



# Mentoring Program Report

May 2013



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# Introduction

# Research Objectives

**The goal of this study was to conduct research to understand the club leaders' views and opinions on the member-level mentoring program.**

Through focus groups and surveys conducted for other studies, there was ample data related to the awareness, opinions and feelings about the mentoring program, but there wasn't any quantitative data because the program is not formally tracked other than through Competent Leadership award achievement (Project 9).

## Objectives:

1. Gather quantitative data related to the member-level mentoring program.
  - Percentage of clubs that have a mentor program
  - Timing of the mentor assignment
  - The amount of time spent mentoring per month
  - The duration of the mentoring relationship
  - Qualifications of a mentor
  - Need for formal mentor training
  - Improvements to the program
2. Key qualitative findings from past studies are included in this report to complement this mentoring study.

# Sampling and Methodology

**An online survey was conducted using the Qualtrics platform. A representative sample of 2,000 Toastmasters club leaders were selected to participate using a simple random sample.**

The survey reached a response rate of approximately 20%, which yielded a total response count of N=391. The completion rate for the survey was 94% or 369 fully completed surveys. Based upon this response rate, we can be confident that the findings are accurate with a +/-5% margin of error.

# Summary of Findings

## Mentoring Program Statistics

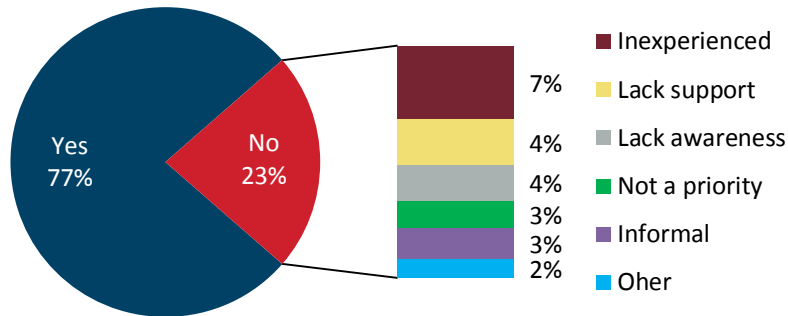
- 77% of clubs have a mentor program
- 75% of mentoring programs are **informal and unstructured**
- 65% of clubs assign mentors to **new members**
- 75% of clubs assign mentors to members **immediately after** they join
- 85% of mentors spend **2 hours or less** with their mentees per month
- 79% of members say the mentoring program is moderately to extremely important to their **club experience**
- 66% of members are mentored **as long as needed**, but often mentoring only lasts until the **3<sup>rd</sup> speech project**
- In 37% of clubs, **any member** can become a mentor; in 46% of clubs, it is often the members with most experience or those who have achieved an educational award
- 70% of club leaders want a **formal mentor training** program

# Key Findings

# The Mentoring Program

## Q: Does your club have a mentor program?

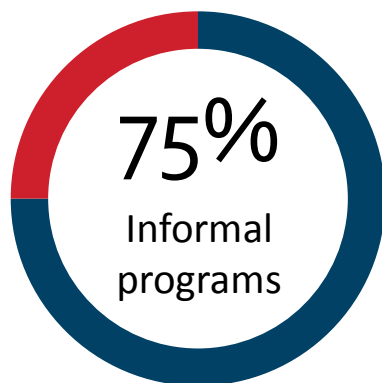
### Have Mentorship Program (N=385)



### Reasons why clubs do not have a mentoring program:

1. **Inexperienced** - Club is too new or small, there are not enough experienced members to support a mentor program
2. **Lack support** - There is a lack of support, interest, time and desire to be a mentor
3. **Lack awareness** - Don't know or lack awareness about mentor program
4. **Not a priority** - Club has other goals or priorities on recruiting new members
5. **Informal** - Club provides informal advisors or encourages members to seek out guidance from experienced members

Most mentoring programs are informal and unstructured:



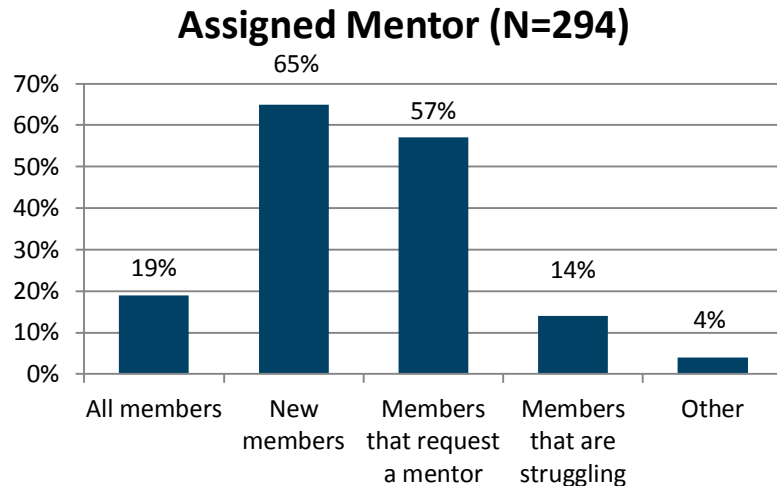
### What it means:

The majority of clubs have some type of mentoring program. Those that do not are typically new or do not have enough experienced members to support a mentoring program.



