

AGENDA



- Welcome and Introductions
 - Name, title, organization
 - Have you had a mentor? Formal or Informal? Impact?
- Higher Promise – Economy, Business, Scholars
- Mentorship and Coaching

Monica Lloyd, Director of Human Resources, Senior Care Partners P.A.C.E.

- Mentoring – then and now
- Overview of supervisor, coach, and mentor
- Practice wearing multiple hats
- Discussion Tools
- Next Steps

**THE KALAMAZOO PROMISE TRANSFORMS THE COMMUNITY
AND STIMULATES THE ECONOMY THROUGH A
NEW GENERATION OF LEARNERS**



7,066 students & \$167 million and
counting...

**THE KALAMAZOO PROMISE WILL ONLY TRANSFORM THE COMMUNITY
AND STIMULATE THE ECONOMY IF OUR BUSINESS COMMUNITY
PARTICIPATES IN THE TRANSFORMATION AND INVESTS IN THE NEW
GENERATION OF DIVERSE LEARNERS**



HIGHER PROMISE



A regional business challenge to HIRE Promise College Interns!

The Kalamazoo Promise will facilitate job matching between internship seekers and companies, aligning student majors and interests with the needs of business partners.

HIGHER PROMISE: PURPOSE



To support opportunity, equity, and ensure that pathways to careers in Kalamazoo are accessible to all Promise Scholars, especially populations with unequal access to high wage careers. Higher Promise connects the business community to postsecondary talent and Promise Scholars to authentic learning experiences in their fields of interest creating a professional network that supports career success.

Summer 2022 Goals

- Internship Hours Worked: 22,400
- Wages Earned: \$336,000
- Number of Interns 40
- Number of Business Partners: 35

**Minimum wage for Scholars is \$15/hour ->Scholars should be paid for their work*

HIGHER PROMISE: BY THE NUMBERS



- Number of Business Partners Registered: 41
- Number of Businesses Submitted Position Descriptions: 37
- Number of Position Descriptions Submitted: 90
- Number of Business Partners Hosting Interns: 26

Types of Position Descriptions	
Accounting (3)	Human Resource Management (6)
Business (8)	Journalism
Communications (7)	Management Information Systems
Computer Science (6)	Marketing (6)
Construction Science	Nursing
Economics	Nutrition
Education (4)	Public Administration (3)
Engineering (7)	Public Relations
Finance (2)	Retail / Merchandising
Graphic Design (2)	Social Work
Healthcare Sciences (2)	Supply Chain / Logistics (4)

HIGHER PROMISE: BUSINESSES



Higher Promise Internships – Summer 2022

Bronson Healthcare Group (6)	Landscape Forms
Centrica Care Navigators (2)	Mann + Hummel
City of Kalamazoo	Milestone Senior Service
Consumers Credit Union	Miller-Davis Company
CSM Group	Newmind Group, Inc.
Flowserve Inc	Pfizer (2)
Global Ties	SalesPage Technologies
Gryphon Place (3)	Schupan and Sons
Honor Credit Union	Southwest Michigan First/Consultant Connect
Kalamazoo Community Foundation	Stryker (5)
Kalamazoo Public Schools (2)	The Kalamazoo Promise (5)
Kalamazoo Youth Development Network	TowerPinkster
KSO Summer Concert and Education Intern	W.E. Upjohn Institute for Employment Research



HIGHER PROMISE: BY THE NUMBERS

- Number of Higher Promise Scholars Registered: 95
- Number of Higher Promise Scholars in Internships: 45
- Demographics of Higher Promise Scholars
 - Institutions: WMU (27); Kalamazoo College (8); U of M (2); KVCC (2); MTU (2) MSU (2); Hope; Spring Arbor
 - Grade Level: Sophomore (8); Junior (10); Senior (19); Graduating(8)
 - Race and Ethnicity: African American or Black (16); Caucasian or White (13); Hispanic (10); Asian (5); Multi-Ethnic (1)
 - Gender Identify: Female (24); Male (21)
- Number of scholars in their first internship: 8

