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Mentoring – A Great Route to Frontline Workforce Development

December 14, 2022

Workshop Presenters

Stuart Bass, Principal, Progress Worx

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Ibrahim Ouattara, Workforce Development Manager, Mentor Coordinator, IndyGo

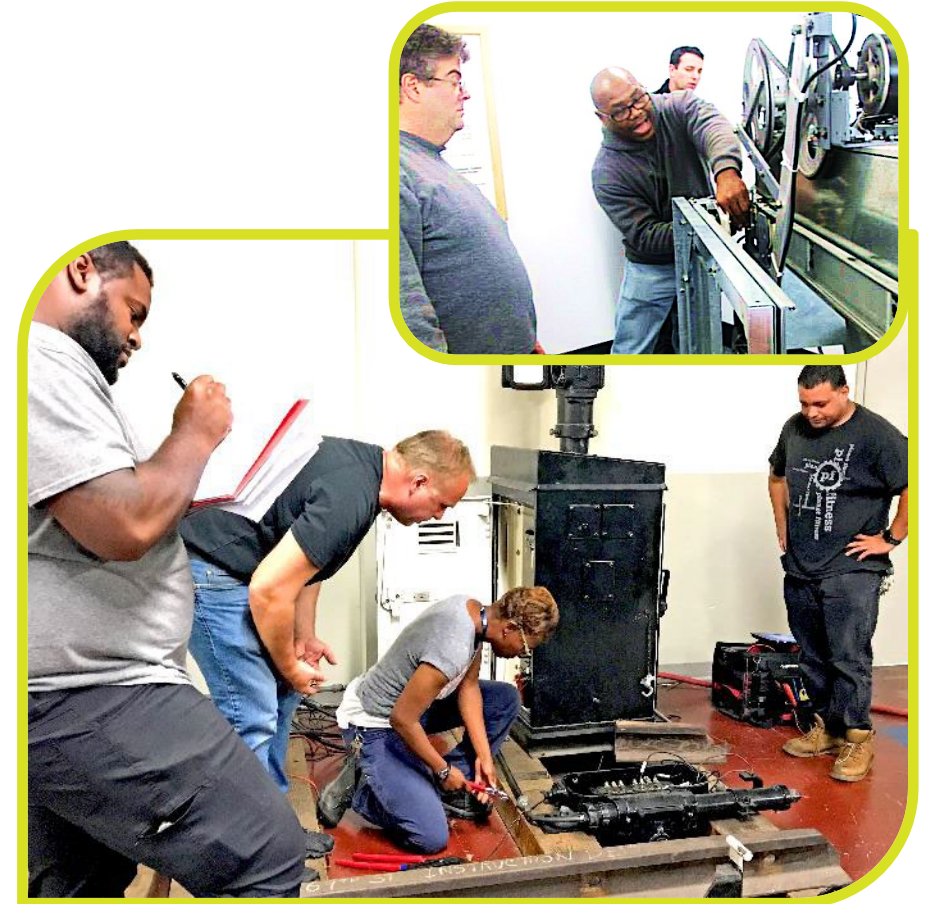
Dionna McCane, Mentor Coordinator, IndyGo

Raul “Kiko” Diaz, Senior Assistant Business Manager for IBEW Local 465



What is Mentoring?

- Mentorship – the transfer of knowledge during On the Job Training (OJT)
- Key component of strong workforce development
- Different than purely technical training
 - Share wisdom beyond specific technical skills
 - Provide mentees with context, understanding, and support that helps them to thrive in their new job and environment
 - Implement through a structured program that supports mentors and mentees
- Differences between operator and technician mentoring





Mentoring for Success: Keys to an Effective Program and Success for the Mentee



- **Establishing commitment**, from senior management to the frontline supervisor, and workers at the site
- **Partnering**, between labor and management to support this commitment
- **Laying groundwork**, a tremendous amount, before the first mentor and mentee are brought together
- **Training mentors**, through programs and workshops



What Mentors Need to Learn

- Qualities of a successful mentor
- Characteristics of the adult learner
- Varied learning styles
- Coaching techniques
- Hands-on training approaches





What Mentors Need to Learn



Training during OJT isn't just telling

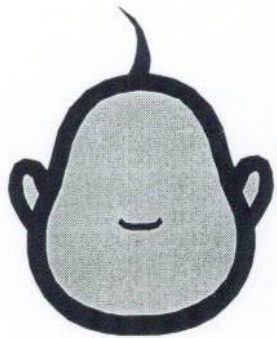
People generally learn by doing, not by being told how to do something.



What Mentors Need to Learn

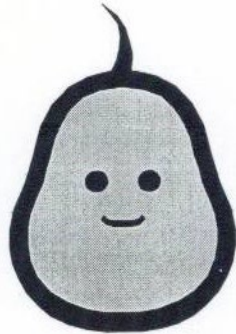
What's the retention percentage?

