

Three Steps to Building a Winning Leadership Strategy: Culture, Coaching & Mentoring

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What is one of the biggest challenges in Retail Banking today?



Attracting, Engaging, Developing & Retaining Top Talent

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Our Discussion Points for Today.....

- Attract, Engage, Develop & Retain Top Talent
- Culture
 - Fostering a Culture of Leadership through:
 - Employee Development
 - Employee Engagement
- Coaching
 - Define Coaching
 - 4 Steps to Effective Coaching
 - Difference between Coaching & Mentoring
- Mentoring
 - Types of Mentoring
 - Components of Mentoring
 - Effective Mentorship Experience
 - Benefits of Mentoring
- Summary

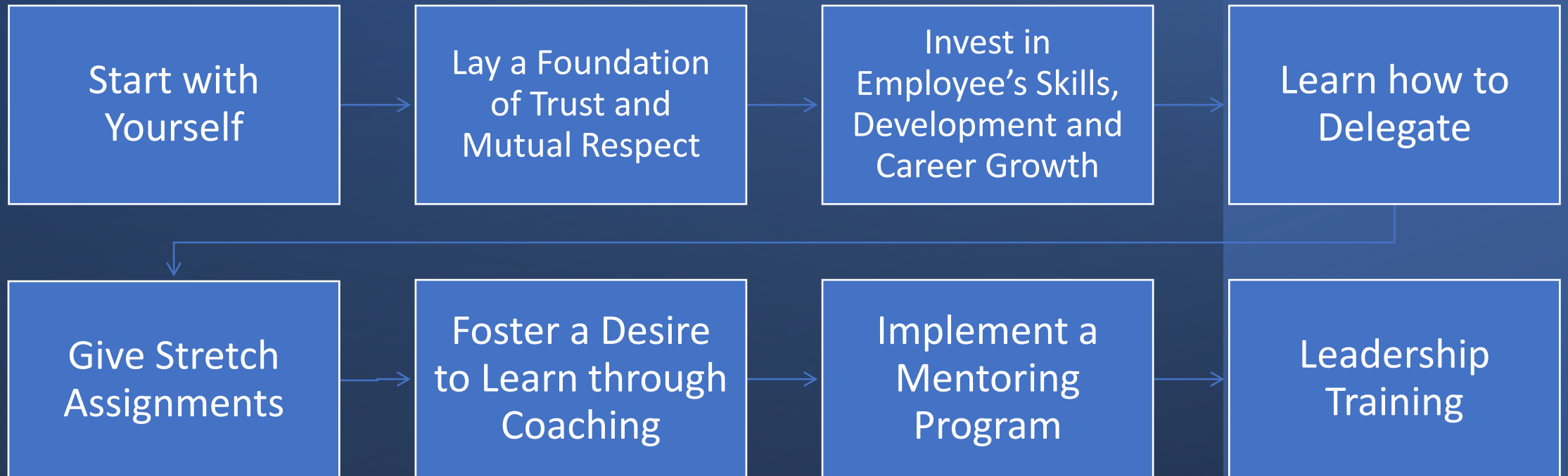
How to Attract, Engage, Develop & Retain Top Talent?

- ✓ **Demonstrate a Winning Culture**
- ✓ **Create a Fun Working Environment**
- ✓ **Challenge** your team to be their best
- ✓ Involve colleagues on **Decisions**
- ✓ **Appreciate & Recognize**
- ✓ Develop through **Effective Coaching**
- ✓ **Mentorship**
- ✓ **Empower**
- ✓ **Trust & Respect**
- ✓ **Pay for Performance**



[A Winning Culture - Motivation - Thomas Felder - YouTube](#)

