




# **BUSINESS ANALYSIS CONFERENCE EUROPE**

16 - 18 September 2024 • London, UK

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# “Guidance, Give I Will: The Power of Mentorship, Hmm”

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I'm a huge Star Wars fan...



And that got me thinking...

# Star Wars and the theme of mentorship





Other examples of  
mentorship in pop  
culture?

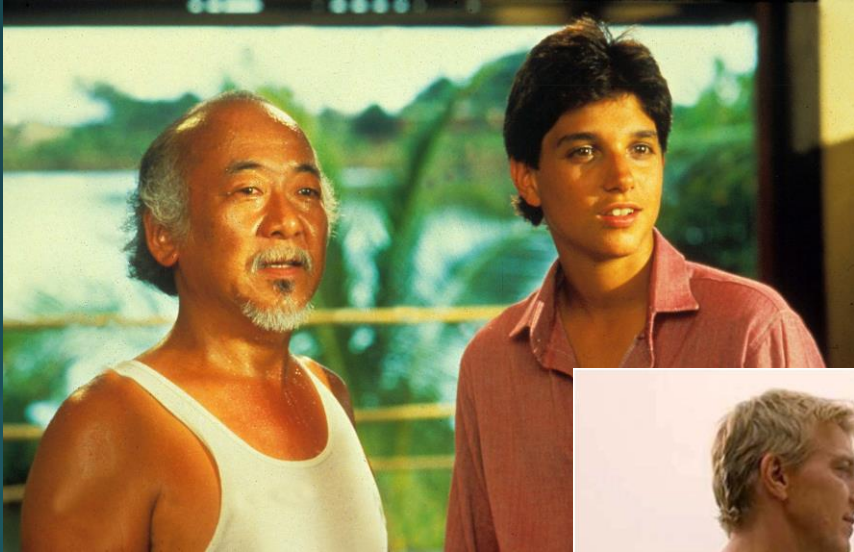
# Aunt May and Peter Parker



# Mentors in Harry Potter



# The Karate Kid



# Key Takeaways

- ▶ The Power of *Mentorship*
- ▶ Mentorship as a two-way street
- ▶ The *Manager vs The Mentor*
- ▶ The *Mentorship Process*
- ▶ Supporting the Learning Cycle
- ▶ Top Tips regarding *Mentorship*

# A bit about me...

- ▶ Started the Business Analysis Apprenticeship after finishing sixth form
- ▶ Supported the University of Manchester BA Team across a range of work packages to aid in 'on-the-job training'
- ▶ Progressed onto a traineeship in the University's Research IT Team
- ▶ Moved into a full time Business Analyst role in 2021
- ▶ Volunteer for YBA Network

# What do we mean by mentorship?

- ▶ “Professional relationship in which a more experienced or knowledgeable individual (the mentor) provides ongoing guidance, support, and advice to a less experienced or knowledgeable individual (the mentee)”
- ▶ Typically involves a mutual commitment between the mentor and mentee

Mentor offering insights,  
feedback, and encouragement



Mentee actively seeks learning  
opportunities and applies guidance

# What do we mean by mentorship?

Professionally, mentorship can take various forms:



Formal programs established  
within organisations



Informal arrangements  
between individuals



Structured partnerships facilitated  
by professional networks

# Reflecting on my experience...

- ▶ How mentorship has helped me as an apprentice:



Guidance in  
understanding the role



Soft Skills  
Development

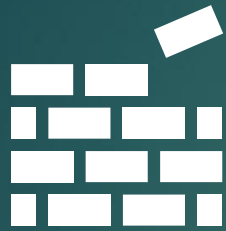


Feedback Loop  
and Support



Exiting Comfort Zone...

# Benefits for Mentees



Career Progression  
Guidance



Confidence  
Building



Networking Opportunities



Professional  
Development



Problem-Solving  
Support



Accountability

# Don't just take my word for it...

## ▶ Testimonies from Mentees:



*"I value the opportunity to gain an alternative perspective and wisdom from someone who has done it before."*



*"In a world where seemingly every piece of information can be Googled, there is still some knowledge that can only be gained through experience."*



*"The best part of my mentoring relationship is the fact that I have gained a trustworthy supporter, a confidant, an advocate and an ally."*

# Key Concept: Mentorship is a two-way street

Mentorship isn't just about the mentor imparting wisdom to the mentee. It's a dynamic exchange where both parties learn from each other's experiences, perspectives, and insights.