# The Mentoring Program

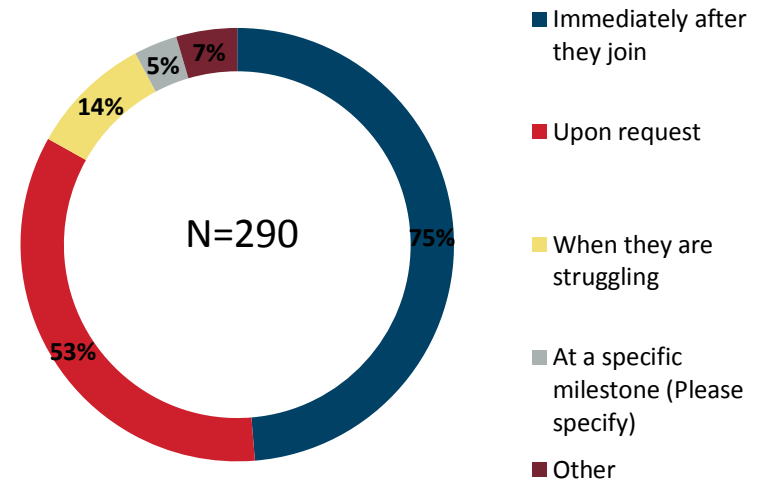
**Q: Who is assigned a mentor?**



**Q: What percentage of members in your club are assigned a mentor?**

**56%** Of members are assigned a mentor

**Q: When is a member assigned a mentor?**

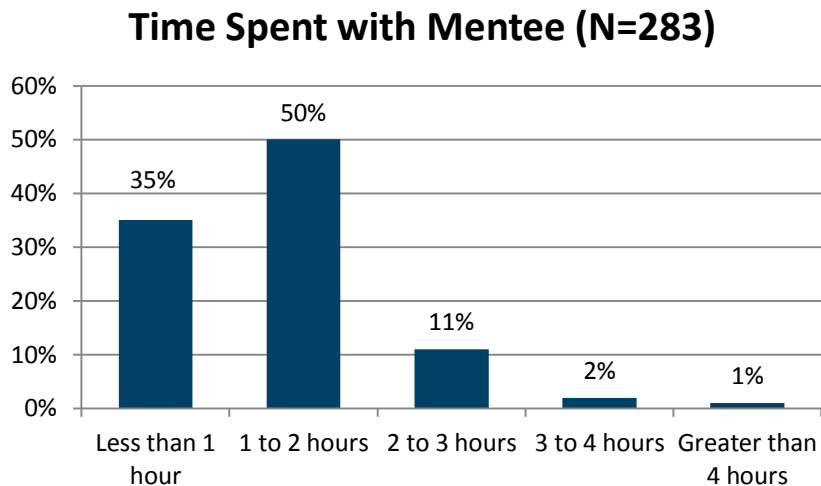


**What it means:**

Mentors are assigned when a member is new or at the member's request. Experienced or struggling members are not likely to receive a mentor, unless the member specifically requests one.

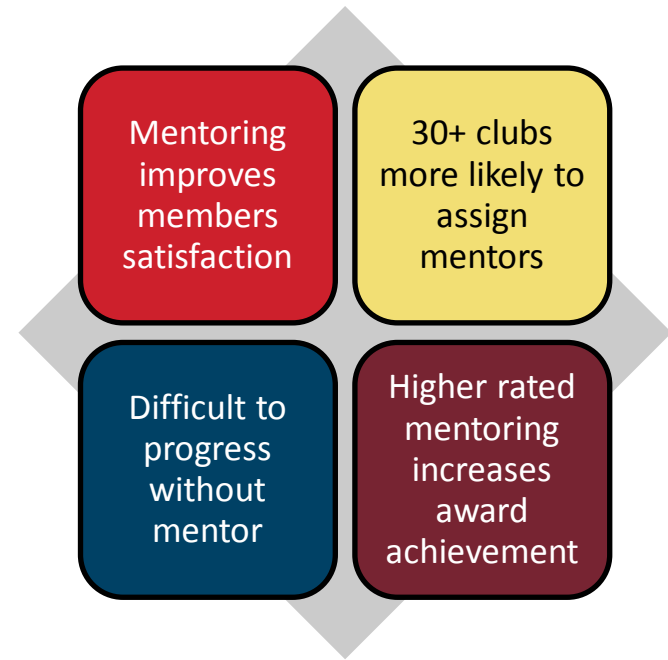
# The Mentoring Program

**Q: How much time does a mentor spend with his or her mentee per month?**



**79%**

Members say mentoring is moderately to extremely important to their club experience

