

User Manual - Mentors & Coaches

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1. Introduction to Mentors and Coaches

The Mentors and Coaches module enables the employee to have a Mentor and/or Coach assigned to them to help with learning or employee development. It also enables the Mentor and/or Coach to keep track of employee growth.

1.1 Mentoring definition

Mentorship is a longer-term relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person. The mentor may be older or younger than the person being mentored, but he or she must have a certain area of expertise.

Some of the qualities of a good mentor includes the willingness to share skills, knowledge, and expertise. A good mentor is willing to teach what he/she knows and accept the mentee where they currently are in their professional development.

1.3 Coaching definition

Coaching can be seen as a short term, task-based method of directing, instructing and training a person or group of people, with the aim to achieve some goal or develop specific skills.

Some of the qualities of a good coach includes being organised, process oriented, objective, knowledgeable, patient and realistic.

1.3 Why use mentors and coaches?

The purpose of mentoring is to develop the employee not only for the current job, but also for the future. This distinction differentiates the role of the immediate manager and that of the mentor.

The purpose of coaching is to improve the employee's performance on the job. This involves either enhancing current skills or acquiring new skills. Once the coachee successfully acquires the skills, the coach is no longer needed.

2. Mentors & Coaches - Administrator

WHY: This section assists the administrator to add mentors and coaches, set-up relationships between the mentor/coach and the employee being mentored/coached.

WHERE: From the system portal, click **System Administration | Modules | Mentors and Coaches | Mentors and Coaches**

2.2 Adding a Mentor or Coach

There are 4 different types of Mentors or Coaches that can be added namely:

- Coach
- Executive Coach
- Future Mentor/Coach
- Mentor

An external or internal mentor/coach can be added

The training to date is all Training Interventions that is linked to this person as a mentor or a coach

The Qualifications is all the Qualifications that is linked on the employee's Learner Records

Role(s)	Role	Registration Number
	<input checked="" type="radio"/> Coach	<input type="text"/>
	<input type="radio"/> Executive Coach	<input type="text"/>
	<input type="radio"/> Future Mentor / Coach	<input type="text"/>
	<input type="radio"/> Mentor	<input type="text"/>

Type	Employee
------	----------

Name / Surname	Gillian Adam
E-mail	Gillian.Adam@signify.co.za
Mobile Number	0832468372
Level	Level 1 - Foundation
Commencement / Engagement Date	2012/02/16
Start Date as Mentor / Coach *	2016/11/01
Years in Service	6
Training to date	No linked interventions.
Location	
Qualifications	Matric (Grade 12) (2000/01/21-2000/01/08)

[Save](#) [Back to Mentors / Coaches](#)

2.3 Set-up the Relationship

- Relationships refers to the Mentor/Coach, an employee and training that is linked together
 - For the purposes of Smollan it refers to the Mentor/Coach and Employee relationship (when not referring to Learnerships)

Actions	Employee Number/ID
<div> <div>Actions ▾</div> <div> <p>Edit</p> <p>Detail</p> <p>Relationships</p> <p>Delete</p> </div> </div>	22379

- On this screen, new relationships can be added

Mentors/Coaches » Gillian Adam (22379) » Relationships				
<div> <div>+ Add New Relationship</div> <div>▾</div> </div>				
Actions	Gillian Adam (22379) is the...	For...	On the following...	Show Relationship
<div>Actions ▾</div>	Coach	Sue Parrish [22553]	General	✓

By adding a relationship to the Mentor/Coach the following is needed:

- The employee that is chosen from the list of employees

- The type which can be:

The employee (this is the one used by Smollan when not referring to Learnerships)

Learnership Pipelines

Event

Training Intervention

- This relationship can be made active

2.4 Mentors/Coach Levels

WHERE: From the system portal, click **System Administration** | **Modules** | **Mentors and Coaches** | **Mentor and Coach Levels**

On this page the following can be done:

- Add a Mentor / Coach level.
- On the Mentor/Coach level that was added, you can view the detail, edit and delete.

