



On The Shoulders of Giants: You Can't Get There From Here Without Help

Presented to:
Capitol Region Postal Customer Council

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If I have seen further than
others, it is by standing upon
the shoulders of giants.

- Isaac Newton



Overview

- Definitions
- Mentors – relationships, focus and impact
- Coaches – who they are and what they do
- Real Life Examples



What is a Mentor?

One who:

- Is more experienced.
- A trusted friend or advisor.
- Helps an individual advance career, enhance education, build networks.



What is a Coach?

One who:

- Instructs or trains.
- Directs team strategy.
- Helps an individual achieve goals.



Coaches & Mentors: Similarities

- Both have shared goals.
- Both require trust and commitment.
- Both focus on learning and development.
- Both aim for client/mentee to improve.



Coaches & Mentors: Differences

- Focus
- Role
- Relationship
- Source of influence



Mentors: Focus

- Personal
- Long-term
- Potential



Mentors: Relationship

- Self-selecting
- Professional friend
- Sounding board



Mentors: Returns

- Reciprocal
- Learning
- Personal growth
- Affirmation



Mentors: Impact

- Job
- Career
- Life



Mentors: Characteristics

- Experience
- Knowledge
- Good listener
- Networker
- Honest and candid
- Successful







Coaches: Sports & Business

- Similar:
 - Help achieve goals.
 - Identify and overcome weaknesses.
 - Team or individual.
- Different: Measuring success.



Coaches: Focus

- Identify areas of improvement.
- Drafting a plan of action.
- Provide regular feedback.



Coaches: Relationship

- May be external to organization.
- Coach provides clear direction.
- Client expected to follow direction.
- Management retains authority.



Coaches: Returns

- Better teamwork.
- Improved department performance.
- Accomplish key goals.



Coaches: Characteristics

- Empathy
- Integrity
- Detachment



Coaching & Diversity

- Background
- Experience
- Challenges
- Motivation



Coaches & Mentors: Real Life

- Never stop learning and improving.
- Coaches for specific areas.
- Mentoring for long-term, life-long support.



Questions?

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About The Berkshire Company

An independent management consulting firm, The Berkshire Company specializes in improving your business process, including analyzing your operation, developing and selecting solutions, and providing project management.

The Berkshire Company has helped more than 75 organizations improve their operations with:

- Process Evaluations & Improvements
- Strategy Development
- Project Management
- Outsource vs. Insource
- Mail Center Security
- New Technology

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