



McCarthy MENTORING

CASE STUDY

PROGRAM

CLIENT



Suncorp Group Mentoring Program

BACKGROUND The Suncorp Mentoring Program is a unique professional development initiative that rewards and develops high potential emerging leaders across the group. Select participants are offered a six-month program that is designed to engage and grow talented business leaders by connecting them with a member of the Executive team across the Suncorp Group.

The program launched with a small pilot in 2013 in the Personal Insurance division and has since expanded to the Suncorp Bank, Commercial Insurance and other parts of the Suncorp Group.

PROGRAM OVERVIEW

- Mentoring program initiated and championed by Personal Insurance CEO and Suncorp Bank CEO
- Mentees are selected based on high performance and potential
- Mentors are senior internal executives invited by program champions
- Extensive interview and matching process to support mentees goals, ambitions and business challenges

OUTCOMES

As a result of participating in the program:

- 90%** have gained more confidence to take risks with their career
- 90%** can better manage their own challenging workplace situations
- 85%** have increased collaboration with other business units to optimize customer solutions

Mentees found the most valuable aspect was access to the perspective and experience of a senior executive.

COMMENTS

“MY MENTOR GAVE ME CLEAR INSIGHT INTO HOW A SITUATION COULD BE RESOLVED - GIVING ME KNOWLEDGE RATHER THAN THE ANSWER.” (MENTEE)

More than 100 first line and business leaders have now participated in the program to realise their professional and personal development goals. The mentors are a confidential sounding board for mentees to discuss career, performance, workplace challenges and other issues as they arise.

Suncorp has measured the success of the program through leadership capability, engagement, retention of key talent improved and communication across the group.

- Development workshops and resources for mentors and mentees to maximise the effectiveness of the program
- Ongoing communication with participants to review the process, provide relevant business articles and offer tips on ensuring successful mentoring relationships
- Networking events and connection amongst participants to develop relationships across the group and allow sharing of challenges, ideas and experiences
- Formal evaluation and reporting of the program against business objectives

- 75%** have a greater capability to leverage their team's skills and perspectives to deliver outcomes
- 75%** have improved overall performance
- 8%** increase in employee engagement

The program reflects Suncorp's One Company, Many Brands vision and encourages collaboration, communication and career progression across the Group.

“A GREAT PROGRAM AND DEMONSTRATES THAT SUNCORP SENIOR LEADERSHIP ‘WALK THE WALK’ WHEN IT COMES TO DEVELOPING THEIR PEOPLE.” (MENTEE)