<div> <div> <div>Home</div> <div>Modules ▾</div> <div>Subgroup</div> <div>Assessment Builder ▾</div> <div>Reporting ▾</div> <div>System Administration ▾</div> <div>Admin Portal</div> </div> <div> <div>Page Help</div> <div>Log C</div> </div> </div>			
<div> <div>+ Add Mentor / Coach level</div> <div>▼</div> </div>			
Actions	Description	Reference Description	Is Default
<div> <div>Actions ▾</div> <div> <div>Edit</div> <div>Detail</div> <div>Delete</div> </div> </div>	Level 1 - Foundation	Level 1 - Foundation	<input checked="" type="checkbox"/>
	Level 2 - Practitioner	Level 2 - Practitioner	<input type="checkbox"/>
	Level 3 - Expert	Level 3 - Expert	<input type="checkbox"/>

- On this screen, a new Mentor / Coach level can be added.
- When adding a new Mentor/Coach level, the following is required:
 - Level Description
 - Reference Description
 - Whether the level is the default value.

Mentor / coach levels

Description *

Reference Description *

Is Default

☐

Save

Delete

Back to Mentor / Coach levels

- When viewing the detail of the level, the following information is displayed

[Mentor / coach levels](#) » Level 1 - Foundation

Description Level 1 - Foundation

Reference Description Level 1 - Foundation

Item used by

Mentors/Coaches 4

Additional Information

CreatedUser master

CreatedDate 2015/09/14 09:50:01 AM

EditedUser master

EditedDate 2015/09/14 09:50:01 AM

[Back to Mentor / Coach levels](#)

3.1 LMS Portal

WHY: This section assists the mentors and coaches to view the employees assigned to them, add new comments, setup the coaching plans and do a coaching assessment. The employees can view their comments and coaching plans.

WHERE: On the **LMS Portal**, click **Mentors and Coaches**

3.2 Mentor/Coach View

- On the LMS Portal, the Mentors & Coaches will be available only for the employee that is setup to be a Mentor or Coach.

Mentoring & Coaching

My personal coaching plans

I am the mentor / coach for...