Perspectives on new/old ways of working

Feedback Loops

Shared Goals and Accountability

Skill Enhancement

# Benefits for Mentors



Professional/Career  
Growth



Networking  
Opportunities



Fresh Perspectives



Continued Learning



Accountability



Personal Fulfilment

# Don't just take my word for it...

## ▶ Testimonies from Mentors:



*"...a truly enriching experience, not only contributing to their professional growth but also serving as a powerful tool to keep my imposter syndrome in check."*



*"...it has shown me that you don't have to be a senior executive to make a meaningful impact as a mentor."*



*"Making an impact in someone else's life is a very powerful and self-fulfilling feeling. I knew that already but now I have the confirmation."*

# The Manager vs The Mentor

## Role and Responsibility



Typically responsible for overseeing the work of their direct report.



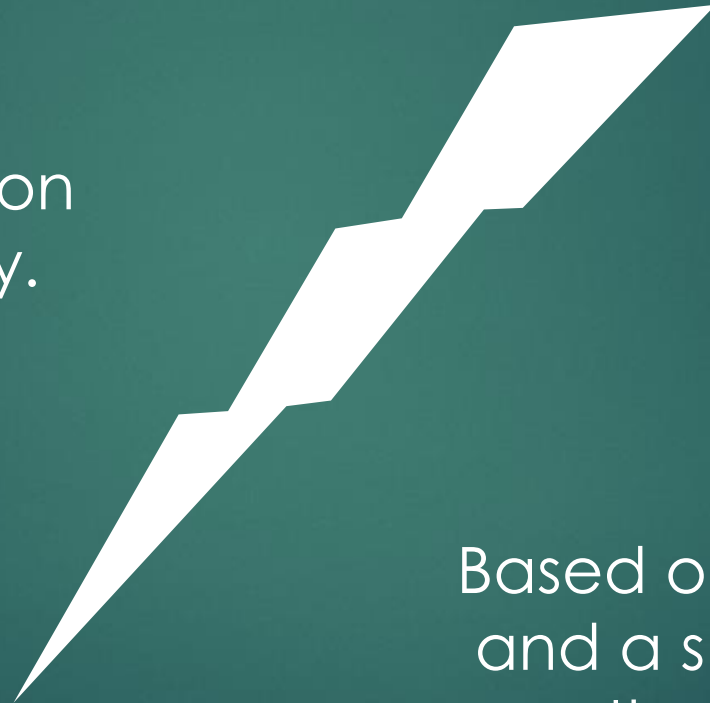
Acts as a trusted advisor and guide, providing support, advice, and encouragement to their mentee.

# The Manager vs The Mentor

## Relationship Dynamics



Typically defined based on organisational hierarchy.



Based on mutual trust, respect, and a shared commitment to the mentee's growth.

# The Manager vs The Mentor

## Focus



Focused on achieving organisational objectives.



Focus on the growth and development of their mentees.

# The Manager vs The Mentor

## Time Frame



Managers are often focused on short-term goals and objectives.



Mentors take a longer-term view of their relationship with their mentees.

# The Mentorship Process



# Purpose and Planning



**Define Objectives**



**Establish Relationship**



**Create a Mentorship Plan**

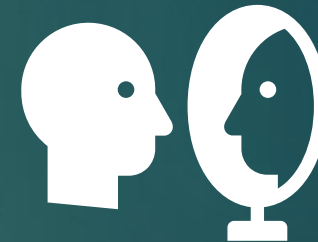
# Engagement



**Regular Meetings**

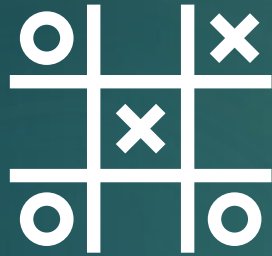


**Knowledge Sharing**



**Feedback and Reflection**

Growth



**Skill Development**

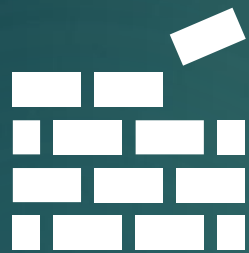
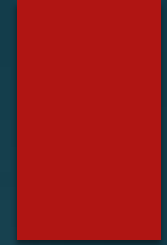


