

A mentoring program is a useful way to increase employee engagement. The idea of the program is to pair an experienced employee (the mentor) with at least one less-experienced employee (the mentee) to help the mentee develop workplace competencies and knowledge of workplace operations.

In organizations that already have a mentoring program, an ambassador program may also be considered. The premise of this program is to train volunteers to act as organizational ambassadors to introduce new employees to the workplace. This is intended as an initial onboarding program for new employees rather than an ongoing mentor/mentee relationship.

## CONSIDERATIONS FOR ORGANIZERS

### Program Creation and Maintenance

- Consult the resources section below for guides on starting mentoring programs, but keep in mind this just is a small selection of the resources available; make sure to thoroughly investigate the right program for your organization.
- The number of participants in the program will be based on the number of volunteers. A mentoring program might need to be selective, but the ambassador program should be made available to all new hires.
- The primary cost to set up these programs is staff time; other resources for the programs should be of minimal cost (e.g., email communication).
- All activities and work associated with the program should take place during normal business hours.
- A mentoring relationship should continue for up to one year, but an ambassador’s commitment should only be required for ~60 days.
- Request feedback from participants so the programs can evolve and improve to meet workforce needs.

### Mentor/Ambassador Recruitment and Preparation

- All participants should be volunteers.
- Recruit qualified volunteers:
  - Mentors should be established in their position (3+ years) and have received acceptable performance reviews.
  - Organizational ambassadors should have been an employee for at least one year and be willing to answer questions about the worksite and local area.
- Provide training for the mentors and ambassadors so they are prepared to help.
- Consider offering an incentive to mentors and ambassadors (e.g., a time-off award based on hours spent working for the program).



### ABOUT THE ACTIVITY

**Focus Area:** Engagement

**Format (virtual/in-person):** Either

**Venue:** Office meeting space or virtual platform

**Activity Time:** The time to set up the programs may be extensive, but actual participant time should not exceed one hour per meeting. Duration and frequency should be decided internally and mutually agreed upon by the participants.

### Diversity, Equity & Inclusion Considerations

Ensure the mentoring needs of underrepresented groups (e.g., minority, disabled, women, etc.) in your organization are met.

## RESOURCES

- **APHL ELP Cohort 3: [Electronic Lab Employee Enrichment Toolkit \(e-LEET\) Mentoring Guide](#)**
- **Robert Wood Johnson: [Foundation Mentoring Program Toolkit](#)**  
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- **Mentoring.com: [Step-By-Step Kit for Program Managers](#)**  
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This project was supported by Cooperative Agreement #NU600E000104 from the US Centers for Disease Control and Prevention (CDC). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of CDC or the Department of Health and Human Services.