



MENTORING program overview

A mentoring program is a very effective method of transferring and retaining critical knowledge and skills within an organization and/or across agencies within an organizational network. Mentoring can be done within a department or division, across departments or divisions within the same agency, across agencies within an organizational network and either on-site or long distance. A mentoring program can be a short-term arrangement or carried out as a long-term, continuing process. The program also can be very formal or very informal.

The Office of State Personnel staff developed a formal pilot mentoring program entitled [Special Emphasis Project: Mentoring Program Model](#) in 2004. The Special Emphasis program model is available as a resource for implementing a formal program and can be adapted to fit your agency's individual needs.

The Special Emphasis Mentoring model has been modified to adapt to a more informal program with fewer levels of required authorization and it includes additional tools that may be useful. This informal version also can be adapted to fit the specific needs of your agency. The tools that accompany both mentoring program models can be used as they are or modified to fit your agency's agenda.

In addition to these mentoring program models, we have listed several bibliographical resources that we consulted to find the best mentoring practices. These resources may provide more ideas for making a mentoring program work for your agency. OSP staff will also be available to consult with agencies on an individual basis as needed to assist with the implementation process.

www.performanceSolutions.nc.gov/developmentInitiatives/KnowledgeTransfer/Models/MentoringProgramOverview.doc