

LeanOhio Green Belt: Transforming the Public Sector

Week Two

**Mentoring:
Helping others achieve**

Mentoring

Effective mentoring requires 2 things:

1. Engaging another
2. Connecting with another

The very same skills that we must utilize when working with
Process Teams!

Absolutes of Mentoring

- **YOU** must want to be a mentor
- **LEARNER** must want mentoring

Mentoring

| A Mentor | A Mentor is NOT |
|--|---|
| Is a trusted experienced advisor of Lean Six Sigma Tools | The Person who runs the project |
| Supports for development of Lean Six Sigma knowledge | The Person who controls the process under investigation |
| A Partner | A friend/friend relationship |

Mentor/Mentee Relationship

| Mentor | Mentee |
|---------------------------------------|--|
| Listens | Listens |
| Questions and challenges | Asks questions and seeks out knowledge |
| Give information/advice | Schedules sessions |
| Draw on own Lean Six Sigma experience | Open to learning and asks for help |

Strategies to Support Mentee

- Give constructive advice
- Give information/link to resources
- Take action to support if needed
- Give opportunities to view and learn from others
- Observe and give feedback
- Review successes and identify improvement opportunities

Learning Opportunities

- A valuable part of mentoring process is providing mentee with an opportunity to observe or participate in Lean Six Sigma activities for example:
 - Project Meetings
 - SIPOC
 - Scoping Meetings
 - Process Mapping
 - Brainstorming
 - Data Review
 - Kaizen Events



Mentor Checklist

- Initial meeting
- Follow-up meetings
- Prior to report out completion (final meeting)



Initial Meeting

- General Introductions
- Determine times to meet and schedule
- Update on project status
- Review project charter/baseline data

Follow-up Meetings

- Update on project status
- Review project charter
- Discuss any roadblocks or issues
- Review tools used
- Give feedback on progress

Final Meeting

- Review project presentation
- LeanOhio scorecard
- Review project results
- DMAIC checklist
- Review report out checklist
- Sign off on project

DMAIC Checklist

- **Define**
 - Project Charter, SIPOC, VOC
- **Measure**
 - Process Map, Baseline data
- **Analyze**
 - Waste & VA, Root Cause Analysis
- **Improve**
 - Brainstorming, Future Map, Action Registers
- **Control**
 - Dashboard, Visual Management, Follow-ups

Key Competencies of a Coach/Mentor

- Approachable
- Compassion
- Empathy
- Genuineness
- Integrity and Trust
- Interpersonal Skills
- Self-Knowledge

Questions?

SIMPLER. FASTER. BETTER. LESS COSTLY.

LEANOhio