Fostering a Culture of Leadership – Employee Development



Fostering a Culture of Leadership – Employee Engagement



**CREATE A
WELCOMING
ENVIRONMENT
FOR ALL
EMPLOYEES**



**COMMUNICATE
TRANSPARENTLY ABOUT
BUSINESS INITIATIVES**



**INCLUDE EMPLOYEES IN
STRATEGY DEVELOPMENT,
MARKET GROWTH, AND
SETBACKS SO THEY KNOW
THEIR EFFORTS HAVE IMPACT**



**LEVERAGE A TWO-WAY
COMMUNICATION MODEL
THAT WELCOMES
QUESTIONS**



**TAKE EMPLOYEES INPUT
INTO ACCOUNT**



**LET EMPLOYEES TAKE
OWNERSHIP OF
PROJECTS,
ACTIVITIES AND
EVENTS**



**PROVIDE POSITIVE
REINFORCEMENT BY
RECOGNIZING
EMPLOYEES**



**HOST SOCIAL EVENTS TO
CONNECT WITH EACH
OTHER**

4 Pillars of a Strong Coaching Culture

- Build Trust - Trust is the foundation of any coaching relationship
- Get to know your employees - What motivates them?
- Involve employees in goal setting
- Provide valuable feedback

**“Coaching is unlocking a person's potential
to maximize their growth”**

- John Whitmore

Coaching Defined

Coaching IS

- A process
- Highly effective
- Value - driven
- A choice
- Proactive
- Useful in groups
- Dialogue, collaboration
- Learning environment

Coaching is NOT

- An event
- Perfect science
- Quick fix
- Automatic
- Reactive
- Only suitable 1:1
- Judgmental
- To document

Group
Discussion

How Do You Coach.....



New Employee



Top Performer



Average Performer



Under Performer



Group Exercise

What was your most successful coaching experience?



What contributed to the success?



What was your least successful coaching experience?



What contributed to the lack of success?



Coaching Model

Envision

Desired Results

Establish

SMART Goals

Execute

Action Steps

Evaluate

Tangible Results

① Appreciate & Recognize

Praise achievement & growth
Demonstrate company values
Customer experience
Community involvement

② Opportunities for Growth

Identify any performance opportunities
Explain importance of change/development
Engage & listen to employee perspective
Identify barriers to improve

4 Steps to Effective Coaching

③ Action Plan

Set SMART Goals (Specific, Measurable,
Achievable, Relevant, Time-based)
Develop action plan together
Agree on next steps & set follow-up date

④ Next Steps

Measure outcome & share observations
Explore alternatives & ask open-ended
questions
Gain commitment
Repeat Steps

Difference between Mentoring & Coaching

Mentoring	Coaching
Provides advice based on personal experiences	Value-driven and Action-oriented
Focus on development of an individual	Focus on development of specific skills
Teaching and sharing experiences	Proactive, motivating and accountability
Mentee can choose the mentor and can set their own pace	Dialogue collaboration and learning

Types of Mentoring

One-on-One Mentoring

A relationship between two people with the goal of professional and personal development. A mentee and mentor are matched, either through a formal program or on their own. The mentor is usually an experienced individual who shares knowledge, experience, and advice with a less experienced person, or mentee

Group Mentoring

A single mentor works with several mentees in a group. The mentor will lead the sessions with the group of mentees all bringing in their range of knowledge and experience

Virtual Mentoring

A mentoring relationship that happens over virtual interactions. Colleagues typically don't work in the same location or employer

