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Workshop on

How to Set up a

STRUCTURED

MENTORING

PROGRAM

10th Run



Thursday & Friday

15 & 16 April 2010

How to Set Up a Structured Mentoring Program

Introduction

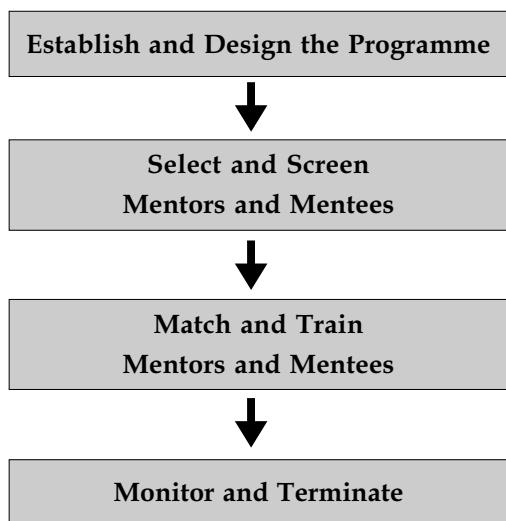
Mentoring is not new. Yet, most mentoring today is informal, with little or no accountability.

Structured Mentoring offers organizations an effective and cost-efficient mean of people development. It is a deliberate transfer of existing experience, mindset, skills and knowledge within the organization linked to organizational goals. If successfully implemented, it leads to the strengthening of learning and people values in an organization's culture. Many world-class organizations like Intel, Microsoft and Standard Chartered Bank have established mentoring schemes and credited mentoring as a major reason for improved people performance.

Yet setting up a mentoring process in an organization requires a systematic approach that includes the determination of outcomes, resources, procedures, training and tracking of results.

Key Methodology

This programme adopts the following framework:



Programme Objectives

At the end of the programme, the participants will be able to:

- Promote the benefits of a Structured Mentoring Programme
- Identify the elements of a Structured Mentoring Process
- Design and initiate a Structured Mentoring Programme
- Manage and assess a Structured Mentoring Programme
- Handle potential implementation challenges of the programme
- Understand the relationship between mentor and mentee

Who Will Benefit Most

For Human Resource and Organization Development practitioners who are responsible for the people development function in their organizations.

DisTinctions Asia Learning Approach

- This programme utilises a scenario approach that allows the participants to apply the Mentoring process using their real workplace situations.
- Case studies will be used to allow for practice of concepts learned.

Consultancy

Optional consulting services are available to organizations to help design, implement and manage the structured mentoring program. The services are designed to customize the programme and its implementation tools to the needs of the organization. In addition, the consultants will help monitor and track the progress of the programme.

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Learning Curriculum

Essentials of Mentoring

- Definition
- Benefits
- Mentoring versus Coaching
- Types of Mentoring
- Results of Mentoring

Are You Ready for Mentoring?

The Structured Mentoring Process

- Establish and Design the Programme
- Select & Screen Mentors and Mentees
- Match & Train Mentors and Mentees
- Monitor & Terminate the Programme

Real Life Case Study of Structured Mentoring Programme

Mentoring Relationship Cycle

- Build Relationship
- Negotiate Agreement
- Develop Mentee
- End Relationship

Etiquettes of Mentoring - Dos and Donts

Introduction to Mentoring Competencies & Skills

Implementation Challenges in Structured Mentoring

Implementation Tools – in addition, participants will be given:

- Assessment of Organizational Readiness for Mentoring
- Checklists of tasks for each step of Formal Mentoring
- Sample Communications Templates
- Programme Proposal & Budget Guidelines
- Sample Mentor & Mentee Application Forms
- Sample Mentoring Agreement
- Developmental Goals Template
- Developmental Plan Template
- Midway Review Template
- Final Review Template
- Programme Evaluation Template
- Meeting Tool Templates
- Sample Leadership Competency Domain
- Sample 12-month Formal Mentoring Cycle

Facilitator

George T K Quek is a recognised authority on structured mentoring in the region. He is instrumental in helping to set up mentoring programs for over 30 organisations throughout Asia Pacific and trained hundreds of organization in mentoring skills and solutions. In addition, he has trained, coached and consulted for more than 3,000 executives and leaders from over 80 organisations throughout the Asia Pacific in the last 5 years. Prior to that, he had over 15 years of senior management experience throughout Asia Pacific with Fortune 500 and regional companies. He is the author of the best-selling book "Service Unusual" which is published in English, Chinese and Thai.

