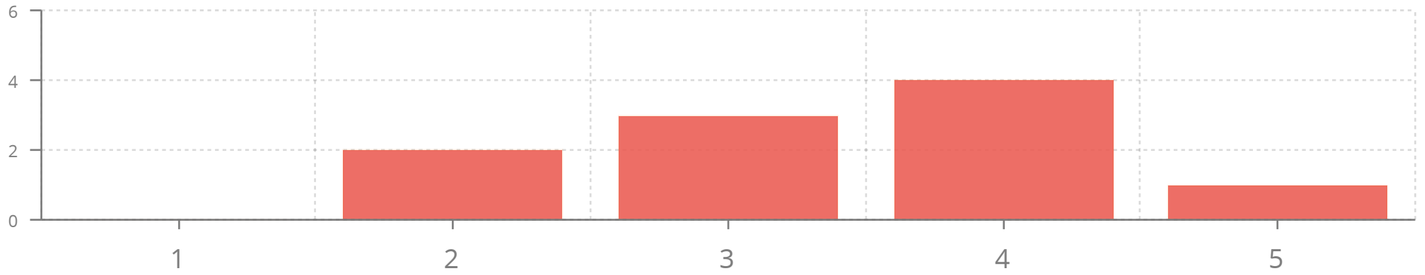
Now that you've opted to replace our Resource Hub url with a link to Happy Co's intranet, perhaps link back to ours so that any documents you haven't borrowed can still be easily discoverable by your participants.

Survey

Goals

Mentees

How well do you believe you are tracking against your goals?

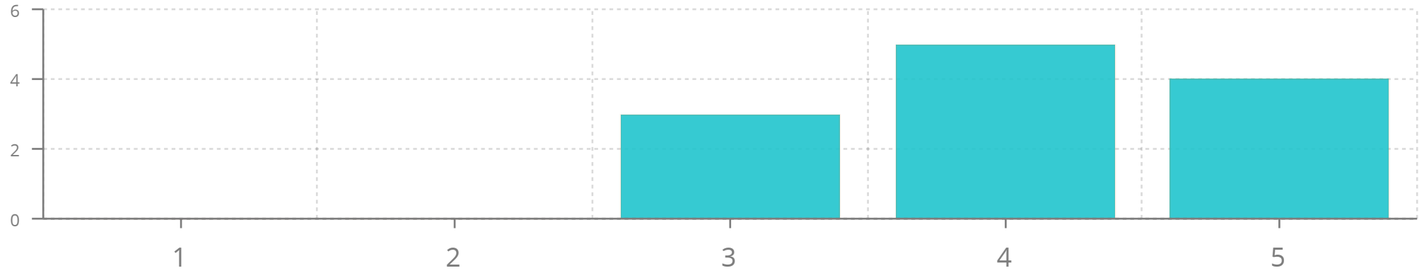


4

Average mentee rating

Mentors

How well do you believe your mentee is tracking against your goals?



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Average mentor rating

Survey
Participation

Tell us a little about your relationship

"I have two mentees, one I've met with once, the other a few times. Both seem most interested about chatting about particular issues or things they are working through instead of focusing on specific goals. They seem happy to have someone to chat with."

"I've only connected with one mentor; I didn't realise that people often connect with more than one. We've met up once, which was a brief introduction, and we plan to meet up again. It's very fluid at the moment, so I'm not sure what we're looking to achieve or how long we plan on staying connected. It is also my mentor's first time mentoring, so we're both figuring out how this relationship will work.

"We met twice, this week will be the third, it's been really really awesome and helpful and I love the improvements I feel already. We meet every two weeks and I hope we'll keep doing it for quite some time now. Regarding what we're looking to achieve I think my mentor enjoys helping and I love the feedback I get. It's so empowering."

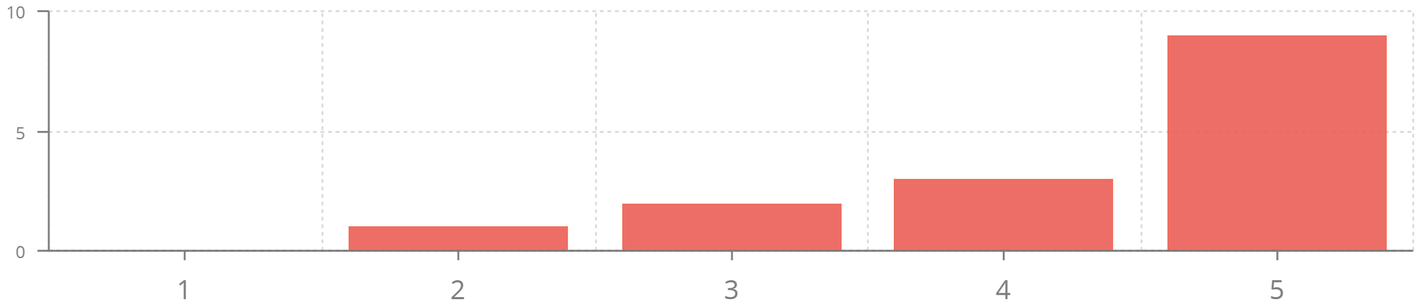
Suggestions

Setting expectations for how to make the most of their mentoring time is hugely important. Using a Mentoring Agreement, and setting goals, are two powerful ways to drive the agenda and keep people on track.
Additionally, it looks like some people are seeking guidance on how many connections someone is "allowed", in case that's holding them back from trying a new mentoring match.