Characteristic of Mentor & Mentee

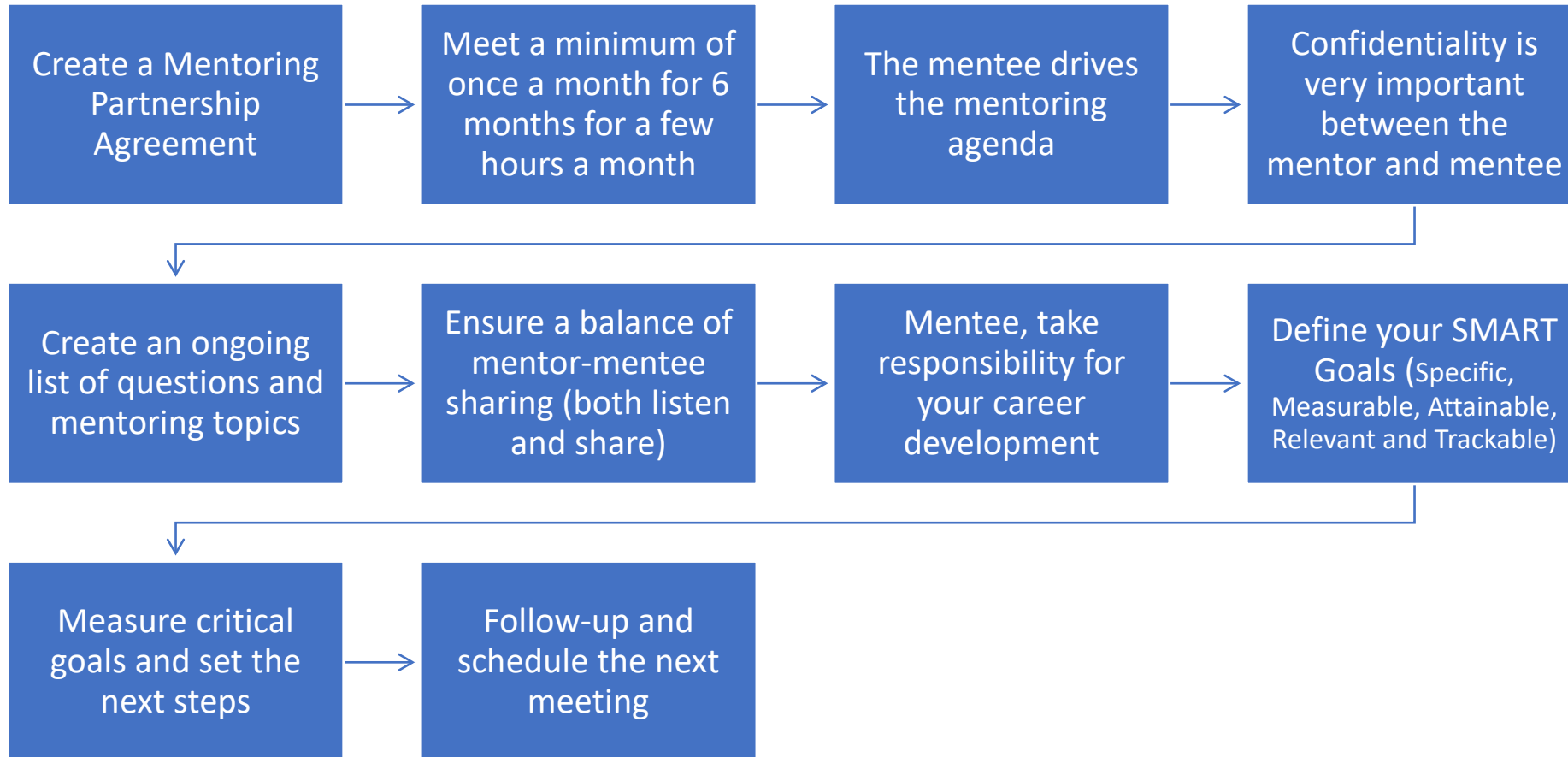
Mentor:

- Appreciates and shares diverse perspectives
- Wants to share relevant knowledge and expertise
- Is a positive role model
- Willing to give constructive criticism
- Willing to openly share experiences (successes and failures)
- Good listening, communication and interpersonal skills
- Encouraging, a positive attitude and leads by example

Mentee:

- Gain invaluable insights from seasoned industry professionals
- Motivation to succeed and a positive attitude
- Willingness to learn different perspectives from mentor
- Develop interpersonal, communication and leadership skills
- Receive constructive feedback about professional and personal issues
- Gain tools to solve workplace issues
- Accelerate your own development and growth and consider paying it forward

An Effective Mentorship Experience



Benefits of Coaching/Mentoring

One of the best ways to develop the talent pool and enhance employee engagement

Increases diversity, equity and inclusion with cross-cultural mentoring – breaks down the barriers

Development of professional learning and advice based on experience

Retains existing talent and improves employee satisfaction

Improves communication through linking different departments and levels across the organizations

