

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.