



Joe & The Juice

MENTORING

Regional Manager Leadership Program

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MENTORING

LEARNING OBJECTIVES

THE KEY TOPICS

- Purpose of a Mentor
- Encourage Personal Development
- The Mentoring Pyramid
- Mentoring vs. Coaching
- Situational Leadership Approach
- Mentor to develop Mentee





MENTORING

OPEN QUESTIONS

HOW WOULD YOU DEFINE A MENTOR?



HAVE YOU EXPERIENCED A MENTOR FOR YOU IN YOUR JOE CAREER?



MENTORING

WHAT THE SKILL MEANS

WHAT THE SKILL MEAN?

MASTERING THE SKILL OF MENTORING MEANS the ability to inspire people in your care to grow and become confident when completing new tasks. Your constant help and guidance will help your mentees to improve their skills and competences over time.

This requires a natural eagerness to welcome your pipeline into your own world, letting others progress through trial, error and feedback.

People will learn faster with a mentor compared to what they would have done on their own.



MENTORING

3 PURPOSES OF MENTORSHIP



A Mentor

A person who can transfer their own abilities to another person by maturing a Mentee's habits and tendencies to the desired standards.



Mentoring

To expect the same quality of work from the Mentee as you expect from yourself.
Being the best version of yourself at all times to act as a role model people can look up to and ultimately build up the same qualities as you have yourself.



Ultimate Goal

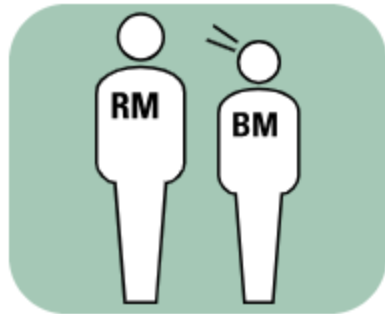
Make the person better than yourself!

YOUR ABILITIES + THEIR QUALITIES = Something better than you...



MENTORING

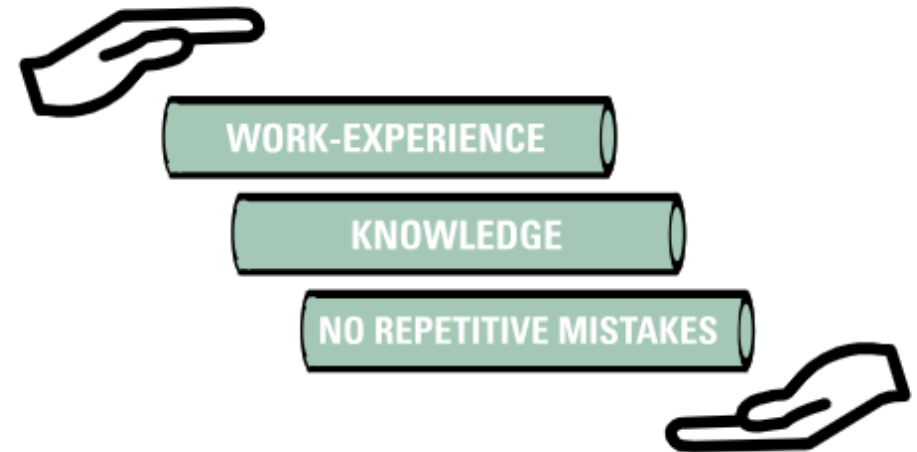
PASSING ON THE BATON OF KNOWLEDGE



Trends

- Usually, many young Leaders in the Company
- Mentee to mirror and look up to Mentor
- BM to look up to RM

The Baton of Knowledge





MENTORING

OPEN QUESTION

WHICH QUALITIES SHOULD A MENTOR HAVE?



WHAT IS THE GOAL FOR A MENTOR WHEN MENTORING?



MENTORING

ENCOURAGING PERSONAL DEVELOPMENT



1. You have to invest time

To be a good mentor, spend a lot of time with your mentee, offering help and support, especially during tough times.



2. You have to be intentional

Plan regular meetings with your mentee, have an agenda, and focus on what your mentee wants to learn.