HIGHER PROMISE: MAJORS



Types of Majors in the Program

Accounting and Finance(1)	Engineering (1)
Aerospace Engineering (1)	English (1)
Architecture (1)	Environmental Studies(1)
Arts and Humanities(1)	Exercise Science (1)
Biochemistry / Chemistry (2)	Graphic Design (1)
Biomedical Sciences (3)	Health and Medicine (3)
Business (3)	Human Resources Management (2)
Civil Engineering (1)	Marketing (1)
Cognitive Therapy (1)	Retail / Mechanical Engineering (1)
Communication (2)	Psychology (1)
Community & Public Health/ Environmental Health (1)	Public Relations (1)
Computer Engineering (1)	Social Sciences/ Social Work (2)
Computer Information Systems(1)	Theater (1)
Computer Science (4)	Youth and Community Development (1)
Electrical Engineering(1)	

HIGHER PROMISE: GAPS



- Internship Position Gaps
 - Software, Chemists, Biochemistry, Biology, Research, Chemical Engineers, Aerospace, Data Analyst, Public Accounting, Finance, Psychology (mental health/counseling), Healthcare (sports medicine, physical or occupational therapy) Social Work, Production, Radio, Theater (the arts in general)

WORKPLACE NAVIGATION CLASS



- To learn more about the transition from student to workforce
- To conduct myself in a professional way
- To feel confident in my work and where I belong
- To obtain interview skills and communicate well in different situations
- Learn more workplace conflict strategies and stress management
- Learn how to negotiate salaries, to advocate for change in the workplace, and how to professionally set boundaries.
- Better social skills in a work environment
- Continue to develop as a young professional
- I hope to learn how to dress professionally



Mentoring/Coaching Workshop

Higher Promise

Monica Lloyd

**Director of Human Resources
Senior Care Partners P.A.C.E.**

MENTORING, THEN AND NOW

MENTORING PROGRAM	BABY BOOMER - RUN	MILLENNIAL - RUN
PURPOSE	A career-advancement strategy	A primary learning strategy
VALUE	Mentees/learners gain understanding of culture, politics and some skills needed	Rapid dissemination of knowledge and learning across organizational, geographical and generational boundaries
AUDIENCE	Primarily senior leaders and high potentials	Open to anyone in the organization
MENTORS/ADVISORS	People with higher status and knowledge	Anyone who has some knowledge a learner needs; will be know as an advisor
DESIGN	One-to-one mentoring, longer-term relationships	Networked view, multiple relationships, length determined by needs
METHOD	Most relationships are face-to-face with some phone or distance communication occurring	Most relationships are virtual with communication via phone and technology

Source: Triple Creek, 2011

ADDITIONAL MILLENNIAL INFORMATION:



- Connected – Digital, expanded borders
- Unconstrained – Don't put me in a box
- Feedback – Boss helps set goals
- Expectations – 50% of people don't know what to expect at work
- Strengths – only 29% say manager focuses on strengths at work

