

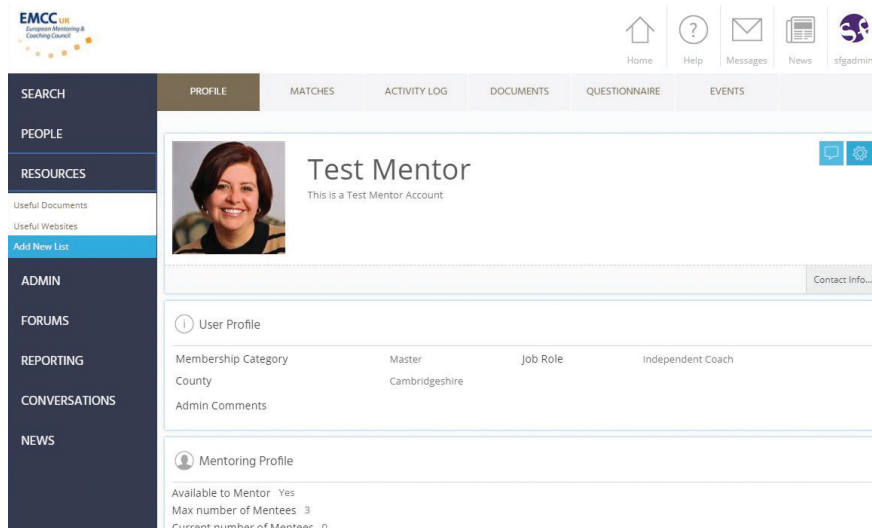
OFFERING EMCC UK MEMBERS A MENTEE-LED MENTORING SCHEME

OVERVIEW

EMCC UK is part of the European Mentoring & Coaching Council, which is a membership community working together to maintain, influence, develop and progress high quality standards in coaching, mentoring and supervision across the Globe.

The purpose of the Mentoring Scheme is to benefit EMCC UK members – to offer them the opportunity to talk to and be mentored by more experienced members. For mentors, it is a way for them to give something back to the profession, by supporting those with less experience and to increase their mentoring skills. Mentoring might include helping mentees with, for example, new business development or it might be about the professional development pathway and accreditation, with mentees selecting a mentor based on their profile and the mentee’s need.

In order not to overwhelm the volunteers with the amount of manual processing needed to support the programme, EMCC UK was open to other ways of managing the programme in order to maintain it.



The screenshot shows the sfG MentorNet interface. At the top, there are navigation icons for Home, Help, Messages, News, and sfgadmin. Below this is a horizontal menu with options: SEARCH, PROFILE (selected), MATCHES, ACTIVITY LOG, DOCUMENTS, QUESTIONNAIRE, and EVENTS. On the left, a vertical sidebar contains: PEOPLE, RESOURCES (with sub-items: Useful Documents, Useful Websites, Add New List), ADMIN, FORUMS, REPORTING, CONVERSATIONS, and NEWS. The main content area displays the profile for 'Test Mentor', including a profile picture, a title 'Test Mentor', and a note 'This is a Test Mentor Account'. Below the profile, there are sections for 'User Profile' and 'Mentoring Profile'. The 'User Profile' section includes fields for Membership Category (Master), Job Role (Independent Coach), and County (Cambridgeshire). The 'Mentoring Profile' section shows 'Available to Mentor' as Yes, 'Max number of Mentees' as 3, and 'Current number of Mentees' as 0.

SOLUTION OVERVIEW

- Online mentoring solution, sfG MentorNet

CHALLENGES

- EMCC UK is a volunteer-led organisation, so there are limited resources to support the scheme
- Manual, spreadsheet-based solution
- Labour intensive to run
- Took a lot of time to maintain the scheme

BENEFITS

- Reduced the time taken to administer the scheme from 15 to 2 hours a month
- Mentee-led – the system is now automated
- Great benefit for members to learn and grow as mentors and coaches

MENTORNET BENEFITS

- Improves Communication
- Reduces Administration
- Ensures Regulatory Compliance
- Encourages Networking & Peer Learning
- Increases Ownership of the Mentoring Process
- Allows Advanced Reporting & Analysis

AUTOMATIC RUNNING OF A MENTEE-LED MENTORING SCHEME

EMCC UK contacted sfG MentorNet about using their online mentoring system. They wanted to understand how sfG MentorNet could provide solutions to their current ways of working.

Using sfG MentorNet, EMCC UK has found it much easier to run a mentoring scheme as a benefit for its members. Instead of 15 hours a month spent in manual tasks, the team spends less than 2 hours a month keeping the scheme running.

The scheme is mentee-led, so mentees drive the relationship and the conversations and meetings they want to have with mentors. As it is now automated using sfG MentorNet, members can register themselves onto the scheme at any time, set up a profile and then search for available mentors who match the experience they seek.

MINIMAL TIME SPENT RUNNING A BENEFICIAL SCHEME FOR MEMBERS

From the mentoring team's side, they now require minimal input and time to administer the mentoring scheme. Their main tasks now are simply to verify that people match, that they are members and to approve the connection request between mentee and mentor. They confirm, "There are a number of reports we can use to see what is happening, such as how many people are using the system, new people who have joined, and to check that everything is running ok.

Only mentors who have the availability to take on new mentees are shown in the search and mentees can ask to be matched with appropriate mentors without any administrative input.

The solution offers a lot of functionality. They can send instant messages to each other, keep a log of meetings and it is all saved in one place, accessible by mentor and mentee. This, along with personal information, is kept confidential. They can contact one another through the system, which sends an email saying someone is getting in touch and leads them directly to log in to the relevant page.

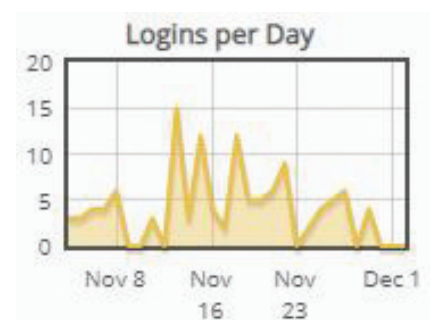
The Mentoring Team said, "The support from David and the sfG team during the set-up and configuration has always been excellent, very quick and responsive."

We get an email if people want to be a mentee and we can quickly check and approve if they are on our database. Or if anyone has a technical issue they contact us, but that has only happened once as sfG MentorNet is so intuitive to use."

The Mentoring Team have created recorded webinars and User Guides that sit in the resources area along with links to useful websites and documents, which members can access at any time.

Mentor Evaluation

1. How did your sessions with your mentee take place?
 Face to Face
 Over the phone
 Skype/Facetime
Other (please explain)
2. Did you use the Resources and Forums sections of MentorNet?
 Yes
 No
3. Do you have any suggestions on how we might improve these sections?
4. Did you attend any of the group supervision sessions?
 Yes
 No
If you answered yes, please can you provide us with feedback on how useful you found the session(s)
5. What was the best thing about being a mentor on the programme?



"sfG MentorNet is so efficient. It's so good. It has reduced the time we spend on running the scheme and enabled us therefore to continue to offer this valuable service to our members – both mentors and mentees, who each say they benefit"

Sarah Loud, Operations Services, EMCC UK

To find out more about how sfG Software's MentorNet can streamline your mentoring process, phone us on **01463 630200** or email **info@sfgmentornet.com**



sfG MentorNet Ltd. The Green House, Beechwood Business Park, Inverness IV2 3BL
t: **01463 630200** e: **info@sfgmentornet.com**
www.sfgmentornet.com