3. You have to praise & encourage

Encourage and recognize your mentee's choices and behavior, not just their natural talent. Praise specific actions to reinforce them.



4. You need to exercise correction and instruction

Share your experience by correcting and instructing your mentee to help them stay on the right track. Help them set personal goals for development.



5. Bring them into your world

Occasionally involve your mentee in your tasks, seek their opinions, and give them a taste of your role.



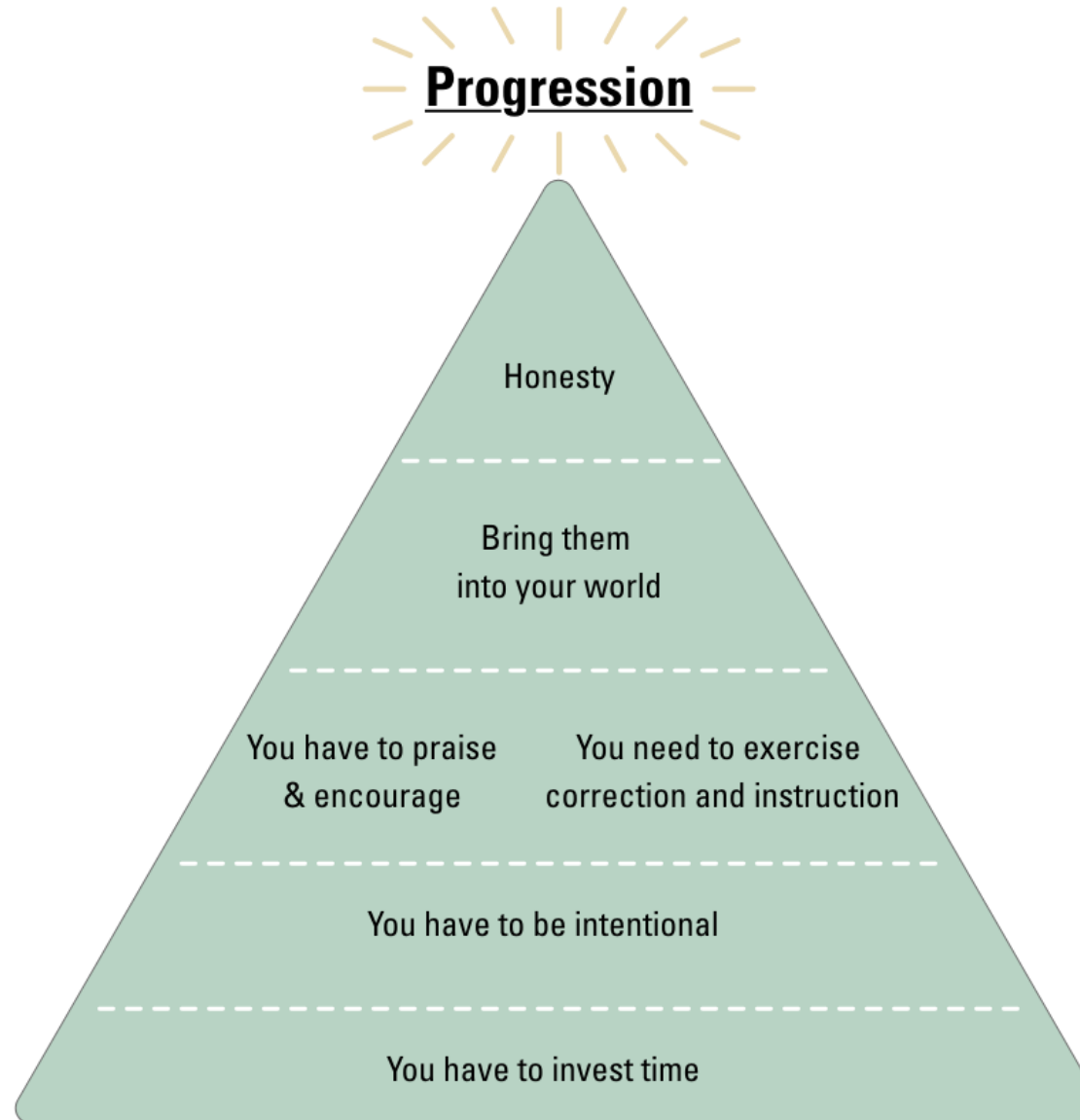
6. Honesty

Establish open, honest communication. Encourage your mentee to be transparent and share their concerns and provide honest feedback.



