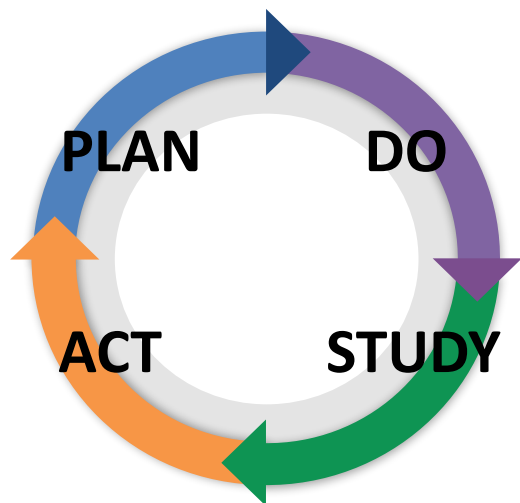


Office Allies

Charmelia Smith Baxter – Dept. of Capital Programs



Problem Statement

Not having a mentorship program for newly hired secretaries can lead to several challenges. Such as: **Slower onboarding**, new hires may take longer to become productive without guidance from experienced staff. **Increased errors**: Lack of support may result in mistakes due to unfamiliarity with policies, procedures and expectations. **Low morale**: New secretaries might feel isolated or overwhelmed, impacting their job satisfaction and confidence. **Higher turnover**: Without proper support, employees are more likely to leave, increasing recruitment and training costs. **Inconsistent work quality**: The absence of mentorship can lead to varied performance levels and gaps in knowledge transfer.

PLAN

- **Assign Experienced Mentors**: Pair each new secretary with an experienced staff member for guidance during the first 3–6 months.
- **Encourage Knowledge Sharing**: Facilitate shadowing opportunities and peer learning sessions.

DO

To build a strong support system for new secretaries and enhance the onboarding experience and overall organizational performance, deliberate actions should be taken to address the lack of a mentorship program. Begin by launching a small pilot program to test the concept, gather feedback, and make necessary adjustments. Establish clear guidelines by developing a handbook that outlines the organizations mission, the program's goals, Mentor/Mentee roles, meeting schedules, and suggested discussion topics.

ACT

Train and recognize mentors to ensure effective guidance. Encourage regular feedback from both mentors and mentees to improve the process. Foster a culture of open communication and collaboration. Continuously monitor outcomes and adjust the program using key metrics like satisfaction, productivity, and retention.

STUDY

It's been found that new employees thrive with support, and that good mentorship can boost early confidence, competence, and engagement. A clear, consistent approach to training, technology, and continuous professional development ensures that the organizations mission, objectives and expectations are effectively communicated. Mentorship benefits both mentors and mentees, fostering leadership, knowledge-sharing, and faster adaptation. It also builds a collaborative culture of learning and respect.

Key Results

The program was a valuable experience that made a meaningful impact by offering strong mentorship, boosting my confidence, and guiding the development of my innovation.

Lessons Learned

There was a bit too much independent study for my preference. I am more hands on, I needed more opportunities to collaborate with peers, share ideas, and brainstorm together. In addition, I did not think three meeting sessions were enough to present and gather sufficient feedback from the cohort.