

Southwark Council

Mentoring Programme



What our client wanted

Southwark Council Housing wanted to establish an internal mentoring programme for senior and middle managers participating in an accredited housing studies programme at the University of Greenwich. They required the design and delivery of a programme that would become the foundation for a mentoring culture throughout the Council.

What Frontline did

Before designing the programme, we facilitated a workshop with senior management to explore the objectives and benefits of a formal mentoring scheme and to agree its integration into the authority's overall learning programme. With all the senior executives on board and signed up as potential mentors for the programme, we worked with the Human Resources department to launch the programme, involving training workshops for over 60 mentors and mentees, the selection and matching of mentors/mentees and the design of an evaluation process. We helped design a mentoring handbook for distribution to all 4,500 employees as part of the communications strategy to raise the profile of Southwark Housing as a learning organisation.

We provided sustained support to the programme by continuing to train and match further groups and offered guidance to mentors on challenging issues.

What difference we made

All those who initially requested mentors were matched, and the scheme has been rolled out to other areas of the Borough Council.

Frontline Consultants

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