



**The Chartered
Institute of Logistics
and Transport**

MENTOR PROGRAMME

CHARTERED INSTITUTE OF TRANSPORT & LOGISTICS

Generally over many years the transport and logistics industry has suffered from a paucity of opportunities for academic support for improving the education of employees. In fact the wider logistics industry has, generally speaking, relied very much on on-the-job training where continual attendance at work has been mixed with short-term courses or plainly observing and listening during the operation. Despite this lack of formal training opportunities people in the industry tend to remain there – people may move around between employers but rarely leave the fold entirely.

Those who pass through this system emerge at the top as very much specialists in the operational sense and generally make very good managers of people. It is some of these people – now very senior members of the Institute - who are willing to freely give back some of their time to assist those further down the experience chain who could possibly benefit from an extra awareness (in both depth and width) of what the industry has to offer.

The Institute's mentor scheme now commencing is very open to its perception of the target market. Young people in the early stages of their careers can benefit just as well as someone who may be at the mid-point of their progress through the industry. A number of recognised industry leaders have been trained under the auspices of the New Zealand Institute of Management. Here they have been tutored that listening, empathy and encouragement are vital tools for assisting those seeking help. Mentors have been drawn from a number of industries – including government – and many of them have, somewhere in their careers, experienced the 'coal face' environment. Where decisions made, sometimes on-the-run, can have far reaching effects on the users of the services that they were presenting.

We are treating our clients – the individuals themselves – as protégés – in fact we see our people working in a confidential guidance culture that gives encouragement to the client and hope for an enriched future. Where wider horizons may open up and a deepened interest in their current work is forthcoming. Many of these mentors have 'been there' before and will recognise

the needs of the client and be enabled to advise him / her how they handled similar situations in the past.

What the mentoring scheme is not is a recruiting agency. Far from it. Invariably the protégé's employer will be paying the fees and will have recognised that this new avenue of assistance and advancement for their staff mentor is available with retention in mind. In these days of slimmed-down management structures hitherto in-house training practices have been dispensed with by many employers turning instead towards polytechnics, intra- industry courses and, where appropriate tertiary institutions. Many of these come at a high cost and the institute has pitched its pricing to reflect a cost-effective and easily measurable facility aimed at benefiting the employee and the employer.

Among some of the facets that will emerge for the protégé are gains to be made in communication and influencing skills, negotiation and leadership skills together with management and business skills for new leaders and managers.

At the end of the day it is hoped that protégés will emerge more confident in themselves. Inspired to achieve a higher degree of excellence. Cognitive that there are often multi-choice ways of approaching the job. And with the vision to address personal future needs in an enlightened and understanding manner.

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