

MMHA *The Managers' Mentors, Inc.*, founded in 1974, is an international team of professionals dedicated to enhancing the total quality of organizations' results and the productivity of self-directed people.

MMHA is recognized internationally as a leader in the application of criterion-referenced, job-specific performance systems and skills development, and implementation of facilitated mentoring processes.

MMHA is committed to excellence in delivered services, and to obtaining measured results through collaborative client and consultant efforts.

People Helping People to Learn®



In everything we do, MMHA is committed to the idea that people learn best from others when the learning is relevant, timely, and focused.



The Managers' Mentors, Inc.

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MMHA
People
Helping People
to Learn®

A RESOURCE
CATALOG
OF SERVICES
AND PRODUCTS



The Managers' Mentors, Inc.

People Helping People to Learn[®]

Facilitated Mentoring Model and Processes[®]

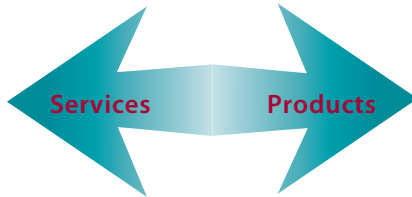


Career Planning Workbook[®]



Planning and Conducting Meetings[®]

Quality Productivity Performance System[™]

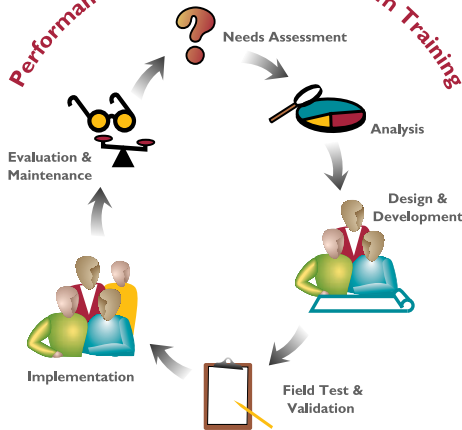


Effectiveness = My Competence + Communication[®]



Facilitator Feedback Skills[®]

Performance Improvement and Custom Training



Feedback Principles and Techniques[®]



Mentoring Resource Kit[®]
To Improve Performance Success[®] (TIPS)
e-Development Action Planner[®]

MMHA Facilitated Mentoring Model and Processes[®]

*“On 11 job essential skills,
protégés increased skills by an
average of 61%...”*

**– Mary Duncan
Mentoring Coordinator, IBM**

WHAT WE DO

With more than 30 years experience and research, we collaborate with clients in industry, government, and education to design, implement, and evaluate facilitated mentoring processes unique to each organization.



HOW IT WORKS

Facilitated mentoring is the deliberate pairing of experienced, skilled people with less-experienced people, with the objective of skills and experience transfer. The MMHA Facilitated Mentoring Model and Processes[®] becomes a catalyst in your integrated human resources development efforts. Mentoring promotes individual responsibility for growth and development for greater contribution to the results of your organization.

RESULTS YOU'LL SEE

- ✓ Multi-skilled, flexible people in changing environments
- ✓ Increased productivity
- ✓ Reduced training costs
- ✓ Quality work force goals met
- ✓ Skills, knowledge, and experience transferred
- ✓ Diversity goals met
- ✓ Workable plans for succession

COLLABORATION

diversity

Responsibility

MENTOR *experience*

I N T E G R A T I O N

flexibility

f a c i l i t a t e

GROWTH

PLANS

Quality Productivity Performance SystemSM

“...it took a year and a half, and now I am a believer! It has made my job a lot easier. In July we will be noted in ‘Top Leaders in Achieving Excellence’ newsletter.”