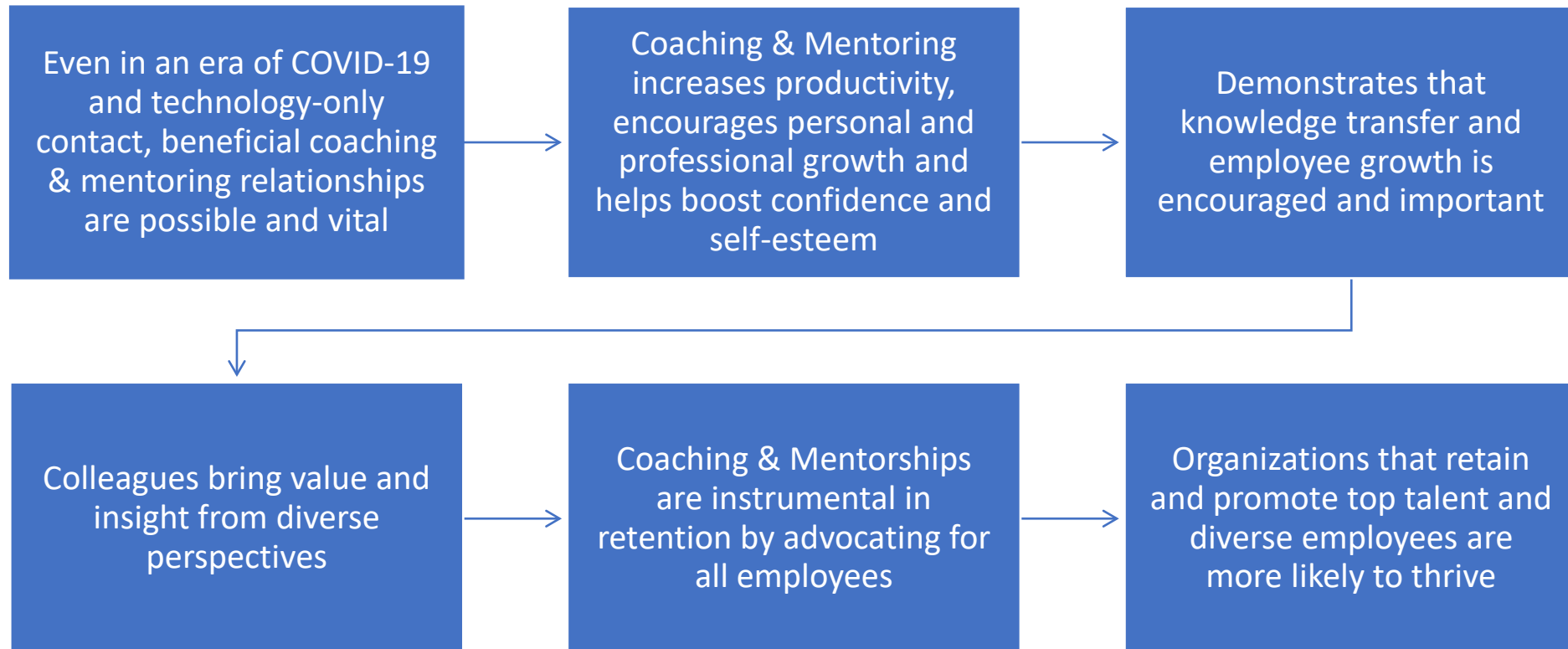
Strengthen company culture

Employees want to work for an organization that invests in their growth and development

Succession planning supports and leverages the organization's investment in high potential leaders

Improved overall efficiency and productivity

Summary



Appendix:

How to Set up a Mentoring Program?

Define your Mentoring Program

- What do you want to achieve?
- Outline goals, objectives, structure, and specifics of the program
- What metrics do you want to measure or achieve?

Orientation

- Provide guidelines for mentors and mentees
- Detail purpose of the program
- Define the length of the program
- Mentors receive training after registering as mentors

Get Executive Management Support

- Why are you recommending a mentoring program?
- How are you going to implement it?
- What would success look like?

Measure Success

- Retention level
- Performance ratings
- Engagement scores
- Promotion rate
- Productivity, etc.
- Satisfaction and engagement rates

Recruit and Match Participants

- Self-Match
- Software: Intelligently match mentors and mentees with Match IQ Algorithm
- Mentors/mentees must be in good standing
- Mentors/mentees can terminate the relationship at any time

Evaluation

- Measure achievement
- Assess feedback
- Make adjustments as needed