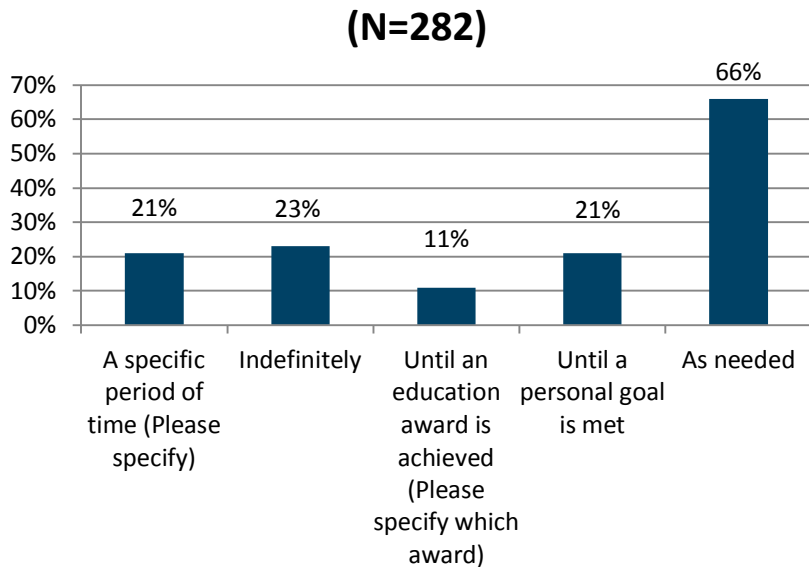


## **What it means:**

Although mentors spend no more than 2 hours a month with their mentees, the relationship has a very positive effect on the members' overall experience, including improvements in satisfaction and award achievement.

# Length of Mentoring

**Q: How long is a member mentored?**



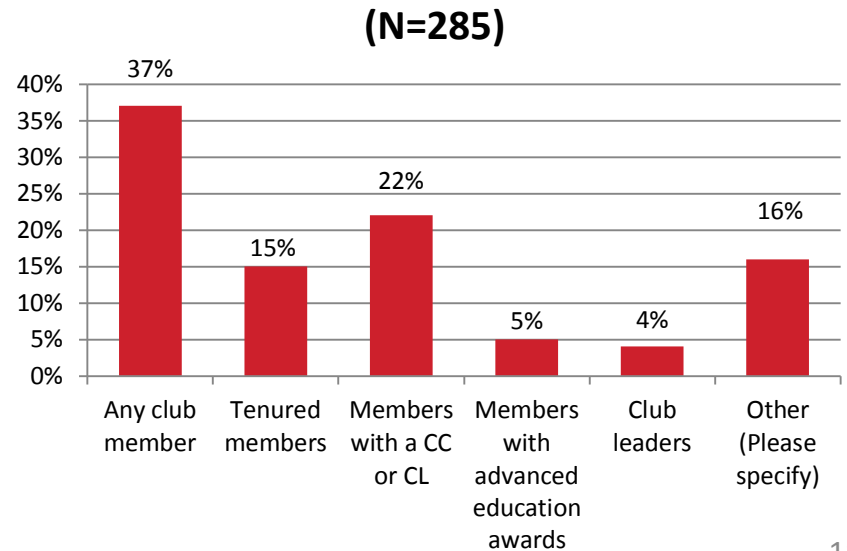
**What it means:**

Members are mentored as long as needed, but often it ends at the 3<sup>rd</sup> speech project.

## 3<sup>rd</sup> Speech

Mentoring relationship is most likely to end

**Q: Who can become a mentor?**



# Formal Mentor Training

Q: Do you think that a formal mentor training program is needed?

Q: Why do you think a formal training program is needed?



N=282



## What it means:

The majority of club leaders believe there is a strong need for a formal mentor training program. They expressed a need for guidelines, criteria and consistency.

# Improvements to Mentoring Program

## Q: What would you change about the current mentoring program?

1. Create a formal program for mentors with criteria, training and guidelines.
2. Establish goals for both mentor and mentee with recognition for achievements.
3. Keep the program flexible, but structured and accessible to all members at any level of experience.
4. Add an evaluation component to the mentor program that encourages dialogue about what they did well and what needs improvement.
5. Overall, positive feelings were expressed about mentoring. However, structure is necessary to maximize retention and motivate new members to keep progressing.



# Conclusion

# Conclusions

- **Mentoring programs are widespread among Toastmasters clubs. Even clubs that reported they do not have a mentoring program, still provide informal advisement or encourage members to seek guidance from experienced members.**
- **About half of members are assigned a mentor as soon as they join the club and are mentored as long as needed or until the 3<sup>rd</sup> speech project is completed. If a member does not receive a mentor when they join, they are unlikely to receive one unless they request it.**
- **Mentoring is generally not a significant time commitment for mentors (2 hours or less per month). However, it has a strong positive effect on the mentees' club experience, satisfaction and award achievement.**
- **The mentor relationship encourages members to continue progressing with their personal goals and educational achievements. Furthermore, members report that mentoring improves motivation and retention.**
- **There is a significant need for a formal mentor program that includes specific guidelines for mentoring, established goals, awards for mentees and mentors, and formal training.**