



innovate

Learn from Others

Mentoring Programme

an exciting way to help your organisation on its
Excellence Journey

Quality Scotland's Learn from Others programme offers a series of networking opportunities, each of which requires a higher level of commitment:

- 1 Business Matchmaking
- 2 Mentoring**
- 3 Benchmarking

This brochure provides details on Mentoring. For further information on any of the other Learn from Others programmes, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk.



What is mentoring?

Quality Scotland's mentoring programme helps businesses who would like to learn from and work with successful organisations. Mentoring is rewarding for both the mentor and mentee.

Good mentoring involves impartial and objective support that allows you to learn from the strengths found in other businesses. Any area of your business can benefit from our mentoring programme. For instance, organisations that are at the beginning of their excellence journey can learn from those who are already well underway.

get results

Why take part?

When you face a hurdle on your excellence journey, it's important to remember that other organisations have faced similar ones in the past. Becoming a mentee allows you to save time and resources by learning from other people's experiences.

The benefits for the participants range from supporting your Corporate Social Responsibility programme to providing career development opportunities for your staff.

Who can take part?

Any member organisation, regardless of size or sector can participate. Whether you are looking for extra support from an experienced and successful organisation or hoping to mentor someone as part of your CSR, Quality Scotland can help you find a match.

For instance, recently Scottish Water Solutions has mentored Cornerstone Community Care in implementing the principles EFQM Excellence Model into their organisation.

What's involved?

Mentee

The mentee is the organisation that is seeking assistance with their business improvement programme.

Mentors

Mentors are coaches, not consultants. They do not take the place of existing professional advisers, as their roles and responsibilities are very different. Mentors will give their time freely and there is no charge for this service.



The role of a mentor is to support, develop, stimulate and challenge.

Commitment

In a typical mentoring programme, mentors will commit to around half a day per month to support the mentee but this will vary depending on the needs of the participating organisations. The length of time a mentoring relationship lasts will also vary and be agreed at the beginning of the programme.

Confidentiality

The mentor and mentee will be asked to sign a confidentiality agreement to protect the interests of both parties.

Identifying Needs

The mentee must have clear goals so that the mentor knows how to best support them. Quality Scotland will help the mentee identify these needs and match them to an appropriate mentor accordingly.



What is Quality Scotland role?

Mentors and mentees are matched according to the skills needed by the member that approaches Quality Scotland. We will be able to provide you with a shortlist of organisations that have expertise in the field requested.

Once both parties have agreed in principle to take part in the programme, a meeting is set up between them, which is facilitated by Quality Scotland. Its aim is to introduce both parties and assess the needs and expectations of everyone involved.

After this initial meeting Quality Scotland will leave the two organisations to work together. However, throughout the duration of the programme Quality Scotland will make regular contact with both parties to ensure the programme is on track. At the end of the programme another formal meeting will take place to evaluate what has worked well, assess each participants journey and the lessons learned.

How to take part?

If you are interested in the mentoring programme, please get in touch with James Watt on 0131 556 2333 or email james.watt@qualityscotland.co.uk

set targets

If you'd like more information on Learn from Others, Benchmarking, Business Matchmaking or any of Quality Scotland's other products or services, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk



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INVESTOR IN PEOPLE

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Promoting Business Excellence



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