EARS ONLY



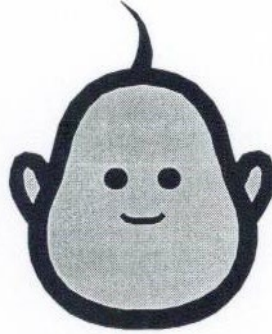
20%

EYES ONLY



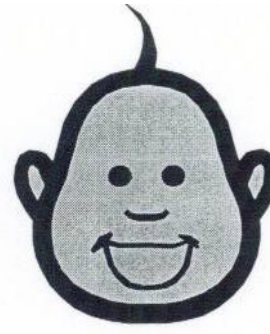
30%

EARS+EYES



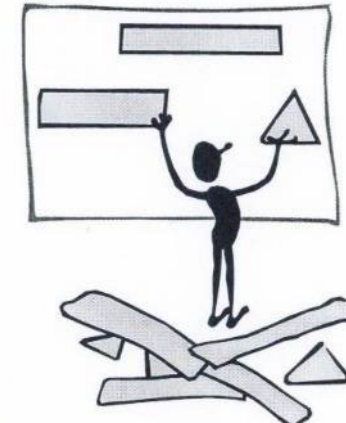
50%

EARS + EYES
+ DISCUSSION



70%

EARS + EYES + DISCUSSION
+ PRACTICE + USE



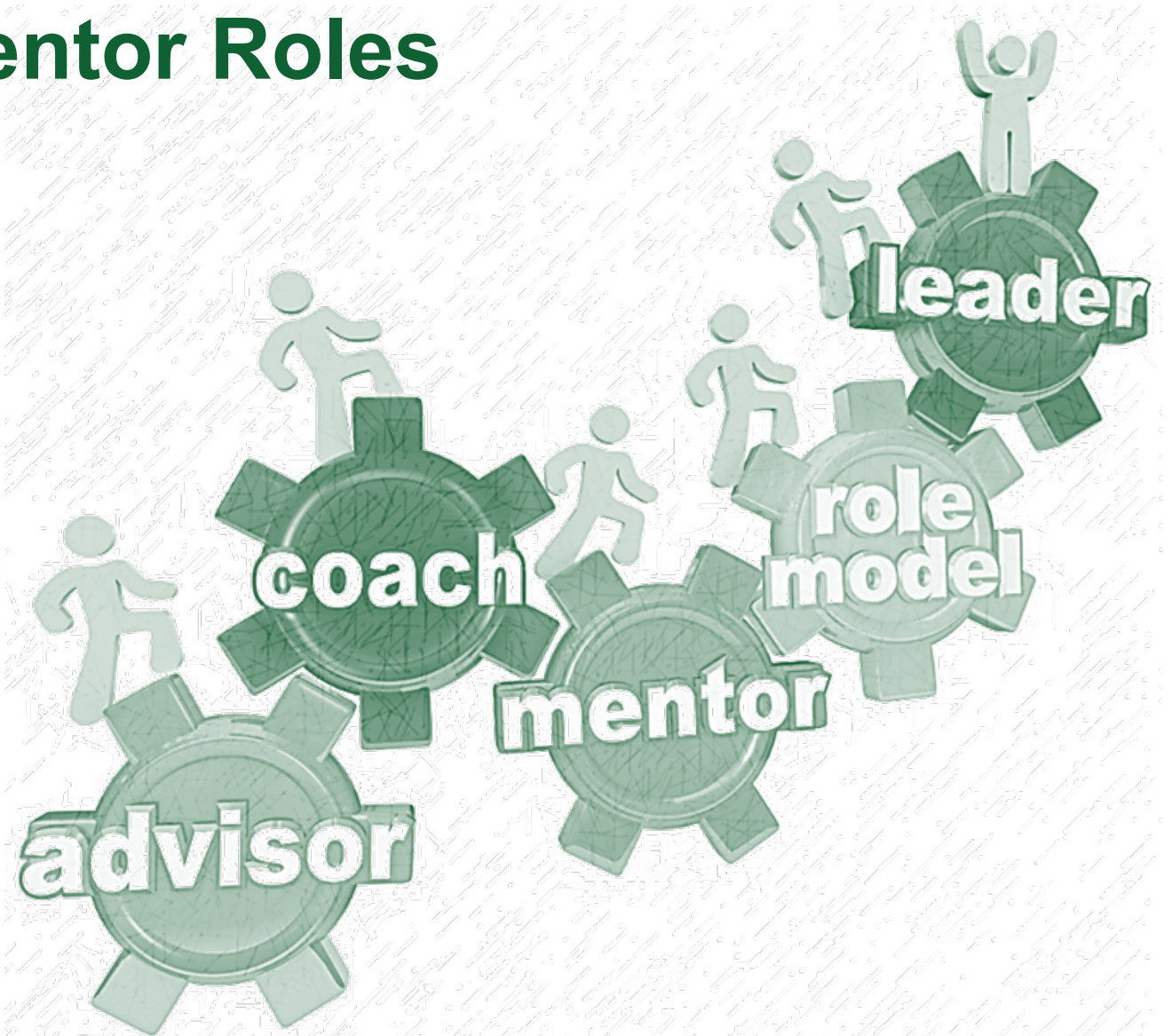
90%



Mentor Roles

Among the most valuable:

- Advocate
- Open communication partner in all areas, including
 - Workplace culture
 - Issues involving diversity, equity, inclusion, and access





Communication and Respect: Keys to Working with Differences



Mentor's core message:

"The respect we all want for ourselves as individuals is what we must give to everyone, regardless of how different they may be from us."



MOTIVATION



ADVICE



SUPPORT

COACHING



Q&A



TRANSIT WORKFORCE CENTER



Mentor Training

- Full day of training
- 9-15 mentors
- Virtual or in-person

Request Mentor Training



For more information

Email us **twc@transportcenter.org**

Call us at **1-855-888-NTWC**

Learn more about us at

<http://transitworkforce.org>



To Continue the Discussion and Send or Access Resources

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Thank You!