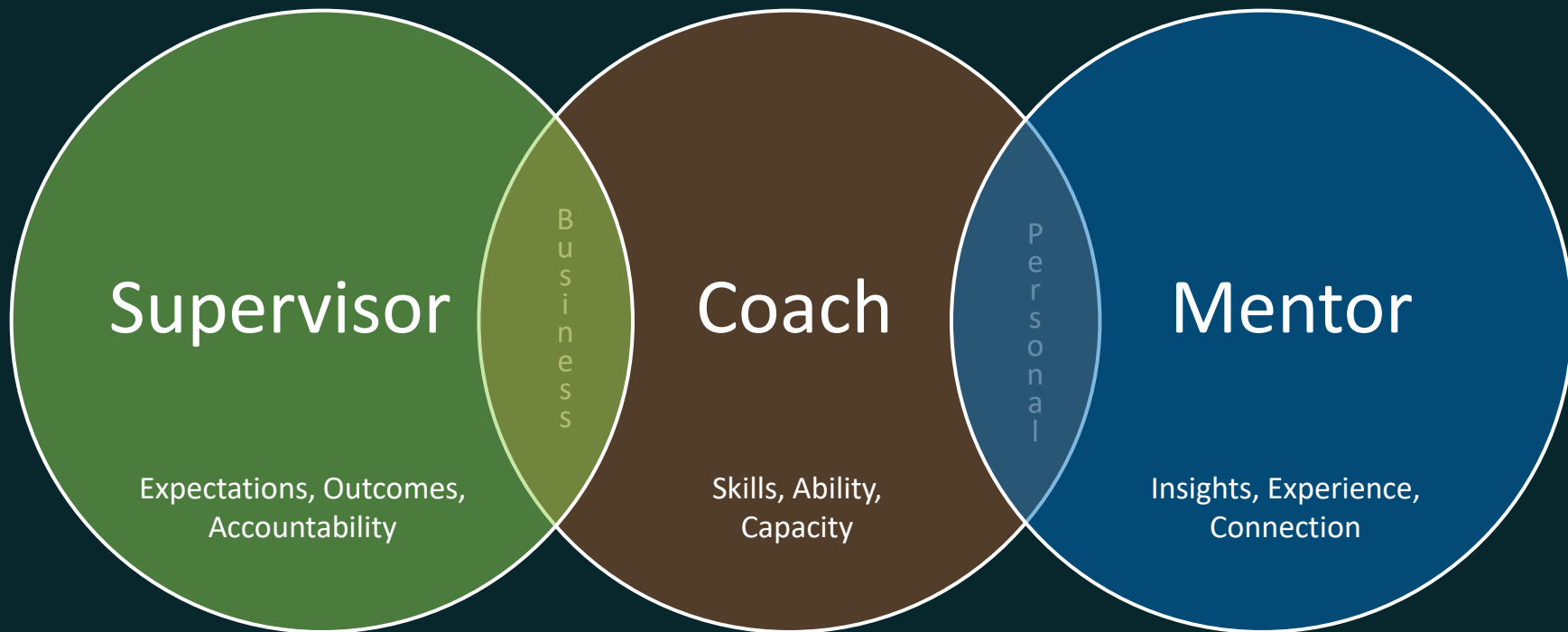


ADDITIONAL CONSIDERATIONS:



- Retention, engagement – support and reward high performance
- Succession Planning – Creation of talent pool
- Development of Professional relationships
- Create growth and development – Individual development and knowledge transfer
- Mentor and gain better perspective of individual and organizational issues





- Set goals.
- Establish guard rails.
- Create alignment.

- Ask instead of tell.
- Enhance awareness.
- Know nothing!

- Know a lot!
- Advise and guide.
- Share experience.

LEADER

Supervisor

(Directing)

- Here are the goals and expectations...
- This is why these expectations are important...

Coach

(Co-creating)

- What ideas do you have to...
- Considering these things, how might we...
- This is how I think about these things, what do you think?

Mentor

(Sharing)

- In my experience...
- Tell me more...
- Feel, felt, found...
- You should talk to _____, I'll connect you.

ACTIVITY



SCENARIO 1

Henry is an intern who has been in your department for 2 weeks of a 6 week internship. When you do a daily check in with him, he says he feels like he isn't integrating as well with team member Roger as he is with the rest of the team, but that it is ok, it's not really a big deal.

What do you **say** and **do** as a:

-Supervisor

-Coach

-Mentor

SCENARIO 2

Callie is nearing the end of her internship and comes to you saying that the work being assigned to her has significantly decreased and she feels unproductive.

What do you **say** and **do** as a:

- Supervisor
- Coach
- Mentor

“Feedback is the breakfast of champions.”

– Ken Blanchard

Giving Feedback

Timely and tight

Specific with examples

Open and often*

Connect the dots

Tell them WIIFT

Receiving Feedback

Be mindful of your energy

Focus on what is useful

Ask for examples

Take notes if you can

Say “thank you for the feedback.”

QUESTIONS?

