



McCARTHY MENTORING

CASE STUDY

PROGRAM

CLIENT



EMERGING LEADER



Women @ Qantas Program

BACKGROUND

For four years (2011 - 2014) 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

- 63% were promoted since starting the program
- 93% agreed they better able to manage workplace challenges
- 86% improved performance
- 93% transitioning into new roles were successful at a time of significant business change
- 72% have since become mentors in the Qantas Next Generation Mentoring Program.

The Mentoring Alumni formed a powerful and successful group of leaders encouraging an internal mentoring culture.

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

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

CAPTAIN GEORGINA SUTTON