

Welcome to Today's Webinar

Mentoring That Works: Building Stronger Mentor–Mentee Relationships

Tuesday, Oct. 28, 2025, 2 p.m. Eastern time



Please note that the audio will be streamed through your computer—there is no dial-in number. Please make sure to have your computer speakers turned on or your headphones handy.



American Staffing Association

ASA MENTOR MATCH





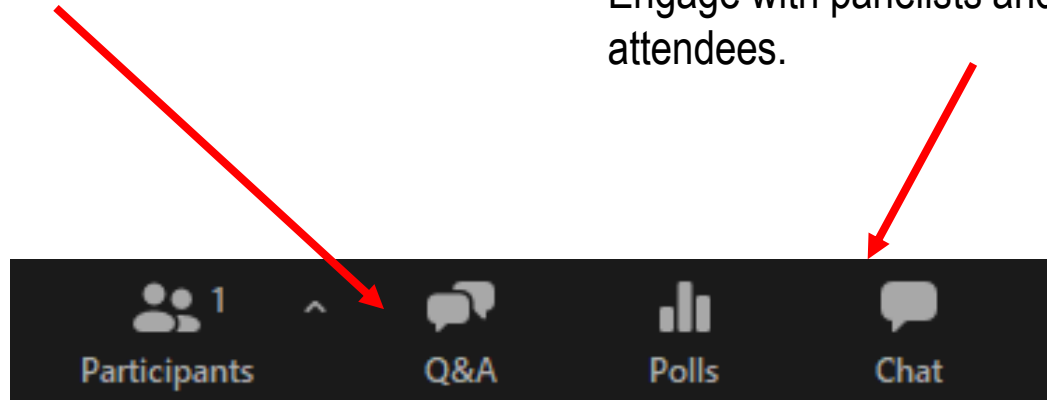
Ask a Question, Engage With Other Attendees

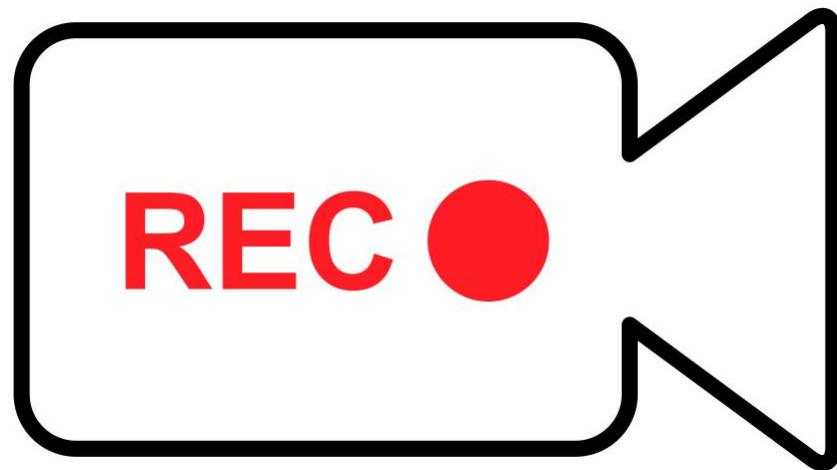
Q&A

Type your questions for the panel into the Q&A box

Chat

Start a conversation—say hello.
Engage with panelists and other attendees.





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CEO

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Mentoring That Works

Building Stronger Mentor–Mentee Relationships

Presented by:

Seth Stein

CEO | Executive Coach

Eastridge Workforce Management, a Workwell Co.

Why Mentorship? Why Now?

Mentorship Matters



Change in Leadership

Alters how I show up



Develops Perspective

Shapes judgment and view



Invests in People

Prioritizes growth and future



Builds Confidence

Supports others' success



What We'll Cover Today

By the end of this session, you'll have practical tools and frameworks to elevate your mentorship approach—whether you're a mentor, a mentee, or building a mentorship culture in your organization.



Spot Pitfalls Early

Recognize common mentoring mistakes before they derail the relationship



Build Trust and Clarity

Use practical tools for setting clear expectations and mutual understanding



Drive Real Growth

Apply goal-setting, feedback, accountability, and reflection strategies



Foster a Culture

Create an environment where mentorship fuels development across your organization



Mentorship That Changed Me

🦋 What Mentors Taught Me:

- How to think, not just what to do
- How to trust my own judgment
- How to lead with clarity and integrity
- That failure is a teacher, not a threat
- That asking better questions > giving easy answers
- That purpose isn't found, it's uncovered
- To have a vision for myself

The Stakes Are Higher Now

Industry Velocity

The staffing industry is changing faster than ever before. Technology, client expectations, and competitive pressure are accelerating at an unprecedented pace. People need guidance to navigate complexity.