MENTORING

THE MENTORING PYRAMID





MENTORING

OPEN QUESTION

**DO YOU SEE
YOURSELF AS A
MENTOR? WHY?**



DESCRIBE HOW YOU MENTOR IN YOUR STORES!



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MENTORING VS. COACHING

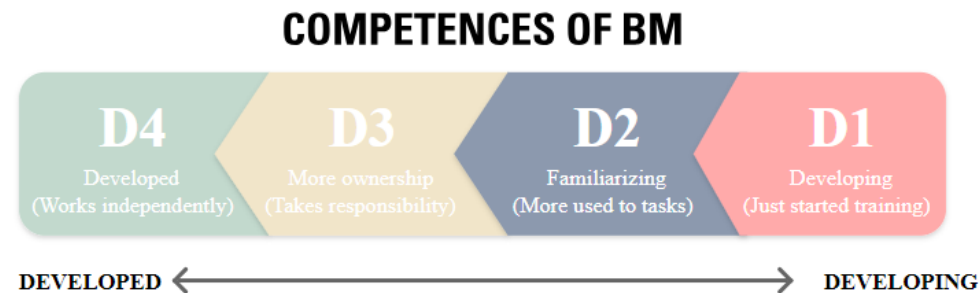
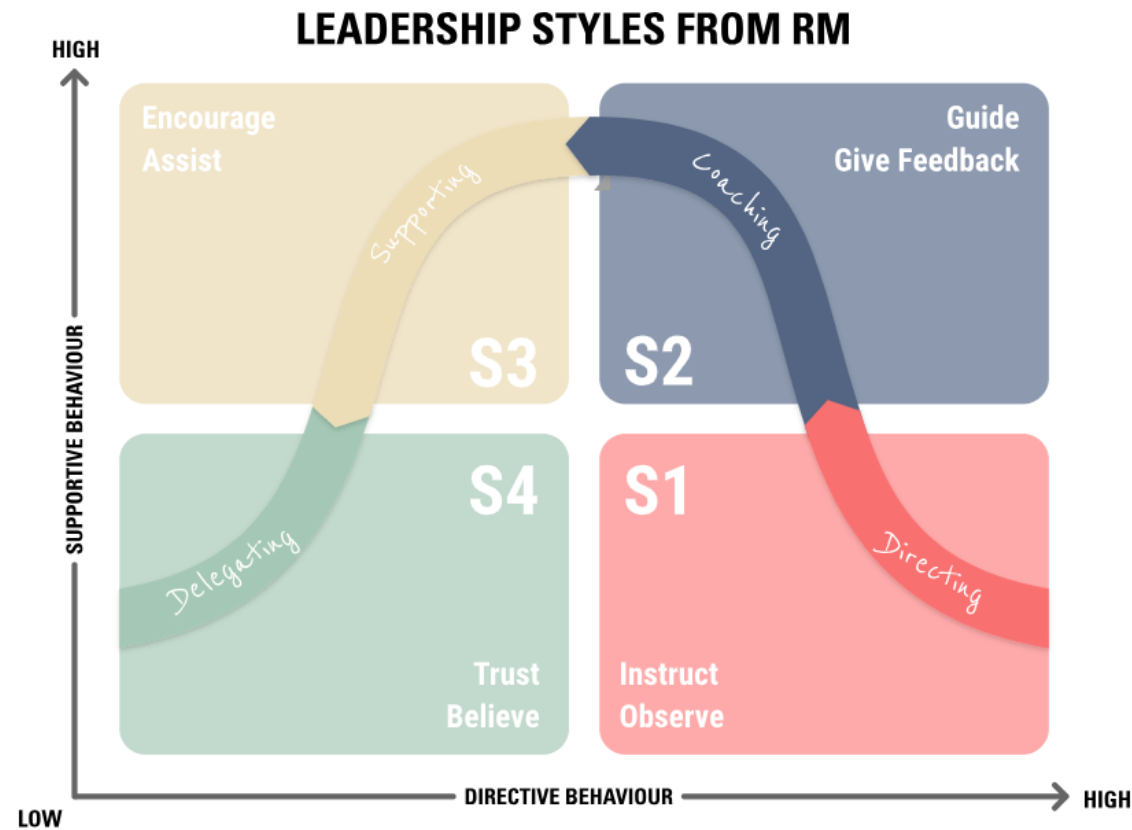
Mentoring	Indicator of difference	Coaching
Individual development	Focus	Performance improvement
No agenda	Role	Specific agenda
Self-selecting	Relationship	Comes with Moneyball position
Long term	Time frame	Short term
Open	Agenda	Set
Relationship related	Orientation	Task related
Non-Structured	Approach	Structured
Improved performance	Objective	Personal satisfaction

