



McCARTHY MENTORING

CASE STUDY

PROGRAM



**EMERGING
LEADER**

CLIENT



Women @ Qantas

BACKGROUND For four years, McCarthy Mentoring developed and managed a mentoring program for senior women in the Qantas and Jetstar operations as a key component of the Women@Qantas Development Program. This was part of the Qantas Talent & Diversity initiative to reward and grow talented senior women transitioning to leadership. It also offered

support and guidance during a time of significant change and business transformation.

The participants were chosen for their leadership capacity, high performance and commitment to the group. They were selected from Sydney, Melbourne, Brisbane, London, Frankfurt and Auckland.

PROGRAM OVERVIEW

Key components of the 12 month programs:

- Extensive interview and matching process to support mentees goals, ambitions and business challenges.
- Global mentees were connected with mentors in their region to offer face to face guidance, broaden local networks and share business experience relevant to their area.
- Senior executive champions to promote and support the program.
- Special launch and wrap up events for participants and senior management.

- Training and resources to ensure participants were able to maximize the opportunity.
- Ongoing communication with participants to review the process, provide relevant business articles and offer further tips on ensuring successful mentoring relationships.
- Networking events and connecting 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.

OUTCOMES

Of the 24 women who participated in 2011/12, 63% of the group were promoted since starting the program.

In 2013/14, 93% strongly agreed/agreed they had a greater capacity to manage workplace challenges; 86% strongly agreed/agreed that they had improved performance.

Women moving into significant new roles before or during the mentoring process were successful in their transition at a time of significant business change.

Other key benefits cited included greater confidence, improved motivation, clearer career direction, developed leadership skills and a better management approach.

The Mentoring Alumni have formed a powerful and successful group of leaders encouraging an internal mentoring culture. 72% have since become mentors in the Qantas Next Generation Mentoring Program.

“THE MENTORING RELATIONSHIP EXCEEDED MY EXPECTATIONS IN ALL AREAS.”

**CAPTAIN GEORGINA SUTTON, FLEET CAPTAIN 767,
QANTAS AIRWAYS**