

Mentorship Kit QRG

Based on AOR

The Mentorship Kit is based on AOR responsibilities.

Mentors are responsible to:

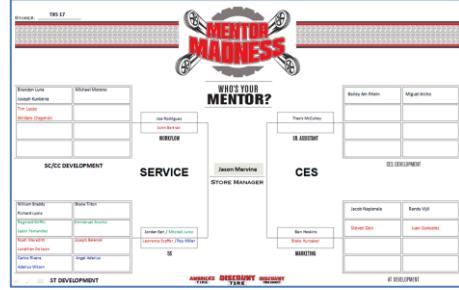
- Work with the new employee in their new role during their first few days.
- Help employees navigate the DTU learning system and engage in the learning.
- Coach employees on the job and provide feedback.
- Be a safe, reliable resource to answer questions and help their people develop.

Employees are responsible to:

- Complete all learning in the DTU learning system and request observations.
- Take advantage of opportunities to practice skills with mentor feedback.
- Keep their eyes and ears open and learn from their mentor.

What's in the Mentorship Kit?

The Mentorship Kit provides visual tools to support career development for all store employees and includes:

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| Mentorship Bracket | <p>The Mentorship Bracket is a visual tool to support career development and create accountability for all store employees. It shows the role each member of the store team is being developed for, and who is responsible for mentoring and developing them.</p>  |
| Programs & Required Training Dashboard | <p>The Programs & Required Training Dashboard is a real-time report that runs in under a minute providing the most up-to-date information on the progress of employees in their Learning Path program and required training.</p>  |
| Mentorship Planning Report | <p>The Mentorship Planning report is a real-time report that provides information on the specific courses that have and have not been completed in an employee's Learning Path program.</p>  |

What's in the Mentorship Kit?

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|--------------------------------|---|
| Development Action Plan | <p>The Development Action Plan provides a place for you and each mentor to create a 1-4 week training plan for your employees.</p>  |
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Post and explain

Post the Mentorship Bracket and Mentorship Development Action Plan together in a highly visible location where all employees, including Service Techs, can see them. Attach the Programs & Required Training Dashboard and Mentorship Report to the Development Action Plan.

Explain the Mentorship Bracket and Action Plan Board to all your employees and show them where everyone is aligned.

1) Fill out the Mentorship Bracket

Store Managers fill out and use the Mentorship Bracket form to identify mentorship responsibilities for each role and ensure that all employees have a mentor.

| Mentor | Responsible for developing ... |
|-------------------|---|
| Assistant Manager | <i>(Supports 5S Managers in developing Service Techs)</i> |
| 5S Manager | Service Techs |
| Workflow Manager | Crew Chiefs, Service Coordinators |
| Marketing Manager | Apprentice Techs (non-CES development) |
| Sr. Asst. Manager | Designated employees (CES development) |
| Manager | Assistant, 5S, Workflow, Marketing, & Sr. Asst. Managers |

Tips:

1. In large stores with more than one person in a specific manager role, assign employees to each mentor and color code the employees and mentors to make it clear which manager has responsibility to mentor each employee.
2. When a store is hiring more than two Service Techs at a time, utilize the Assistant Manager or additional AOR roles to support other Service Techs.

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2) Run Dashboard & Mentorship Report

Log into the DTU learning system and run the Programs & Required Training Dashboard and Mentorship Planning report.

See: [DTU Quick Reference Guide](#) (pages 14 and 15) for instructions.

Dashboard Report Best Practice

Using the Programs & Required Training Dashboard will help to develop our people and assist stores in scheduling to demand for all roles.

- SVPs/VPs/AVPs should share the importance of using the dashboard report with existing and new Store Managers.
- AVPs should run the dashboard report prior to or during store visits to monitor the progress of employee development.
- Store Managers should run the dashboard report weekly to assist with allocating training hours to employees and mentors.
- Store Managers may use the dashboard report as part of the monthly business review (CTA) in support of DTMS.
- If a Store Manager is not using the dashboard report, the AVP will remind the manager of the importance and provide guidance on how to use the report to develop our people.
- Store Managers may use the Mentorship Planning report as a compliment to the dashboard report to view specific courses that have not been completed in each employee's learning path program.

3) Develop an action plan

1. Work with each mentor to develop a 1 to 4 week training plan for each of your employees, listing the courses each mentor will train and support.
2. Fill out the Development Action Plan with this information, and the Program Due Date from the Programs & Required Training Dashboard.
3. Attach the Programs & Required Training Dashboard and Mentorship Report to this board.

Ordering the Mentorship Bracket and Development Action Plan

The Mentorship Bracket and Development Action Plan can be ordered from DTPrints.

The Mentorship Bracket comes with adhesive tape on the back and in two sizes:

- 20"X16"
- 20"X24"

The Development Action Plan comes in one size only.

Contact

If you have any questions or concerns, please contact your AVP.