1 year ago

3

0

0

3

5

Last Interaction

Total Employees

No interactions yet

No interactions in the last month

Interactions older than three months

Total Assessments

Select mentor / coach to act on behalf of

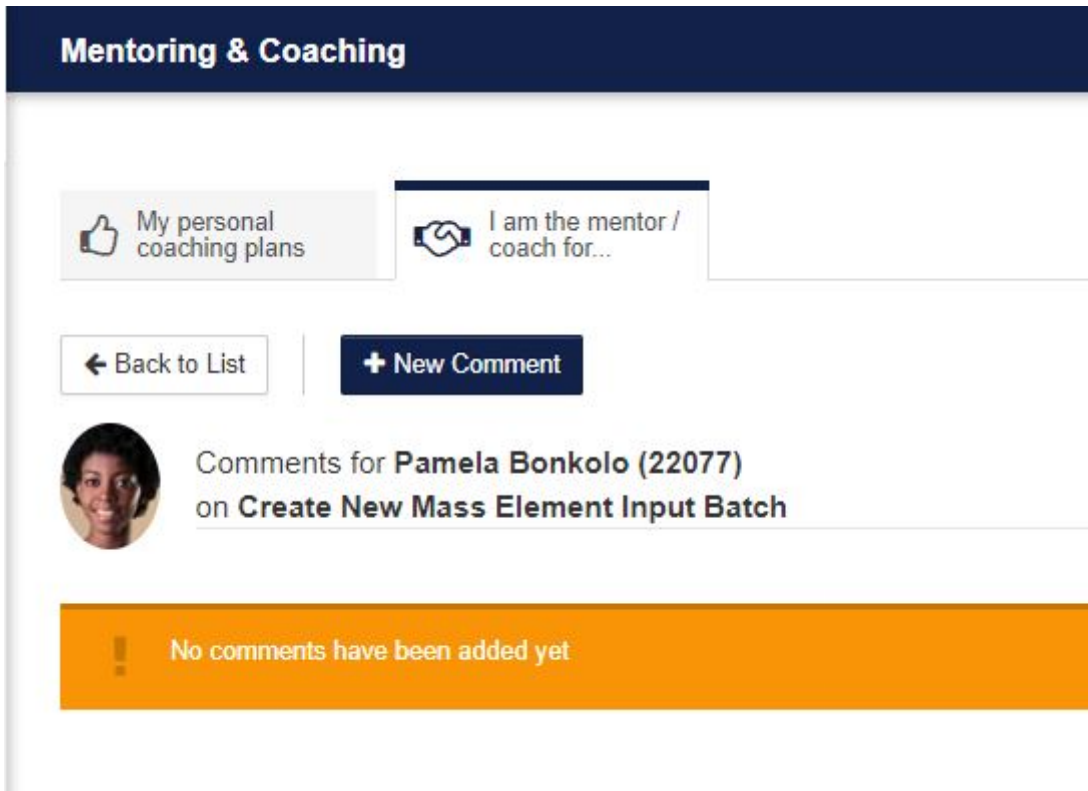
Search

You are the...	for...	on the following...	Last Interaction	Comments	Goals	Assessments
Coach	Pamela Bonkolo (22077)	Candidate Mgt - Create Candidate	2021/09/21			
Coach	Pamela Bonkolo (22077)	Create New Mass Element Input Batch	2021/09/16			
Coach	Pamela Bonkolo (22077)	Dashboard And Recruitment Summary 2	2022/05/20	10 This was a fruitful discuss... 2022/05/20	2 Improve communication with ... 2021/12/07	

- When clicking on the comments or goals links, either the comments or the goals pages will open - depending on the link you choose.
- A new comment can be added or an existing comment viewed when selecting the comments link.

3.3 Adding or Viewing Comments


- To add a new comment, click on the Comments icon.
- When adding a comment, the following screen opens:



