

What's the point of a mentor?

Case Study

The Organisation

The Global Business School for Health in University College London is the world's first business school dedicated to health and healthcare management, elevating the global impact of healthcare delivery through strategic leadership, partnerships and innovation. The school was established in 2021 in response to an increasingly urgent and worldwide need for improving healthcare management. They are training a new generation of healthcare management leaders. Our programmes tackle public health engagement and health inequalities locally, nationally and globally. They seek to enhance patient outcomes, promote wellbeing and drive sustainability. And they embrace innovation by harnessing technology and digitisation.

The Programme

The Global Business School for Health in University College London instituted a mentoring programme that aims to help colleagues develop their careers by facilitating learning and support between those with differing experience and perspectives, gained within and beyond the institution.

Effective mentoring encourages mentees to think and act beyond their current level of understanding in focused and professional conversations. Mentees are helped to reflect and learn from their actions and to develop coping strategies. Mentoring requires mutual trust and commitment in a challenging and supportive environment that involves active listening and questioning.

The User Experience

After a career spent working in and with business schools, the health service, and latterly as a full-time university professor, the client recognised the support of formal and informal mentors and had also acted as a mentor. On making an early career transition into human resources in the National Health Service in London many years ago, she wanted to complete professional Chartered Institute of Personnel and Development (CIPD) qualifications and start a part-time MBA.

'After a CIPD networking event Michael Moran was assigned as my mentor, he had previous experience in the health service, an MBA, and was an HR strategist in a leading City firm. Over 10 years ago, Michael co-founded and became the CEO of 10Eighty to support talent and career management'.

The mentoring arrangement consisted of regular meetings to discuss professional goals and career plans. The mentor acting as trusted advisor and as a valuable sounding board when addressing barriers, challenges and difficult decisions.

The Outcome

The mentoring programme helped the client to clarify goals, and she was successful in attaining fellowship of the CIPD.

The client feels that various forms of mentoring like peer mentoring and co-mentoring as well as volunteering, can provide professionals with real health benefits. Mentoring is a valuable and flexible solution for many organisations.