Survey

Participation

Mentees: How would you rate the participation/helpfulness of your mentor?



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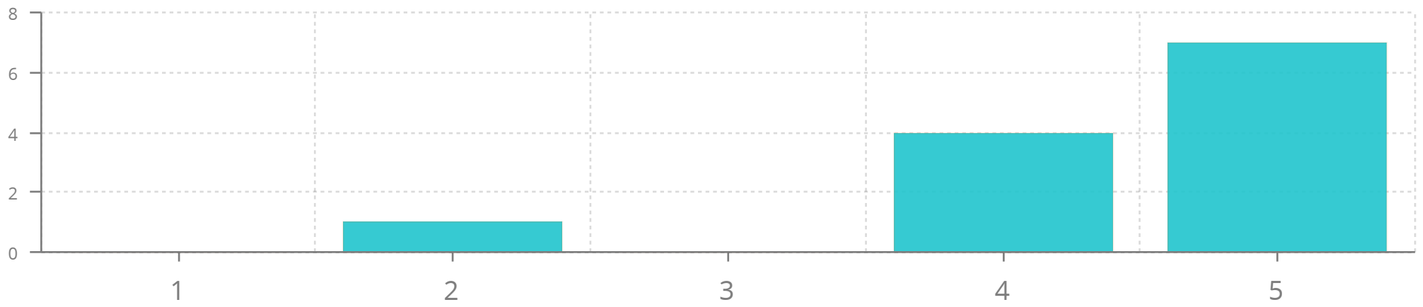
Average mentee rating

Mentors: How would you rate the participation/engagement of your mentee?



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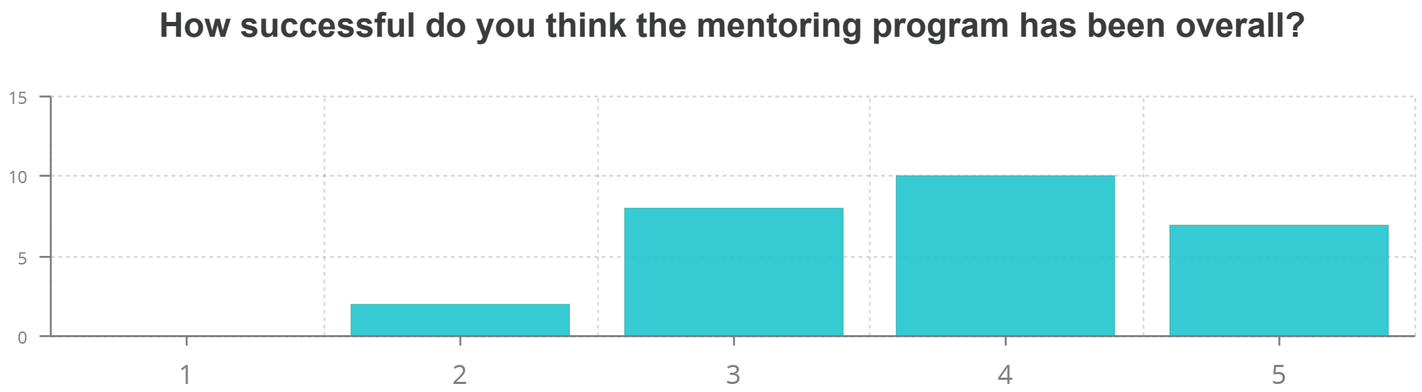
Average mentee rating

Survey

Program rating



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Average rating

Survey

Mentorloop setup

Please comment on how Mentorloop supported you finding a mentor or mentee

"While the UI is pretty good, it is frustrating that you can't cancel an invite/request when there isn't a response."

"I succeeded easily the first time around but when I found myself looking to match again it was difficult because there was no indication as to whether a mentor was already matched and I didn't want to just ping people at random."

"The range of mentors was great, I read quite a few bio's to find one the lined up with what I was looking for in experience and personal interests as well as career progression."

"It was easy to look for someone and easy to get in touch. Loved reading the description and interests of mentors as well."

Suggestions

We're always happy to help transition any pre-existing mentoring relationship into the Mentorloop platform. If users are expecting someone to be found for them, or finding difficulty locating someone that suits their needs, we recommend checking in to see if you can help play matchmaker or even recruit a new relevant match for them into the platform.

Survey

Mentorloop setup

Please comment on the set up process

"It wasn't very clear when clicking on each mentor to scroll down to read each bio, but it may have been the browser I was using."

