



# MENTORSHIP MATTERS



Successful mentorship is a critical element in building a high-quality workforce and has been shown to positively affect productivity, safety, quality, and client relations on the job. Nowhere is this more important than in the trades where 80% of learning happens on the job and mentorship is recognized as the key to developing qualified journeypersons.

Today, with hundreds of thousands of construction trade workers transitioning to retirement over the next few years, displaced workers seeking employment and new skills, and vast numbers of young, diverse and underrepresented workers joining the workforce, the need to ensure the effective transfer of knowledge and skills is now.

**MENTORSHIP  
MATTERS FOR  
A SAFE,  
PRODUCTIVE,  
HIGH-QUALITY  
WORKFORCE**

# PROVEN RESULTS

The Mentorship Matters program is an innovative industry-aligned and endorsed training model that improves the skills of mentors and mentees.

For nearly a decade, thousands of Building Trades unions' apprentices and journeypersons across Canada and the U.S. have implemented this practical, cost-effective, and customizable program proven to improve skills, safety, productivity, service quality, and customer relations. The program is founded on industry best practices in knowledge and skills transfer, with proven results in skills acquisition and job satisfaction and retention.



## IMPACTFUL MENTORING

Join the thousands of apprentices and journeypersons across North America who have used the program with proven results.

Nearly a decade of enhanced safety, productivity, and quality in industrial, commercial, and residential projects.

# PROGRAM OVERVIEW

The Mentorship Matters program includes two key components: **mentorship workshops** offer specialized training for skilled workers and apprentices on the principles and behaviours required to be good mentors or mentees, and **on-the-job tools** ensure those learned mentoring behaviours 'stick' on the job.

The workshop targeted to skilled workers provides tools to effectively transfer their knowledge and skills, while the apprentice workshop teaches new workers the skills to maximize their on-the-job learning opportunities.

The program offers an accompanying train-the-trainer workshop with materials and resources to give trainers the necessary tools to effectively deliver the mentorship workshops to your respective industry base.

**INTRODUCTION**

**Learning Outcomes**

**PURPOSE:** Introduce mentorship, the role of the mentor, the role of the apprentice, and the six steps.

At the end of this introduction, you will be able to:

- Identify the importance of mentorship, the role it plays in developing skills on the job and its impact on safety, quality and productivity.

Good mentors do not only demonstrate strong but also use it wisely to pass on their skills and experiences.

**INTRODUCTION**

Effective mentoring requires strong Essential Skills with an emphasis on oral communication, teamwork and thinking skills (decision making, problem solving, planning and organizing, and critical thinking). Effective mentors have on-the-job skills, experience, knowledge and the ability to communicate about those skills to apprentices. Mentors play a key role in creating highly skilled, productive, motivated and safe workers.

Implementing best practices in mentorship ensures:

- effective transfer of skills and knowledge
- high-quality standards and increased productivity and safety
- enhanced teamwork
- pride in work and trade

**Diversity and Inclusion**

We are shaped by our background, our culture, our personalities, and our experiences. We are multi-dimensional and complex.

Mentorship helps to create a work culture that improves worker engagement, welcomes diversity and promotes equal opportunities for workers regardless of race, ethnicity, gender or age. The impending shortage of workers means the construction industry needs to recruit traditionally underrepresented groups including women, Indigenous people, youth, immigrants and people with disabilities. For members of these groups, it can be intimidating to enter a trade and it requires a conscious effort to ensure they feel included. In fact, mentorship may be even more critical for developing well-trained workers who take pride in their trade.

**Inclusive mentorships:**

- Recognizes and values differences
- Supports all workers regardless of gender, culture or background
- Increases workers' understanding of other genders, cultures and backgrounds
- Makes sure all workers benefit equally from the skills and knowledge of experienced journeymen
- Helps workers to be more adaptable to change as they learn about different perspectives

Adapted from Working in a Respectful and Inclusive Workplace online course, BuildForce Canada

**mentorship matters**

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# MENTORSHIP WORKSHOP STRUCTURE

- **Six Key Principles** for mentors and mentees.
- **Learning Outcomes** that describe the knowledge and skills you should develop by the end of the module.
- **Background Information** to relate the topic to mentorship and the construction industry.
- **Videos** to illustrate each of the six key principles and encourage discussion.
- **Discussion** to express opinions, share experiences, ask questions, and listen to others.
- **Activities** in partners and small groups to practice skills introduced in the workshop.

## ON-THE-JOB TOOLS

A variety of tools to reinforce and sustain the behaviours and skills learned in the core mentorship training, including surveys to evaluate benefits of the program on your workforce.

- Guidelines for mentorship discussions at toolbox and safety meetings
- Jobsite mentorship orientation program
- Online programs for further training in mentorship principles
- Mobile application to monitor learned skills and behaviours
- Pre- and post-training surveys (ROI Impact Analysis)



# PARTICIPATE TODAY



Join the thousands of apprentices and journeypersons across North America who have been trained using the Mentorship Matters program with proven results. Contractors who have used the program over the years have seen increased safety statistics, productivity, and quality in a variety of on-time, on-budget industrial, commercial, and residential projects.

We will customize and co-brand the mentorship training model for you, including the set of curricula, mobile application, and on-the-job reinforcement tools, and will monitor and measure the effectiveness of the program on your workforce. The mentoring program will be rigorously evaluated to provide evidence on the benefit of integrating this mentorship system into your workforce development plan.

To learn more visit [www.mentorshipmatters.com](http://www.mentorshipmatters.com)

## CONTACT US

To participate, request information or learn more about this project, contact:

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