The Remote Reality

Remote and hybrid work have changed everything. Connection doesn't happen by accident anymore. Burnout and disengagement are real threats to retention and performance. We must be more intentional.

Strategic Imperative

Mentorship isn't a nice-to-have perk or a feel-good initiative. It's a retention strategy. It's a performance accelerator. It's how we build the next generation of leaders who will carry our industry forward.



A Framework That Works: VISION

Effective mentorship needs structure. The VISION framework provides a roadmap for both mentors and mentees to create meaningful, sustainable growth over time.

Visualize the Future

Begin with the end in mind. Where does the mentee want to go? What does success look like? Paint a clear picture together.

Identify Priorities

Narrow the focus. What matters most right now? Which skills, relationships, or experiences will create the greatest impact?

Set Intentional Plans

Turn priorities into actionable plans. Break down big goals into manageable milestones with clear timelines and accountability.

Implement and Operate

Execute the plan. Take action. Experiment. Learn by doing. This is where theory becomes practice and growth becomes real.

Optimize Continuously

Review what's working and what's not. Adjust course as needed. Continuous improvement is built into the rhythm of mentorship.

Nurture Growth

Celebrate progress. Acknowledge effort. Create space for reflection. Growth isn't just about outcomes; it's about the journey.

Tools That Build Trust and Clarity

Great mentorship relationships are built on mutual understanding and clear communication. These tools help establish that foundation from the start.

DISC Assessment

Understand different communication and work styles. DISC helps mentors and mentees recognize how they each approach decisions, conflict, and collaboration. It removes guesswork and builds empathy.

SMART Goals

Align on what success looks like. Specific, Measurable, Achievable, Relevant, and Time-bound goals create clarity and accountability. They turn vague aspirations into concrete action plans.

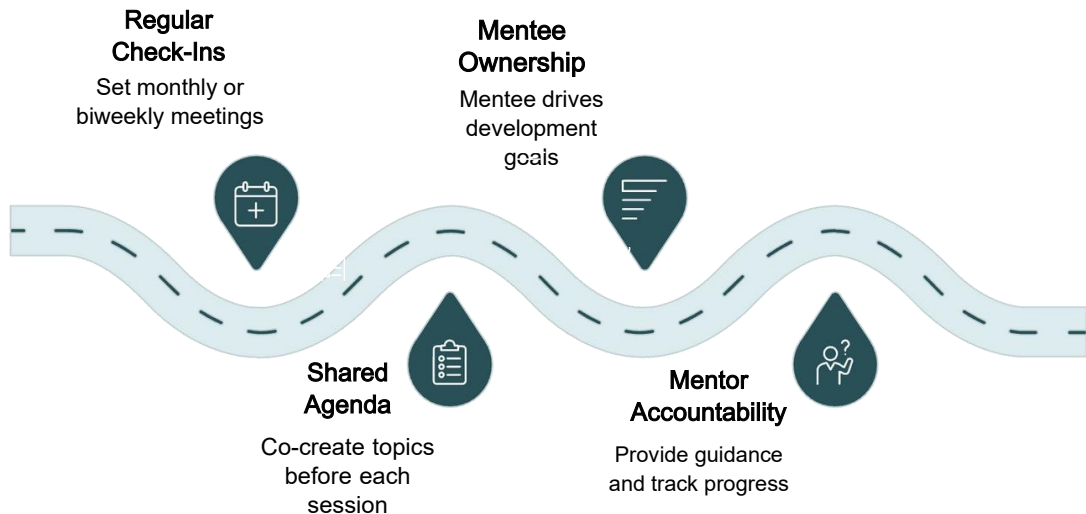
Create Norms

Co-create your rules of engagement to outline how you'll work together, communicate, handle conflict, and measure progress. It's a living document that sets expectations upfront.

Situational Leadership

Match your style to their needs. Sometimes mentees need direction. Sometimes they need coaching. Sometimes they need support or delegation. Adapt your approach based on their development level.

Structure That Drives Growth



Results

What outcomes did you achieve since our last conversation?
Celebrate wins and acknowledge progress.