**- Mark Drevno,
President, Data Focus**

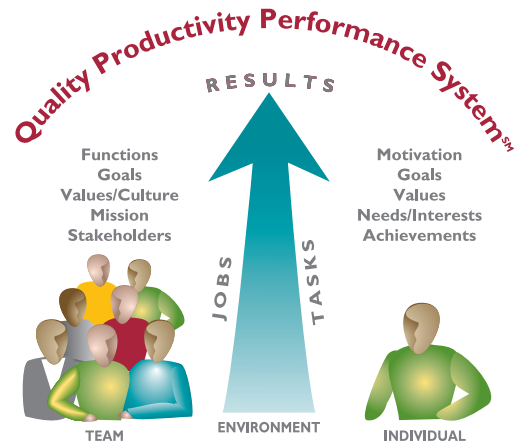
WHAT WE DO

Collaborate with you on a strategic planning process for your organization; design clear team goals and individual responsibilities; and facilitate the team's work to get results.

HOW IT WORKS

Successful organizations have some features that set them apart from mediocre ones. The significant elements of continuing success are:

- A management team that takes responsibility for examining the inputs and expectations of its internal and external stakeholders using these as a framework for constructing a motivating work environment
- A focus on results
- An organizational culture constructed on the beliefs or values of the team.



RESULTS YOU'LL SEE

A peak performance environment with a balance of concerns for quality, productivity, and people, plus:

- ✓ Customer focus
- ✓ Improved productivity
- ✓ Strategic plan for obtaining measured results
- ✓ Long-term goals achieved
- ✓ Increased employee satisfaction
- ✓ Highest return on investment

Design
i m p l e m e n t
SKILLS
DEVELOPMENT

assessment
Evaluate
Quality
training
NEEDS objectives

Performance Improvement and Custom Training

WHAT WE DO

We are experienced performance system designers with depth in both technical and managerial skills. We work with you to design processes and/or courses to improve performance in your organization.

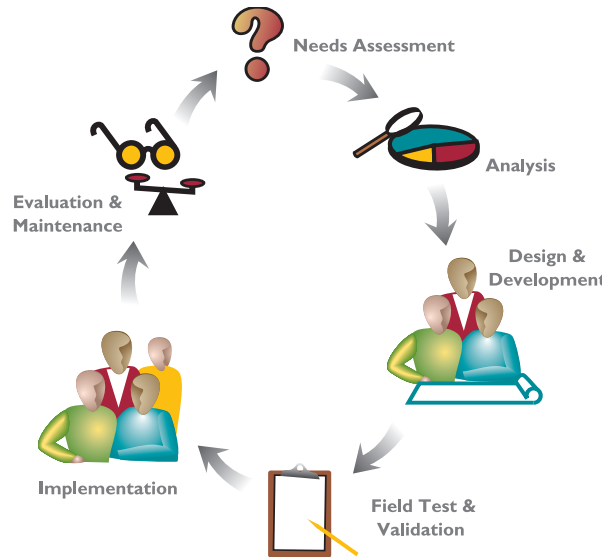
HOW IT WORKS

We assist you in determining the needs for performance improvement and the most relevant, cost-effective intervention, by:

- Assessing the environment for obstacles to performance
- Analyzing tasks and skills
- Reporting findings and recommendations
- Designing performance improvement processes
- Developing relevant, criterion-based training and resources
- Field testing and validating processes and materials
- Implementing improvements
- Evaluating the results

“Once again, MMHA’s competency and collaborative, systematic approach has delivered a top quality product with the timeliness that we have come to expect over the past 20 years.”

**– Roger Addison,
Vice President, Wells Fargo Bank**



RESULTS YOU’LL SEE

- ✓ Improved performance
- ✓ Improvements in work flow
- ✓ Relevant, job-specific training

Team
quality
productivity
INDIVIDUAL
ALIGNMENT

feedback
Results
motivation
Goals
strategies

DiSC Classic®



Assess individual work behavior styles with this self-marking, self-scoring styles assessment tool.

