

## Mentoring in a Technology World

The idea that the best learning occurs from those who have *been there and done that* seems to have gotten lost in today's fast changing workplace.

Mentoring is a timeless and valuable concept. The learning habits of the younger generations seem to be drastically different from the past generations.

- ◆ The business world retires a Baby Boomer every 8 seconds, leaving a void of wisdom for the younger generations in the workforce.
- ◆ By 2010, almost 65% of the U.S. workforce will consist of workers from Generation X and Y and they will assume positions, on average, 8 years earlier to the previous generation.
- ◆ The top 10 jobs in demand in 2010 did not even exist in 2004.

Most traditional solutions are simply too outdated to address these issues with much success or scalability. The answer seems to lie in technology, the web, and mentoring.

There are dynamic trends around peer collaboration, social collaboration, and seeking insight and knowledge from web-based resources. The key for bringing mentoring into the 21<sup>st</sup> century is providing the means for mentoring to occur through technology, which appeals to the Generation X and Y lifestyle.

**Virtual mentoring** is the process of using the Internet as the primary method of communication between a mentor and a mentee.

### Traditional Mentoring Challenges

- Some individuals never find a mentor through informal mentoring programs.
- Lack of time hinders the development of a relationship.
- Requires in-person, synchronous interactions.
- Selection of mentors and matching to mentees is not always ideal.
- Risk of biases and stereotypes.
- Difficulty communicating sensitive issues in person.
- Cost of travel.
- Fear of repercussions and retribution leads to a less honest, less candid experience.



### Traditional Mentoring Challenges

- |   |  |
|---|--|
| ◆ Mentoring solely focuses on career development, not well-being or personal development. | ◆ Mentors required to participate may lack the passion and desire to help another. |
| ◆ Supervisors acting as mentors are often untrained and unqualified.                      | ◆ Relationship ends when either participant moves or changes companies.            |
| ◆ Lack of confidentiality or anonymity.   | ◆ Mentor lacks support.  |
| ◆ Mentor pool is limited to “higher-ups” of the company.                                  | ◆ One mentor only; no access to peer collaboration or social networking.           |
| ◆ Selection and termination of a mentor is daunting to mentees.                           | ◆ Mentoring lacks methodology and tends to be reactionary.                         |

### The EQmentor Solution

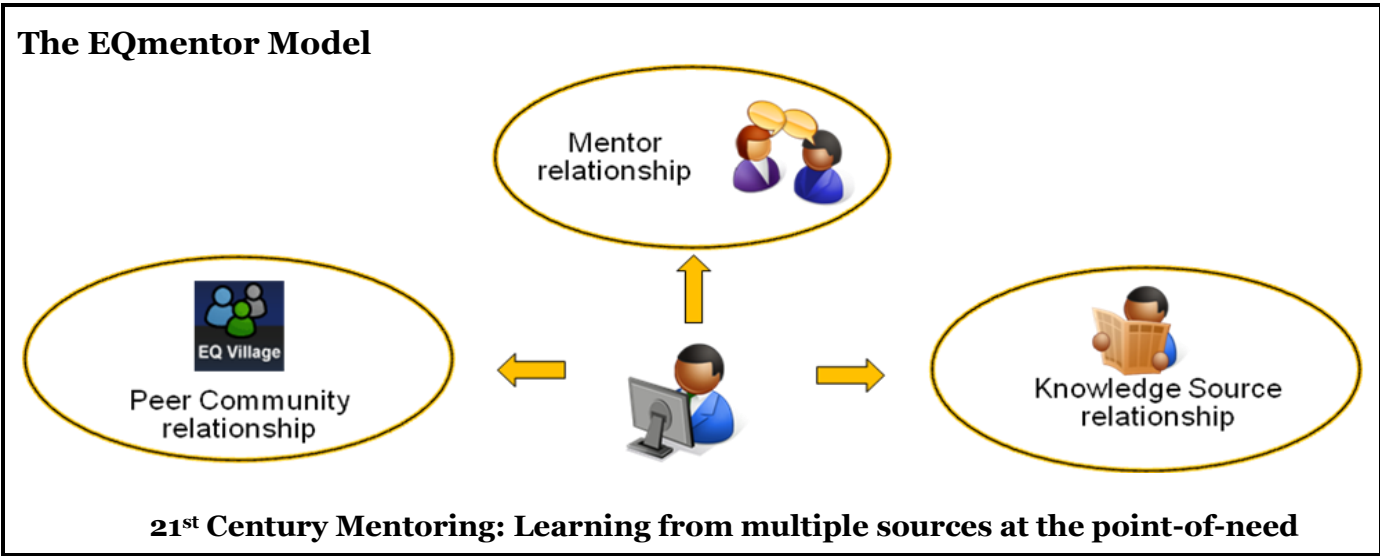
Our never-before-seen online mentoring service features access to a global cross-industry community for peer collaboration using a secure custom-built technology that connects mentors and mentees under a unique set of parameters.

- ◆ The EQ Room provides an emotionally safe, objective, free-of-retribution, unbiased, and non-judgmental communication environment with a mentor.
- ◆ The EQ Village features EQ Experience and EQ Wisdom, custom-built areas for communal collaboration among working professionals.
- ◆ Knowledge resources include the business research database EQ Knowledge.

### Emotional Intelligence & Mentoring

The concept of emotional intelligence is becoming increasingly popular in the corporate world. Modern science and research is proving that emotional intelligence, not IQ or raw brainpower alone, is the basis of many of the best decisions, the most dynamic and profitable organizations, and the most satisfying and successful lives.

EQmentor matches mentees to mentors using key characteristics such as vocation, personality characteristics, EQ, and years of experience. Mentors undergo a comprehensive screening, training, and certification process that ensures a quality mentor-mentee relationship.



### Advantages of EQmentoring

- Mentors are mentoring for the **“joy of giving back.”**
- The **asynchronous** nature of the communications allows the relationship to not be bound by time or scheduling. Mentors and mentees do not have to be in the same geographical area to benefit from each other’s wisdom at their own learning moments at their **point-of-need**.
- While face-to-face meetings can be expensive due to costs associated with travel and time away from work, EQmentor provides a **environmentally-friendly, scalable, and cost-effective solution**.
- The **anonymity** of online communication is an advantage. Mentors feel more comfortable providing honest feedback and mentees can discuss sensitive interpersonal issues freely through virtual means.
- Employees of companies have access to a **global source of wisdom**, either one-on-one with a mentor or through the EQ Village ... bringing a whole new meaning to the adage “it takes a village.”