

1 DEFINITION

"Mentor" and "Coach" are similar terms; both terms define a counselor who:

- when from within an organization, is called a "Mentor",
- when from either within an organization or from outside of an organization, is called a "Coach".

This is a very general definition and there are numerous exceptions.

This "mentor" or "coach" might be:

- a professional counselor or a volunteer;
- a colleague in Human Resources;
- a colleague in your department;
- a manager;
- a superior in another department;
- .../...

He/she should have qualifications or training.

- a "mentor" will usually have some kind of in-house training (not necessarily a formal training program);
- A "coach" will usually have some kind of fairly structured training, often with a professional certification.

2 CHOICE

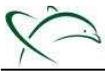
A "mentor/coach" may be:

- recommended by your boss;
- chosen by you.

3 VERIFYING YOUR CHOICE

Before committing yourself to a "mentor/coach" relationship where several consultations will take place, consider contacting 2 or 3 people who have tried this kind of relationship to make sure you want to do it.

- ask them how it went and if they felt it was worth their time and effort;
- ask them what they learned;
- ask them what they would do differently.



4 FINANCING

When your boss recommends a “mentor/coach”, he/she should assume the cost.

If you have sought out the services of a "mentor/coach", it is likely you will have to assume the cost.

5 COST

The fees can vary considerably – the highest fee might be 5x as much as the lowest fee.

There are several ways a “mentor/coach” may bill:

- a fee per session;
- a flat rate fee (with or without reimbursement, in case of an interruption of services during the contract period).

6 QUANTITY/FREQUENCY OF SESSIONS

The number of sessions can vary:

- sometimes, a single session is sufficient;
- most often, there will be 5 to 8 sessions spread over a period between 3 to 9 months;
- in rare cases, the sessions may extend over several years.

7 TOPICS COVERED

It is important and necessary to limit a “mentor’s/coach’s” intervention.

In most cases, the topics to be covered with a “mentor/coach” should remain those of a professional nature. However, on rare occasions, personal issues may arise and be discussed. When this happens, it is important to be careful not to reveal damaging information. It may be prudent to contact a specialist (psychiatrist, psychologist or psychoanalyst) if needed.