RESULTS

- ✓ Understanding unique styles of yourself and others
- ✓ Improved communication and productivity
- ✓ Reduced interpersonal conflict
- ✓ Ability to shift to more productive styles in different situations

FORMAT

- Self-assessment workbook with interpretation information
- Facilitators Kit with detailed administration and interpretation guidelines
- Online version includes personalized narrative style assessment

WHO

Anyone who wants to work more effectively with others

TIME

30 minutes to mark, score and interpret

Ask about on-line capabilities, and other language options.

Skills for Career And Life Effectiveness®

Assess eleven career and life effectiveness skills with this unique, online assessment tool to identify skill strengths and growth needs.

RESULTS

- ✓ Time and money saved by identifying specific training needs
- ✓ Heightened interest in learning and development
- ✓ Enhanced commitment to manager/mentor coaching
- ✓ Objective measurement of skill gain
- ✓ Improved job performance

FORMAT

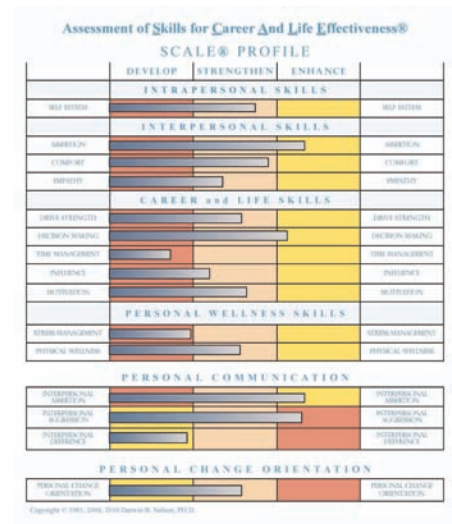
- Self-assessment online
- Graphic illustrating skills to develop, strengthen, or enhance
- Interpretation report to view and print
- Links to comprehensive interpretation and guidelines for pursuing growth

WHO

Anyone interested in improving career or life effectiveness

TIME

20 minutes to respond
System creates SCALE® Profile
Additional time interpreting results



Career Planning Workbook[©]

Create goals based on your career and life needs, and develop action plans for each career and life goal with this self-study planning guide.

RESULTS

- ✓ Achievements, strengths, interests, resources, and needs identified
- ✓ Specific long-range, intermediate, and next-step goals set
- ✓ Action plans to achieve each goal developed

FORMAT

39-page, self-study workbook

WHO

Anyone interested in career development

TIME

6-8 hours

Ask about on-line resources (see e-DAP, p. 17)
Available in English, French, Spanish, and Korean.



Effectiveness = My Competence + Communication[©] (E = MC+C)



Practice skills to communicate goals, opinions, and action plans more assertively using guidelines in this workbook.

RESULTS

- ✓ Assessment of current communication skills
- ✓ Recognition of communication behaviors: assertive, aggressive, or passive
- ✓ Plan of individual goals for communication developed
- ✓ Effective interaction with others

FORMAT

- 46-page workbook, applicable for self-study or workshop environment
- Facilitator Guide including practice and videotape modules

WHO

Anyone who wants to improve communication skills

TIME

7-8 hours, varies with practice

Ask about customizing

workshop **Tools** SKILLS
competency

Facilitator Feedback Skills[©]



Trainers, mentors, and other facilitators practice skills for giving effective feedback that reinforces competent performance and coaches to change not-yet-competent behavior or poor performance of learners.

RESULTS

- ✓ Competent and poor performance differentiated
- ✓ Effective feedback and coaching in a learning situation

FORMAT

- 32-page workbook, applicable for self-study or workshop environment
- Facilitator Guide

WHO

Trainers, instructors, mentors, coaches, and facilitators

TIME

4 hours, depending on current skill level

Ask about customizing

Feedback Principles and Techniques[©]

Managers and supervisors use comprehensive guidelines and tips on giving feedback that reinforces desired performance. They also learn coaching techniques to improve employee performance that is not meeting job standards.

