

Training and Mentoring Pays Big Dividends



Small business (SME) owners are always doing more with less. We do not have the option of overstaffing to ensure that the job is done. We must bring more out of the people we recruit or the people we have. It is ironic that the bigger the business, the less talent, focus, energy and commitment are needed.

According to the recent Gallup Index 2008 Survey, only 13% of German employees have a significant emotional connection to their employer, compared to 20% in the UK and 29% in the USA. To get the best out of your limited people resources you must create an emotional connection between your business and your people.

The number one expectation of employees today is for a 'personal career path plan'. "Where do I go from here?" is the question and they want concrete specific answers. A structured and personalised series of training is one of the answers which the SME owner can provide to compete with the 'big boys' for the best talent.

This is only the start of the answer. A personal commitment to the success of each employee is the crucial second step. There are several different management mentoring ideas.

Morning Mentoring is a structured, personal or small group meeting to review one of the training topics and briefly plan the work of the day to implement the new training ideas learned.

Monthly Mentoring is a regular, personal monthly meeting (10 to 20 minutes) to review the results of the previous month, the results to date and the progress towards an award level and to plan the activities for the current month.

3 Tips for Mentoring Meetings

1. **Morning Mentoring** – Briefly review the training topics and plan the work of the day.
2. **Monthly Mentoring** – A regular, personal meeting to review the results, progress towards an award and plan the activities for the current month.
3. **Monthly Activity/Results Mentoring** – An Activity/Results Charting System helps the owner/manager to anticipate performance problems as they are developing.

Monthly Activity/Results Mentoring - An Activity/Results Charting System helps the owner/manager to focus on the pre-results process to anticipate possible performance problems, either before they develop or as they are developing – not 2 or 3 months later when it is often too late to save the employee by correcting the problem(s).

All of these techniques combine to give employees a feeling of security and confidence in a boss who is focused on their progress and actively engaged in helping them to succeed for a bigger and better future. This creates the emotional connection between the employee and the company that allows your organisation to beat the competition in today's service-driven marketplace.

If this topic is of interest to you, ask about the **BEITRAINING**[®] programme **Leading Your Team**[®] (LYT).

Quotation of the month:

"You never know when one act or one word of encouragement can change a life forever."

Zig Ziglar – Author and Speaker

BEITRAINING[®] opens two new Regional Training Centres

The **BEITRAINING**[®] network constantly grows: in Bonn and Frankfurt/Main small- and medium-sized enterprises can count on the proven training concept of **BEITRAINING**[®]:



Rüdiger Dietzsch
BEITRAINING[®] Bonn Rhein/Sieg



Peter Rach
BEITRAINING[®] Frankfurt/Main

The two new franchise partners support SME entrepreneurs by providing regional management and staff training.



Kleinreuther Weg 87
90408 Nürnberg
Tel.: 0911/20 600-0
Fax: 0911/20 600-14
info@bei-group.com
www.bei-germany.com