Experience

Among the companies and organizations that George has previously done work for are in **Singapore:** Far East Organization, Fuji Xerox (Asia Pacific), Siemens, Deutsche Bank, SingHealth, Civil Aviation Authority of Singapore, Singapore Police Force, Singapore Land Authority, Inland Revenue Authority of Singapore, CapitaLand, National University Hospital, Kandang Kerbau Hospital; in **India:** BPL Mobile; in **South Korea:** Woonjin Coway; in **Hong Kong/Macau/Mainland China:** Aon Asia, Mandatory Provident Fund Schemes Authority, Mass Mutual Insurance, Dragon Air, Hong Kong Convention and Exhibition Centre, Hong Kong CSL, Macau International Airport, Marco Polo Group of Hotels, L'Oreal, Colliers International, Institute of Vocational Education, UL International, Hsin Chong Construction, GT Group; in **Thailand:** Kasikorn Bank, AIS, SASIN Graduate School, Bangkok Bank, Dumex, Amway, The Pizza Company, Bank of Ayudhya, Siam Cement Property Services, Roche Diagnostics, Loxley Group.

Background & Qualifications

George started his career as a consultant with Andersen Consulting (now known as Accenture) before joining ServiceMaster, a US Fortune 500 multinational, which is renowned for its service excellence in outsourcing support services. He rose through the ranks to become the Country Manager for Singapore and later joined a regional logistics services group as its General Manager for Greater China where he lived for 3 years. He was subsequently promoted to VP in the distribution management division with responsibility over 800 employees in 6 countries. He has rich experience in setting up a number of successful start-ups in these organizations. He was then headhunted to be the Director of Service Quality Centre, a training and consulting company that is part of the Singapore Airlines Group. In addition to spearheading the local and international business, George was also heavily involved in providing training, coaching and consulting solutions to Service Quality Centre's clients. Currently, he is the founding Director of DistincTions Asia Pte. Ltd., a regional training and consulting organization. George earned both Bachelor and Master in Business Administration from the University of Texas at Austin. He qualifies with a Certificate in Corporate Coaching from Corporate Coach U, USA and is a member of International Coach Federation. George is also a certified behavioural consultant for DISC and an accredited MBTI administrator and practitioner. For innovation, George is a certified trainer in "KnowBrainer", an innovation tool and process programme from USA.

What Others Say:

"The 2-day program has given me a thorough understanding of the formal mentoring process. Particularly useful was the sharing of practice of the companies you know and also the actual sample of memos and checklist. This will speed up the process on our kick-off."

Far East Organization

"The trainer provides a very systematic and practical approach to developing a mentoring program, with case studies and detailed analyses. A very useful course."

SGS Hong Kong

Dates and Times

Wednesday, 15 April 2010

9:00 am - 5:00 pm &

Thursday, 16 April 2010

9:00 am - 1:00 pm

Venue

Room 202 2/F First Commercial Building
33-35 Leighton Road
Causeway Bay HONG KONG
(Tel: 2574 2238)

Fees

HKMA Members: HK\$3,350

Non-Members: HK\$3,500

Early Bird: HK\$ 200

(for payment received 1 month before programme commencement date)

Group Discount: HK\$ 200

(for two or more bookings from the same company)

Lunch is provided with compliments on the first day of class.

Registration

All interested parties are requested to complete the registration form and return it together with appropriate fees to The Hong Kong Management Association at least 7 days before course commencement. Reservations by fax on 2365 1000 are welcome but are subject to payment in full prior to programme commencement. For information on the workshops, please contact Ms Christine Choy on 2774 8552 or Mr S H So on 2774 8550. For registration details please contact Ms May Tang on 2774 8553. Successful applicants will be notified by telephone at least one day before the programme. No separate letter of acceptance will be issued but participants will be informed at least one day prior to the event. As space is limited, bookings will be on a first-come, first-served basis.

Registration Form

**To: Director General
The Hong Kong Management Association
16/F Tower B Southmark, 11 Yip Hing Street,
Wong Chuk Hang, HONG KONG**

Please reserve one seat for the Workshop on How To Set Up A Structured Mentoring Program on 15 & 16 April 2010. (AC-A6627-2010-1-FC)

Enclosed is a crossed cheque for HK\$ _____ (made payable to The Hong Kong Management Association) for the programme.

Cheque No. _____

Name: Mr/Ms _____

Position: _____

Company: _____

HKID Card No.: _____

HKMA Membership No.: _____

Company Address: _____

Co. Telephone: _____

Fax (office): _____

E-mail: _____

Name & Title of Nominator (if applicable): _____

Nominator email/address: _____

Signature: _____

Date: _____

Fee paid by company self

Where did you FIRST learn about this programme?

Email Promotion from HKMA OINA

Direct Mail by Post

HKMA Website

MTR Station Display (Please specify): _____

Exhibition (Please specify): _____

Please fill in the following information if a cheque/receipt is not attached.

Our company undertakes to pay the course fee for the above applicant.

Name of Contact Person _____

Telephone No. _____

Signature: _____

Company Chop and Date: _____

- Please photocopy for more registration forms if necessary.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme.
- Personal data will be used for the purposes of market research, programme development and direct mailing.
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.