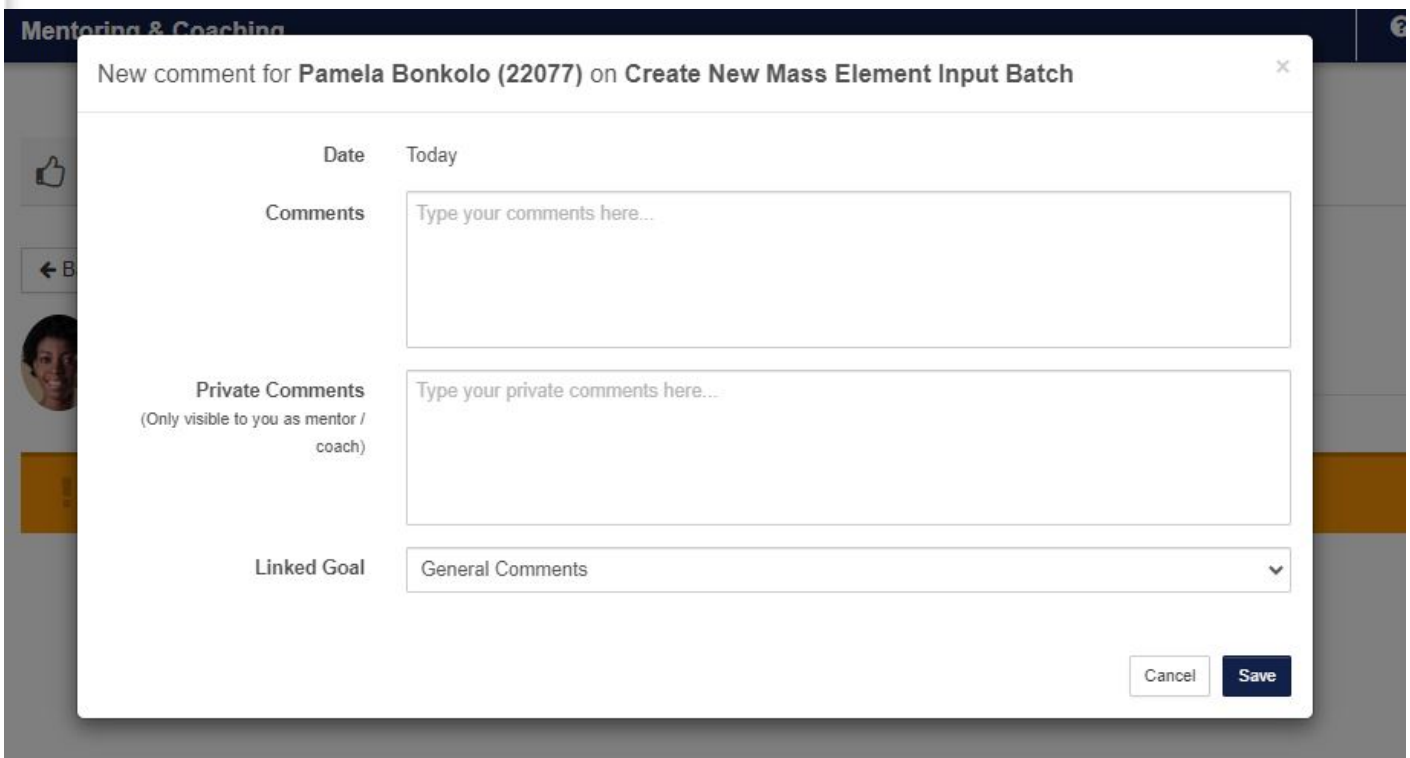
Mentoring & Coaching

My personal coaching plans | I am the mentor / coach for...

← Back to List | + New Comment

 Comments for **Pamela Bonkolo (22077)** on **Create New Mass Element Input Batch**

No comments have been added yet



New comment for Pamela Bonkolo (22077) on Create New Mass Element Input Batch

Date: Today

Comments:

Private Comments (Only visible to you as mentor / coach):

Linked Goal: General Comments


Cancel | Save

- All the general comments added will be available for viewing under the Comments link (from here you can also add new comments).

image not found or type unknown



 My personal coaching plans

 I am the mentor / coach for...

[← Back to List](#)

[+ New Comment](#)

[Export](#)



Comments for **Pamela Bonkolo (22077)**
on **Dashboard And Recruitment Summary 2**

Date ↓	Comments	Linked Goal
2022/05/20	This was a fruitful discussion. Remember to ...	
2021/03/09	My test comment	Improve communication with stakeholders
2020/08/13	Comment 1	Improve communication with stakeholders
2020/08/13	Comment 2	Improve communication with stakeholders
2018/07/19	Arrange a PM system demo	
2018/03/15	Pamela succeeded in this course. Well done!	
2017/06/08	Pamela is making good progress on her understanding of the course content.	
2016/07/12	Pamela's POE was not completed in time	

3.4 Coaching Plans

- When opening the coaching plans screen Goals - the mentor/coach will be able to view all plans the employee has completed, those that he/she is still busy with, as well as the general comments loaded.
- New development plans can also be loaded from this screen.
- The date the last change was made to any of the goals is also available on this screen.

My personal coaching plans

I am the mentor / coach for...

[← Back to List](#)[+ New Goal](#)[Export](#)

Goals for **Pamela Bonkolo (22077)**
on **Dashboard And Recruitment Summary 2**

Goals In Progress 1

Updated on 2016/11/03



Priority	Target Date ↓	Goal	Action Required
Low	2017/02/03	Launch C and M module	Nicole to test for at least 1 ...

Goals Completed 1

Updated on 2021/12/07

Priority	Target Date ↓	Goal	Action Required
Medium		Improve communication with stakeholders	A few coaching sessions

- To add a new goal the following fields are available for completion:
 - Goal
 - Priority
 - Actions necessary to achieve goal
 - Support / resources needed
 - Obstacles / Concerns
 - Target date
 - New comments
 - Comments History
 - New Private Comments
 - Private Comments History
 - Completed
 - Completed Date

Goal *	<input type="text"/>
Priority	<div>High Medium Low</div>
Actions necessary to achieve goal	<div></div>
Support / Resources	<div></div>
Obstacles / Concerns	<div></div>
Target Date	<div><input type="text"/> </div>
New Comments	<div>Type your new comments here...</div>
Comments History	<div></div>
New Private Comments (Only visible to you as mentor / coach)	<div>Type your new private comments here...</div>
Private Comments History (Only visible to you as mentor / coach)	<div></div>
Completed	<input type="checkbox"/>
Completed Date	<div><input type="text"/> </div>

