

Peer Mentoring: An Effective Process for On-the-Job Training



TRAINING

Duration

1 day

Instructors

Steve Trautman

Class Limit

22 students

Prerequisite

None

Price

- *On-site delivery*

Please contact SPC for pricing

(contact information on page 2)

- *Public Training*

\$595 (1 day)

*Discount available for early registration

Materials Provided

- Peer Mentoring handbook containing class notes and class exercises

The Need

No matter where you work there are people with experience teaching people who need to learn. Everyone is part of this exchange, yet few people know how to do it well. Peer Mentoring helps solve the real business issues teams face such as:

- Orienting New Team Members
- Cross-Training Critical Skills
- Planning for an Aging Workforce
- Improving Cross-Group Communication
- Mentoring while maintaining a Full Project Load
- Incorporating Changing Technology

One-Day Knowledge Transfer Workshop

Based on Steve Trautman's book '*Teach What You Know*' this comprehensive one-day knowledge transfer workshop introduces simple, practical, tools for on-the-job-training.

Peer Mentoring was originally created for engineers at Microsoft, and has been proven in many diverse organizations (see following list). This is real-world, get-it done advice, organized into a framework you can use no matter what you need to teach.

Over the last 15 years, Peer Mentoring has helped thousands of subject matter experts cross-train, transfer knowledge and bring new staff up to speed. Peer Mentoring:

- Mobilizes an army of trainer/experts throughout an organization.
- Shortens ramp-up to productivity.
- Gives retiring employees a way to organize their experience and tacit knowledge.
- Lowers formal training costs.
- Improves consistency in product or service delivery.
- Addresses organization-specific issues that come up in the classroom.
- Smooths business transition (i.e. reorganizations, new systems, etc.).

Intended Audience

This seminar is useful to front-line subject matter experts such as testers and engineers, support leads, team leads, HR professionals, and managers - anyone at any level of your business who is responsible, either formally or informally, for teaching what they know.

Instructor

Steve Trautman created Peer Mentoring to help developers and testers at Microsoft deliver on-the-job training to their peers. He has since customized and delivered the program for a wide range of organizations. Steve has 15+ years of experience in the IT industry (Microsoft and Expedia.com) as a program, training, business and general manager.

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Outline

Roles in Peer Mentoring

- Job descriptions for manager, mentor and apprentice
- Tips for how to be a successful apprentice
- Goals that help guide the relationship and the work
- Plan for a first meeting to set expectations and discuss a plan for moving forward

Managing Communication

- Best ways to stay in touch for all three roles and role responsibilities
- Template for regular status meetings and status reports to consistently stay in touch
- Practical advice on how to ask a well thought out problem solving question

Focusing on the Most Important Information

- Approach to quickly build a foundation before teaching a skill
- Explain the “big picture” to provide context
- List and prioritize the skills needed

Telling What You Know

- Determine the least amount of information necessary
- Move skills and information from short term memory to long term memory
- How to do the most effective demonstration

Leveraging Learning Styles

- How learning styles affect teaching styles
- Use different teaching styles with different learners
- Help apprentices identify their own learning style

Assessing Knowledge

- Figure out what they already know before starting
- Check in to make sure they are learning
- Ensure they have clear priorities before turning them loose

Giving and Getting Feedback

- Look for opportunities for peer appropriate feedback
- Define the characteristics of good feedback
- Learn how to focus on the goal, not the person
- Discuss how to ask for feedback

Developing an Action Plan

- Create a knowledge transfer plan
- Identify obstacles to success
- Discuss ways to bring Peer Mentoring tools back to a larger group

How Our Clients Use Peer Mentoring

- **Microsoft** as their worldwide knowledge transfer solution.
- **Nike** to train their entire US Sales Force.
- **Boeing** train their 737 and 787 manufacturing assembly workforce.
- **Intel** onboard a project team from China.
- **Electronic Arts** as their worldwide knowledge transfer solution.
- **LA Water and Power** as a comprehensive solution for their aging workforce issues.
- **Phelps Dodge Mining** as their onboarding program with a focus on safety.
- **The US Army Corps of Engineers, US Air Force, US Navy and US Coast Guard** to help retiring workers transfer knowledge before departing.
- **Kodak** as foundation for management leadership training
- **Food Services of America** to increase the IT Division's collaboration and technology transfer.
- **Southern Company** to cross-train project management professionals.
- **Care Oregon** to onboard and cross-train call center employees.



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