Progress

What's in motion? What are you working on right now that's moving you toward your goals?

Issues

Where are you stuck? What obstacles need attention? This is where mentors add the most value.

End every session with **Who/What/By When**. Who is responsible? What needs to happen? By when will it be done? Clarity creates accountability.

Candor and Accountability

Be a Truth Teller

Great mentors don't sugarcoat. They care personally and challenge directly. Candor means having the courage to say what needs to be said with respect, with context, and with the mentee's growth in mind.

Model the behavior you want to see. Show vulnerability. Admit when you don't have the answer. Be open about your own growth journey.

Be a Truth Receiver

Great mentors also listen. They invite feedback about the mentorship process. They ask: *Is this helpful? What do you need more of? What should I do differently?*

Feedback is a gift, so model it. Don't just give feedback; show your mentee how to receive it with grace and curiosity.

Pro tip: Ask the mentee to send a summary after each session. Capture commitments. Track progress. Accountability demonstrates mutual respect.

From Planning to Progress

Real Stories: Mentee Highlights

Structured mentorship isn't theoretical; it produces real results. Here are two examples from my own mentorship experience that illustrate what's possible when preparation meets intention.

Kim's Preparation

Kim came to every session prepared. She completed her DISC profile and brought a weekly agenda. Her commitment to the process amplified the value of every conversation. We didn't waste time figuring out what to talk about—we got to work, fast.

William's Goals

William set ambitious but achievable goals: build new KPIs for his team, design compensation models that drive performance, and explore expansion into new markets. His clarity made my role easy. We focused on execution, troubleshooting, and refining his approach as he went.

Structured mentorship leads to real growth. When both parties show up with intention, progress isn't just possible—it's inevitable (and motivating).

Common Mentorship Pitfalls

Even well-intentioned mentorship can go off track. Recognizing these common pitfalls early helps you avoid them and course-correct before damage is done.

Ghosting (Yes, It Happens)

Life gets busy. Meetings get canceled. Before you know it, weeks or months have passed without contact. Ghosting destroys trust and signals that the mentee isn't a priority. Protect the rhythm. If you can't meet, reschedule immediately.

No Rhythm or Structure

Without a regular cadence, mentorship becomes random coffee chats. There's no continuity, no accountability, and no momentum. Consistent structure creates the conditions for growth to happen.

Vague Expectations

When expectations aren't clear, disappointment is inevitable. What does success look like? How often will we meet? Who's responsible for what? If you haven't answered these questions explicitly, you're setting yourself up for frustration.

Over-Functioning as a Mentor

Mentors who do all the talking, all the planning, and all the problem-solving rob mentees of ownership. The mentor's job is to guide, not rescue. If you're working harder than your mentee, something's wrong.



The Mentorship Partnership

How to Be a Great Mentor (and Mentee)

Mentorship is a two-way street. It requires active participation from both parties. When done well, it's a partnership built on mutual respect, curiosity, and shared commitment to growth.



Mentees Own the Agenda

Mentees should come prepared with:

- A clear agenda for the conversation
- Updates on progress since last meeting
- Specific questions or challenges
- Openness to feedback and new perspectives



Mentors Guide With Curiosity

Great mentors:

- Listen more than they talk
- Ask questions that provoke insight
- Share stories, not prescriptions
- Challenge assumptions with care

❑ **Check in regularly on goals and connection.** Don't just talk about tasks and tactics. Periodically step back and assess: Is this relationship working? Are we making progress? What should we adjust?



What Will Your Approach Be?

This is the moment where theory meets practice. We've discussed frameworks, tools, and stories. Now it's time to make it personal.

Take a moment to reflect:

- What resonated most with you today?
- What's one thing you'll do differently after this session?
- Who in your organization could benefit from this approach?

Be the Mentor You Wish You Had

Someone in your organization is waiting. They're waiting for someone to see their potential, to invest time in their growth, to ask the hard questions and hold them accountable. They're waiting for a mentor who will challenge them, support them, and help them realize their potential.

The next great leadership story in your company might begin with you. With a conversation you initiate. With time you choose to invest. With curiosity you bring to someone else's journey.

You have everything you need to be that mentor. Will you?



Questions and Reflections

- What resonated most with you today?
- What might mentorship look like in your company?
- What's one thing you'll use after this session?
- Who could you mentor—or who could mentor you?



Connect With Me



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Mentorship isn't one-size-fits-all. The best insights often come from each other, so please share and connect!

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