- When viewing the goals more information can be viewed by clicking on the Info Tab .
- When viewing the 'Goals in Progress' the mentor/coach can edit the plan to either add comments or mark it as completed. (Where after it will move to the 'Completed Plans' section).

image not found or type unknown



3.5 Coaching Assessments

- When clicking on the assessments icon, a screen opens enabling the mentor/coach to start a new assessment or to continue with a previous assessment.
- When clicking on new assessment, choose the date of the assessment and then the assessment. (Only assessments that was created as Coaching Assessments will be listed on the screen.

Mentoring & Coaching

My personal coaching plans

I am the mentor / coach for...

Back to List

New Assessment

Export

Assessments for Pamela Bonkolo (22077)
on Dashboard And Recruitment Summary 2

On the job Mentoring feedback 5

Attempts	Final Score (%)	Completed	Start Date	End Date
Attempt 5		✓	2021/09/21	2022/05/30
Attempt 4		✓	2021/05/19	2021/05/19
Attempt 3		✓	2020/02/19	2021/05/03
Attempt 2		✓	2019/11/06	2021/09/16
Attempt 1			2019/10/10	

General Questions

How many tasks did you share with your mentee?

☐ 1☒ 2☐ 3☐ More than 3

Please make a note of the tasks you shared with your mentee.

9999

How comfortable are you that your mentee understood your instructions?

☐

Not comfortable. Follow-up will be required.

☒

Making good progress, but one follow-up will be required.

☐

The mentee is doing very well and can apply the knowledge.

Type your comment here...

How did your mentee improve from your last conversation?

☒

This was our first discussion in this regard.

☐

Progress is not good and we will have to discuss it with HR.

☐

The progress is not good. I will have to continue with these sessions.

☐

Improvement was good.

Type your comment here...

Close

- The assessment is then completed and closed
- To view the score, select the previous coaching assessment
- On this screen the Assessment with the final score can be viewed

image not found or type unknown



Quick Pay Evaluation 7

Attempts	Final Score (%)	Completed	Start Date	End Date
Attempt 7			2021/09/16	2021/09/16
Attempt 6			2019/08/28	
Attempt 5			2016/11/03	
Attempt 4			2016/11/02	
Attempt 3			2016/11/02	
Attempt 2			2016/11/02	
Attempt 1	100	✓	2016/11/02	2023/06/11

3.6 Act on behalf of a mentor/coach

- When going back to the LMS you also have the option to act on behalf of a mentor or coach
- A mentor/coach can be chosen from the list

Select mentor / coach to act on behalf of

Search

Q C

Mentor / Coach Name	Employee Number	Role	Is Employee
Gillian Adam	22379	Coach	✓
Jay Lawrence	22574	Executive Coach	✓
Joe Black	22552	Coach	✓
Johan Botha	5485212569	Mentor	
Susan Parrish	22553	Mentor	✓
Susan Parrish	22553	Coach	✓

Thank you for your response! You may now close this questionnaire.

Close

- All employees will be seen that is linked to the mentor/coach

Mentoring & Coaching

My personal coaching plans
I am the mentor / coach for...

None

1

1

0

0

0

Last Interaction
Total Employees
No interactions yet
No interactions in the last month
Interactions older than three months
Total Assessments

Back to Own List
Select mentor / coach to act on behalf of
Select mentor / coach to act on behalf of Gillian Adam (22379)

Search

You are the...	for...	on the following...	Last Interaction	Comments	Goals	Assessments
Coach	Sue Parrish (22553)	In General				

Image not found or type unknown

3.7 Employee View

- From the Mentor & Coach Plans screen the employee can view their mentoring and coaching plans.

Mentoring & Coaching

My personal coaching plans
I am the mentor / coach for...