"I didn't realise that the matching process was performed by us, otherwise the setup process was absolutely fine, easy to follow etc"

"It was ok :). Easy."

"It was easy to do"

"Was pretty easy"

"It was pretty straightforward and easy to follow"

"Pretty straight forward and easy"

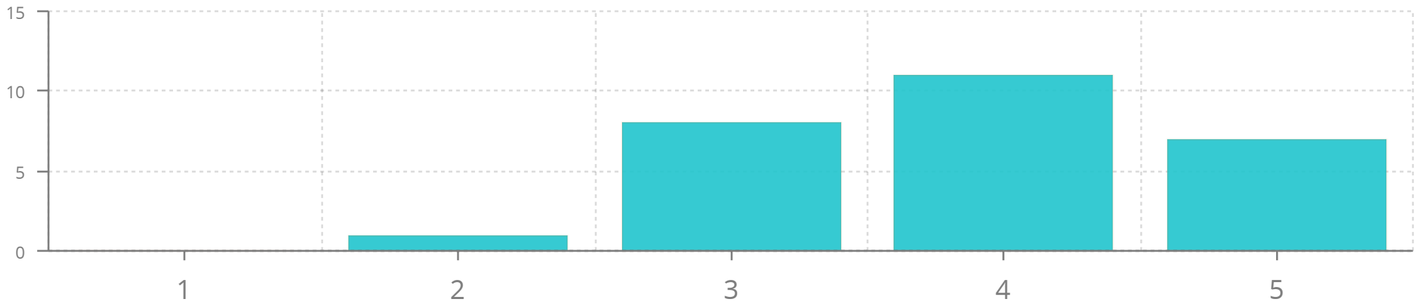
Suggestions

When you're in touch with your participants, see how they're going with the platform - and encourage them to reach out to Mentorloop if they're confused about something - especially if you can spot that they haven't performed a key action yet like requesting a match. Conversations will take place where it's natural, but we know that doesn't mean great mentoring relationships aren't taking place - which is why this pulse survey and it's results are so crucial.

Survey

Mentorloop setup

How did you find the set up process?



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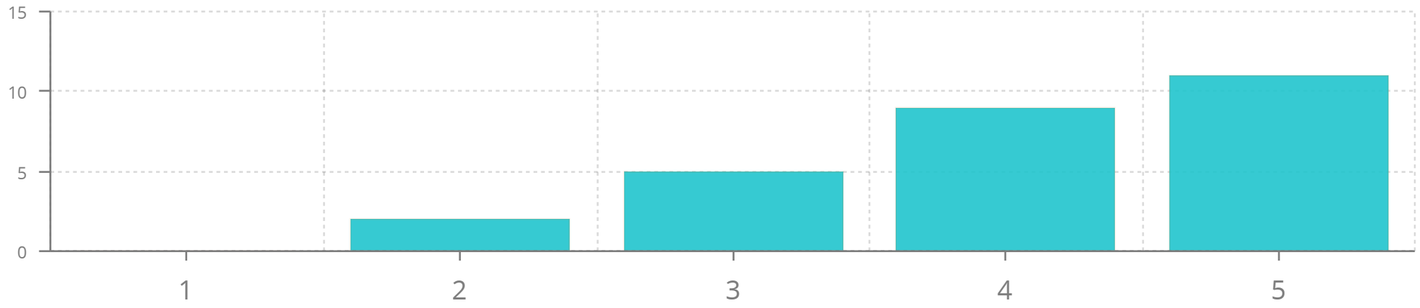
Average response

How did Mentorloop support you finding a mentor or mentee?



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Average score

Going forward

Insight-based suggestions

My mentor experience has been really positive so far. We meet every fortnight, which is working well because it's given us quick touch points and is regular enough to make sure that I'm keeping on track. My mentor is relaxed and really easy to talk to. The overall experience has been good because it's made me actively think about what I'd like to achieve and then work towards this.

- Happy Co Mentee feedback

Checking in periodically with your participants can help set expectations, locate stragglers who are yet to match and are looking for you tor someone to play matchmaker, find disengaged users who have stopped communicating, and keep an eye on those who simply need a helping hand. Feel free to send support requests our way.

Linking to our Resource Hub from your own may help better educate your participants with some of the resources we've produced. We're grateful to support mentoring programs like this one, and we're constantly pouring the knowledge gained back into each document, guide, and framework we help produce for your participants.

Moving forward, given the overwhelming success of the program feedback, we recommend opening the mentoring program to the wider business internationally. Our experience has taught us that a well marketed mentoring program can achieve interest from 15-20% of the business. Given Happy Co's total population of over 1700 employees, we think 250 participants would be a healthy goal to work towards. Additionally, we are happy to help transition existing mentoring relationships into the platform to help bring everything into the one place.

Thank you.

Questions or comments?
We'll get right back to you.

Email us now