RESULTS

- ✓ Effective feedback on the job

FORMAT

- 40-page workbook, applicable for self-study or workshop environment
- Facilitator Guide including video models

WHO

Managers and supervisors at all levels

TIME

4-6 hours, depending on current skill level

Ask about customizing



Planning and Conducting Meetings[©]

Practice skills to prepare, conduct, evaluate and document effective meetings with this self-study skills workbook.

RESULTS

- ✓ Meetings planned to meet specific objectives
- ✓ Meetings conducted on time
- ✓ Meetings' effectiveness evaluated
- ✓ Meeting outcomes accurately documented

FORMAT

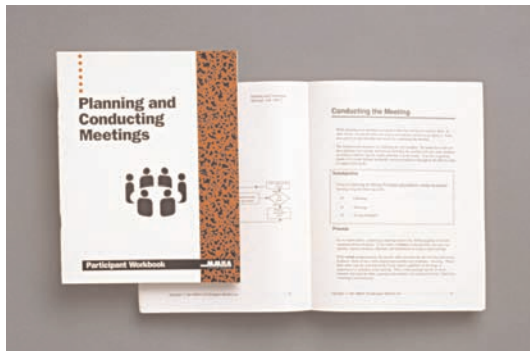
47-page, self-study workbook

WHO

Everyone who conducts or participates in meetings

TIME

4-6 hours, including meeting practice



e-DAP[®]

e-Development Action Planner

The e-Development Action Planner (e-DAP[®]) is a way to organize and track career goals and the actions to achieve them. It is a streamlined, comprehensive, and entirely confidential tool that can be used by individuals within an organization to maximize their career planning resources.



P202 Visual Behavior Models



PROGRAM 1: DISCUSSING YOUR DEVELOPMENT PLAN

Prepare and negotiate a development plan to focus on realistic and achievable objectives and create an action plan to keep your goals on track.

PROGRAM 2: NEGOTIATING YOUR MENTORING AGREEMENT Create a common understanding about expectations between mentor and protégé to begin a solid mentoring relationship.

Format - VTR or DV

P201 MMHA Facilitated Mentoring Model and Processes[©] Briefing

See a concept model of how the facilitated mentoring process links the needs, goals, and opportunities of the organization with the growth and development of individual employees.

Format - VTR or DVD

Beyond the Myths and Magic of Mentoring:

How to Facilitate an Effective Mentoring Process[©]

BY MARGO MURRAY
JOSSEY•BASS PUBLISHERS



A comprehensive 210-page guide to designing and implementing effective facilitated mentoring processes in organizations.

Essential background reading on facilitated mentoring, *Beyond the Myths and Magic* is full of checklists, "to do's," and how to avoid pitfalls for mentors, protégés, and managers.

A MUST for anyone designing a process, looking for a mentor, or wanting to be an effective mentor.

Now available in Swedish, Japanese, and Korean

"Should be on every human resource practitioner's book shelf as a guide and resource for developing or fine tuning a facilitated mentoring program."

— Linda Crosby DeBerry, Managing Director,
Human Resource Development,
Federal Express Corporation

"...deals extensively with the benefits and pitfalls of the mentoring concept, followed by a wealth of models, applications and concepts for insuring the practical success of a facilitated mentoring programme."

— Business Executive, United Kingdom

Mentoring Resource Kit[®] MRK



Comprehensive guidelines for each phase of designing, implementing, and evaluating a mentoring process.

- Readiness Assessment
- Marketing and Communication
- Recruiting and Qualifying Participants
- Preparing Participants
- Evaluation of a Mentoring Process
- Includes reproducible worksheets, checklists, and Annotated Bibliography

To Improve Performance Success[®]-TIPS

Mentor Best Practices At My FingerTIPS[®] and Protégé Preparation At My FingerTIPS[®] job aids. They are designed as a quick reference to enable mentors to prepare for effective feedback and coaching with protégés. The protégé set, enables the protégé to prepare for every interaction with the mentor quickly and effectively.