2 years ago

1

0

1

Last Interaction
Total Goals
Goals Completed
Goals In Progress

You are being...	by...	on the following...	Comments	Goals
Coached	Sue Parrish (22553)	In General		
Executive Coached	Jay Lawrence (22574)	In General	Due to Technical Manager's ... 2020/08/13	Meet with senior colleagues 2017/06/08

- Nothing can be edited from this screen.
- Clicking on the goals link will open up the coaching plans screen.

My personal coaching plans

I am the mentor / coach for...

[← Back to List](#)

[Export](#)

Comments with Jay Lawrence (22574)

Date ↓	Comments	Linked Goal
2020/08/13	Due to Technical Manager's travels, Joe is unable to secure a meeting with the Manager. I will try to assist to reach this goal by 20 June.	Meet with senior colleagues
2020/08/13	First meeting setup with Team Lead.	Meet with senior colleagues
2017/06/08	Joe is making good progress in managing his career and delivering on goals	

Mentoring & Coaching

My personal coaching plans

[← Back to List](#)

Comments

Date ↓

2020/08/13

2020/08/13

2017/06/08

Goal with Jay Lawrence (22574)

Goal

Meet with senior colleagues

Priority

Medium

Actions necessary to achieve goal

Meet with senior colleagues and determine how they see you role in the next 6 months.

Support / Resources

Let me know if you need assistance in arranging these sessions

Obstacles / Concerns

None

Target Date

2017/09/08

Comments History

2017/06/11

Due to Technical Manager's travels, Joe is unable to secure a meeting with the Manager. I will try to assist to reach this goal by 20 June.

Completed

☐

Completed Date

Close

Linked Goal

[Meet with senior colleagues](#)

[Meet with senior colleagues](#)

4.1 Training Interventions for Coaching Assessments

WHY: A Training Intervention should always be created when the end result of a task is a Learner Record. The name of the Assessment and that of the Learner Record should be exactly the same.

WHERE: The path to Training Interventions List is **System Administration | Database | Training Interventions**.

- Here you can add and edit Training Interventions.
- Training Interventions can also be disabled, but never deleted.
- Please note that the Pathway Step Type should be Assessment otherwise this will not be available for selection in Assessment Builder.

Image not found or type unknown



[Zoom:](#)

5.1 Coaching Assessments

WHY: The Coaching Assessment is used in Mentors and Coaches. The following section will explain how the assessment is built. Here you are able to add and edit Assessment Categories, add and edit Assessments and delete categories and assessments.

WHERE: The path to Assessment Builder is **System Administration | Modules | e-Learning | Assessment Builder**.

5.2 Question List

Before an assessment can be compiled all the questions should be added to the system.

- Select Assessment Builder | Question List

5.2 Question List

- The Question Management screen opens.



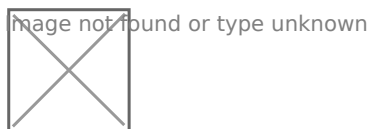
- From here the user can add, edit and delete categories and questions
- Answers should also be added to questions; or answer groups linked to the question.
- **Note:** Indicate on the question whether a comment box should display as well as whether the comment should be mandatory.

5.3 Answer Groups

- To set up Answer Groups select Assessment Builder | Answer Groups

5.3 Answer Groups

- The Answer Groups screen will display.
- From here you can create answer groups that can be added to questions.



5.4 Add Assessment Category

- Click on the Root node 'eAssess Assessments'
- Then click on 'Add Assessment Category'

5.4 Add Assessment Category

5.5 Assessment Category Detail

- Provide an 'Assessment Category Description' and click on 'Save'

5.5 Assessment Category Detail

5.6 Categories

- To add a new category, click on 'Add'; multiple Categories can be loaded (this is not a compulsory step).

5.6 Categories

5.7 Assessments

- Add an assessment.
- Note that the type HAS to be coaching assessment in order to be viewed from mentoring and coaching.
- Also remember that the Training Intervention should already exist before creating the assessment, should it be required that a learner record is created from the assessment. (See Training Intervention creation in the next section.)

5.7 Assessments

- After the assessment has been created, Questions should be linked to the assessment from the 'Question Section' on the screen.



[Zoom:](#)