Relationship between RM and BM usually starts with coaching, as there is a clear agenda and training plan arranged. However, over time, the relationship will develop and become stronger with trust and mutual experiences, so the RM can act as a mentor without a set agenda or time limit.



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SITUATIONAL LEADERSHIP – LEADERSHIP STYLES





MENTORING

4 LEVELS OF SITUATIONAL LEADERSHIP FROM RM

S3

SUPPORTING

The RM is providing **encouragement**, resources, and assistance to the BM.

S2

COACHING

The RM is offering **guidance** and feedback to help the BM to improve performance.

S4

DELEGATING

The RM is delegates responsibility to show **trust**, allowing the BM to make decisions and take ownership.

S1

DIRECTING

The RM is providing clear **instructions** with close supervision of the BM during tasks.



MENTORING

EXERCISE: WALK & TALK

WALK & TALK MENTORING SESSION

PRIOR (10 minutes):

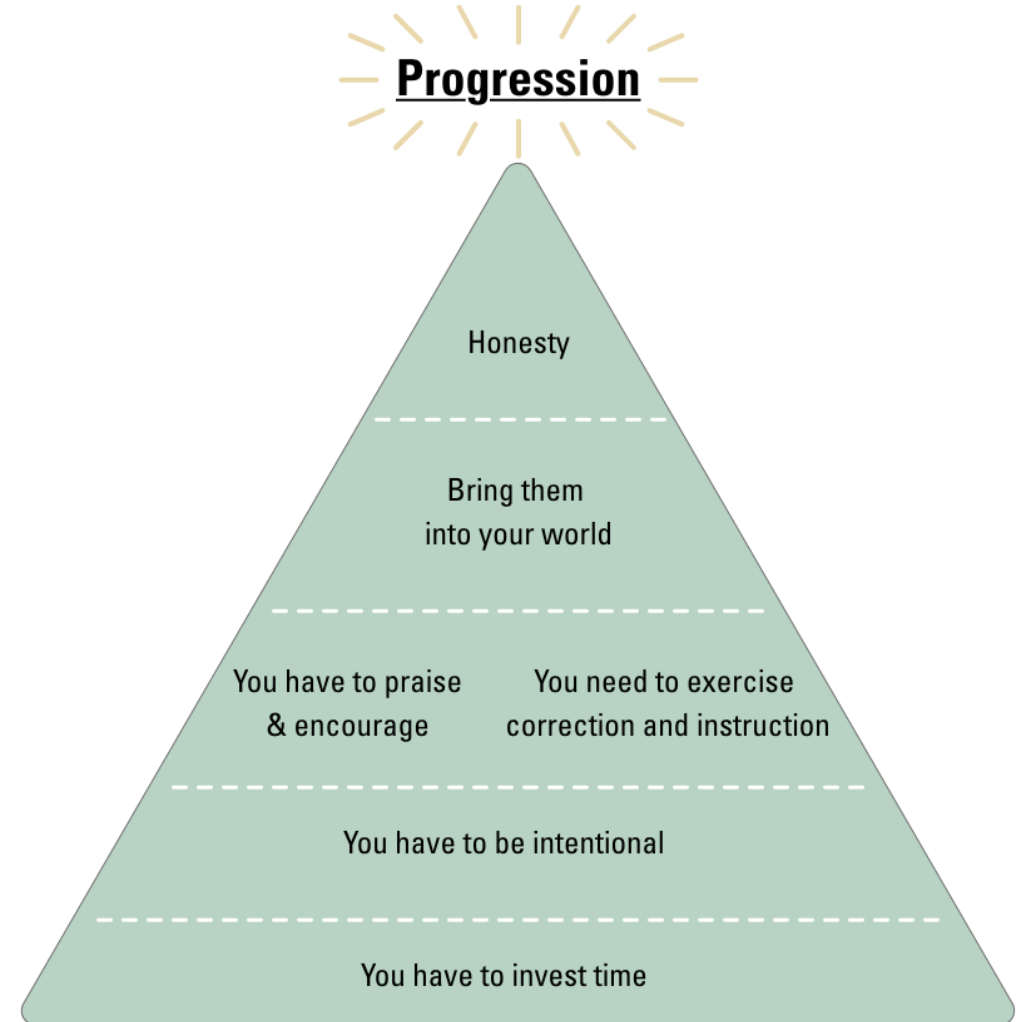
- Mentee to select and present one major challenge he/she currently has in the Region, where mentoring from the leader would be beneficial - It should be a challenge where you can use one of the skills you have learnt from the RM Leadership program