**Goal Achievement**

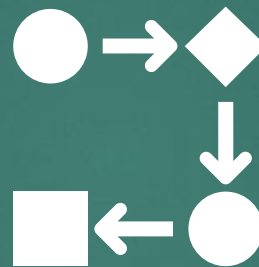


**Networking and Connections**

# Closure/Completion?



**Assess Progress**

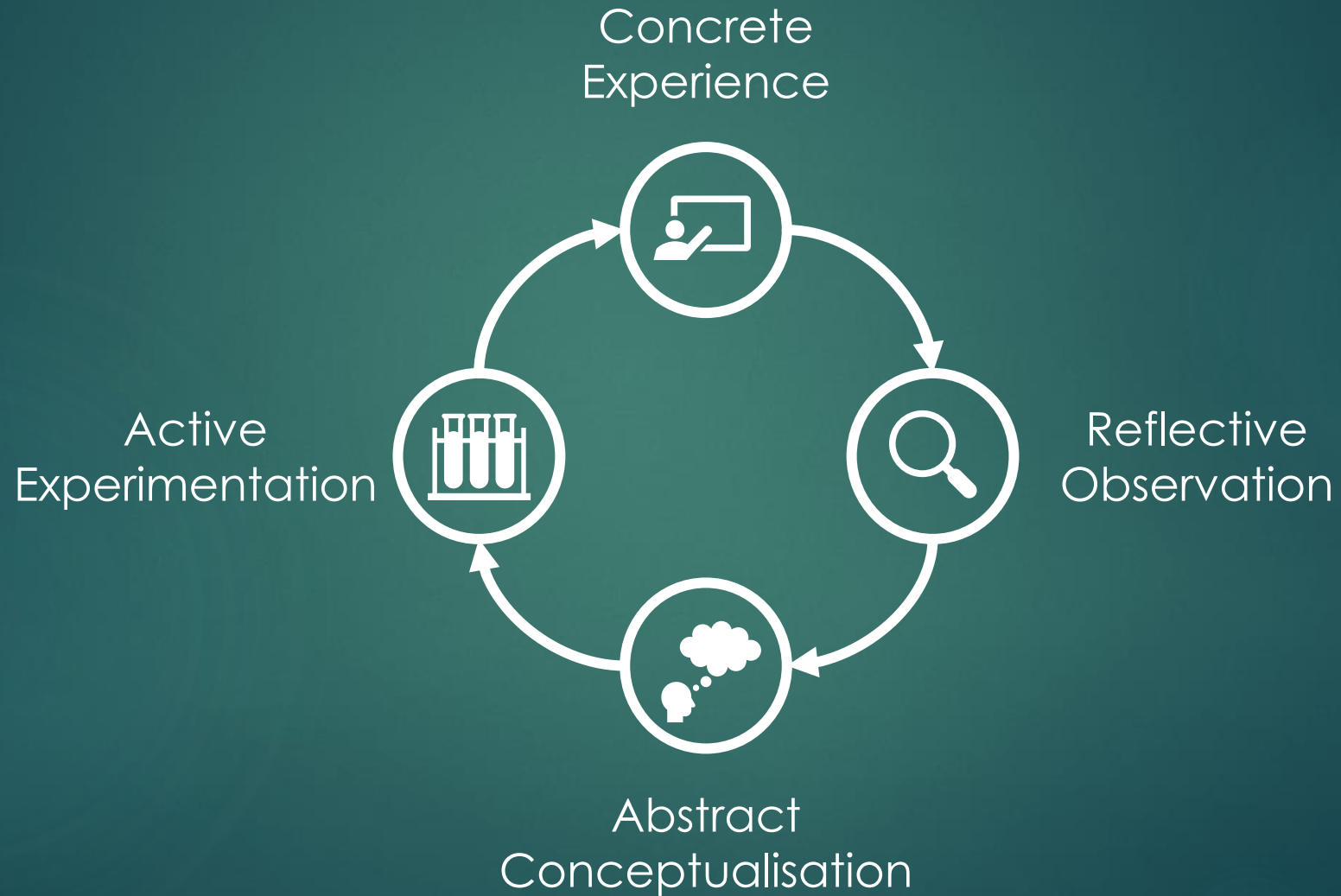


**Transition to Independence**



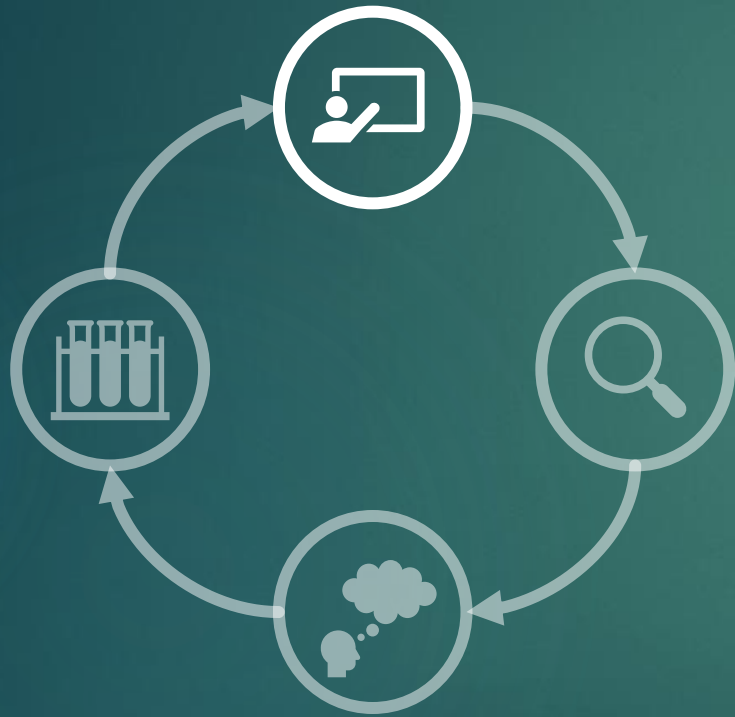
**Maintain Connections**

# The Learning Cycle



# The Learning Cycle

Concrete  
Experience



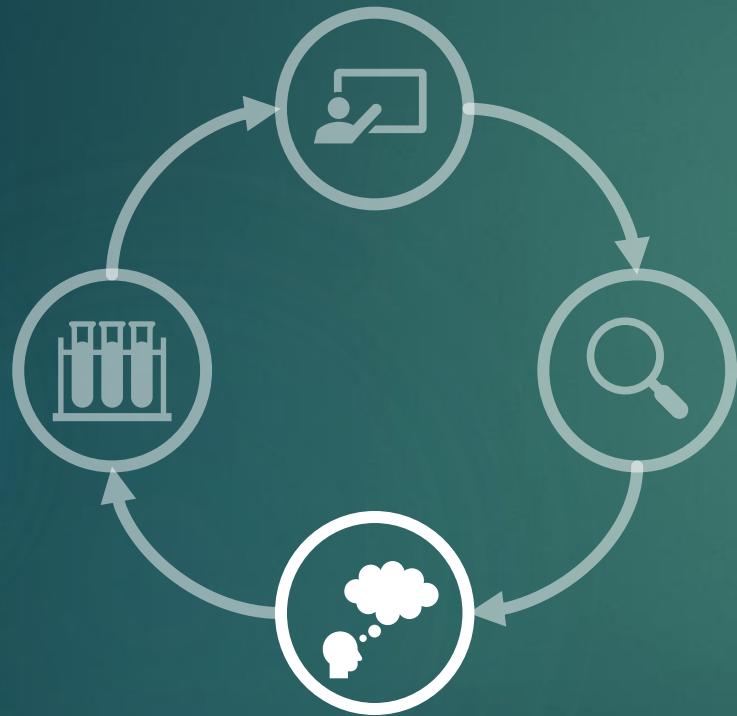
- ▶ Providing mentees with hands-on opportunities to apply their knowledge and skills in real-world situations.

# The Learning Cycle



- ▶ Mentors encourage mentees to reflect on their experiences, challenges, and successes

# The Learning Cycle



Abstract  
Conceptualisation

- ▶ Mentors help mentees build on their experiences by providing context and working with them to understand new concepts, theories, and ideas.

# The Learning Cycle



- ▶ Mentors support mentees as they experiment with new approaches, strategies, or techniques.

# Tips for Mentees

- ▶ Set clear and actionable goals
- ▶ Be proactive
- ▶ Communicate effectively – be transparent and open
- ▶ Be flexible and adaptable
- ▶ Take ownership of your development
- ▶ Follow through on commitments
- ▶ Seek feedback and reflection

# Tips for Mentors

- ▶ Establish clear expectations
- ▶ Listen actively
- ▶ Provide constructive feedback
- ▶ Offer guidance not solutions
- ▶ Tailor your approach
- ▶ Empower and Encourage
- ▶ Maintain confidentiality and trust



Floor open for  
questions,  
reflection and  
discussion...



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