DURING (20 minutes):

- Mentor and mentee to have a 20-minute walk and talk where the mentor is following the mentoring pyramid

AFTER (5 minutes per group):

- The mentee to present the solution you found together while you were being mentored
- The mentee to tell which degree the mentor was able to follow the 'mentoring pyramid' & what can be improved



Group 1:
Mentor: XX
Mentee: XX

Group 2:
Mentor: XX
Mentee: XX

Group 3:
Mentor: XX
Mentee: XX

Group 4:
Mentor: XX
Mentee: XX



**WHY IS IT IMPORTANT
FOR A BM TO HAVE A
MENTOR?**





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EXERCISE 1: SHADOW CONSULTANT

SHADOW A BM TASK

- **Step 1:**
Identify a BM task for the RM to shadow during the week to provide mentoring feedback.
- **Step 2:**
Inform the BM prior and plan to observe and shadow while BM is completing the task
- **Step 3:**
Provide feedback and suggestions on how this could be done even better to further develop the skillset of the BM.



To shadow the BM carrying out a crucial task to provide feedback and improvements which will make them a better trainer, leader or person.



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EXERCISE 2: SHOW HOW IT'S DONE

SHOW HOW IT'S DONE

- **Step 1:**
Identify a repetitive BM task for the RM to complete during week to ease workload from BM.
- **Step 2:**
Plan to complete the task for the BM to gain further inspiration and spark to boost their own performance
- **Step 3:**
Conclude by explaining key factors of high performance to the BM to mentor and develop the mentee.



To free up the BM and carry out a task for them once in a while to remind them and give them fresh optics on how a normal (repetitive task) should be carried out to perfection.



MENTORING

EXERCISE 3: JUICER EVALUATIONS

MENTOR YOUR MENTEE

- **Step 1:**
Arrange session with BM (Mentee) to set up Juicer Talks across a store.
- **Step 2:**
Go through the 3 major topics to focus on by the BM:
 1. Get insights on how Juicer feels
 2. Understand future desires from Juicer
 3. Gain feedback on how BM can improve leadership and create better workplace
- **Step 3:**
Revisit the mentoring pyramid as an important reminder
- **Step 4:**
Plan to attend 3 x Juicer Talks with RM as an observer. Let the BM lead the conversation and set up review sessions in between the Talks.



Teach the BM how to become a rolemodel and mentor themselves by hosting scheduled Juicer Talks. Encourage the BM to do Juicer Talks every 2nd month after they have had their own bi-monthly BM evaluation (Communication Skill)



SUM UP

WHAT HAVE WE LEARNT – WHY, HOW & WHAT?

