



The 5 metrics to track in your workplace mentoring program

There are over a dozen metrics to track in a mentoring program. We clarify which to prioritize.

Introduction

Management guru Peter Drucker famously said, “If you can't measure it, you can't manage it.” It's cliché now, but it rings true for mentoring programs. And the honest truth is that most mentoring programs only track how many employees participate and who's paired with whom.

In fact, within the average mentoring program, we've seen a set-it-and-forget-it mentality. The priority is making sure the matching process goes well, but once it's done, books are closed, and the program is left to see itself through.

Our goal is not to let you have an average mentoring program.

We want you to have a wildly successful program that drives meaningful change across your organization. We want every employee to find a mentor that will support them, grow their confidence, and propel their career.

This e-book will give you the insights you need to build an impactful mentorship program. We'll outline the five broad categories of measurements for your program, and within each category, we'll list several more metrics that get more granular.

These metrics will reveal what's working and what needs to change. The final outcome will be a resilient and long-lasting mentorship program.

Ready to learn over a dozen different metrics to track in your workplace mentoring program?

Let's dive in!

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Why all successful mentorship programs have the infrastructure to measure success

As mentioned in the introduction, if you want to run a successful mentorship program you need insight into how the program is performing. The most impactful programs we've seen on the Together Platform are run by program admins that keep their finger on the pulse weekly.

Tiffany Futch from the Center for Learning and Performance at First Horizon has run their mentorship program for over 4 years. Throughout they've had above-average engagement in the program. We asked her what she does to maintain such high engagement levels and ensure that everyone's invested in a mentorship program. She shared:

“

If there is a 1 or a 2 [session rating], I call them and simply ask, 'Hey, I'm just checking the platform, and I saw you put in a 1-star for your mentor. Tell me what's going on.' And every single time, they say, 'I can't believe anyone reads that.'” -Tiffany Futch during our Mentorship Program Admins Share Best Practices

This is a simple yet powerful best practice. If you don't have the infrastructure to measure your program, you won't be able to check in as quickly as Tiffany does.

In short, to be a successful mentorship program manager, you need continuous feedback on your program that you check weekly, not just at the start and end of the program.

Now, what metrics do you need to measure? In the next section, we'll outline the high-level metrics and then dive deeper into each.

An overview of the key metrics to measure

The high-level metrics to keep on top of in your mentorship program are:

1. The number of participants in your program.
2. The number of paired and unpaired participants.
3. How many sessions have been completed.
4. The average feedback scores from mentors and mentees.
- 5.

Whether you run a mentorship program through spreadsheets or mentorship software like Together, you should have the infrastructure in place to collect this data. Without it, you will have very little idea of how mentoring relationships progress.

The above metrics are table stakes. There are also other metrics to track. For simplicity, on the Together Platform, we organize each program's default reporting dashboard under five sections:

1. High-level overview of the program (the metrics you check weekly)
2. Registration metrics.
3. Pairing metrics.
4. Mentoring session metrics.
5. Skill and goal progress reports.

We unpack each of these categories below.



Registration metrics

What are registration metrics?

Registration metrics are the metrics you need to monitor after you launch your program and begin promoting it to employees.

Within Together's reporting dashboard, we track the following metrics:

1. How many participants are in the program
2. Registration over time
3. Mentor capacity (the total number of mentees all mentors can take on; some mentors can take on more than one mentee.)
4. Profile breakdown (an overview of the registration questions participants answered)

Why are registration metrics important?

The first three metrics provide a snapshot of your program. For example, if you have more mentees than mentor capacity, you have a problem. You need more mentors in your program to take on those mentees, or you need your existing mentors to take on more mentees.

The last metric, profile breakdown, is more granular. With it, you can see how many mentors and mentees answered certain registration questions. For example, you can see how many men or women join, how many belong to a specific diversity group, how many are managers versus individual contributors, and more.

Digging into this metric takes more time but reveals the makeup of your program.



Pairing metrics

What are pairing metrics?

Pairing metrics reveal how your matching process is progressing and provides rolling updates on session feedback. These metrics are important to follow to make sure everyone finds a relevant mentor or mentee. The pairing metrics are:

1. Active, pending, and past pairings.
2. Percent of participants paired.
3. Pairing requests.
4. Pairing over time.
5. Pair ratings.
6. Pairing combinations.

Why are pairing metrics important?

Whether your program is manual or runs through software, you should prioritize managing these metrics. If you don't, you run the risk of leaving mentees without a match, or worse, a mentor and mentee match that isn't relevant.



Mentoring session metrics

What are mentoring session metrics?

Session metrics are the reference points for how mentoring relationships are progressing in your program. The below metrics help admins keep their finger on the pulse of the program:

1. Completed and scheduled sessions.
2. Ratings on each session.
3. Total hours spent mentoring.
4. Qualitative feedback from mentors and mentees.

A great practice to adopt when designing your program is to have mentors and mentees complete a quick feedback form after each session. If you check these metrics on a weekly basis, you'll catch many issues early.

Why are session metrics important?

We mentioned in the introduction that you can't set it and forget it when running a mentorship program. You need to check in with your mentoring relationships and make sure no issues have arisen.

Often, in mentoring programs that flounder, it's because a lot of mentors and mentees met once, didn't kick it off and then deprioritized future meetings. The program managers don't check in with them, and they only find out at the end of the program that that relationship never took off.

Unfortunately, this happens, but it's avoidable.

In short, don't underestimate these session metrics.





Skill and goal progress reports

What are skill and goal progress reports?

When you start your mentoring program, you should ask mentors and mentees what skills they want to develop and what goals they want to achieve.

Then, at the end of the program, follow up with mentors and mentees, asking them for a progress report on their skills and goals. Did they reach those goals or develop those skills?

The Together Platform automatically tracks these metrics:

1. Top areas of expertise among mentors.
2. Top areas for development among mentees.
3. Comparing mentor expertise with mentee area of the development gap.
4. Self-assessments on goals and skills before and after the program.

Why are skill and goal progress reports important?

These metrics are great to track and include in any reporting you do at the end of the program. It's great to show that a large percentage of mentors and mentees developed the skills and reached the goals they set for themselves at the onset of the program.

Likewise, the third metric above reveals if you have an imbalance between what mentors have to offer and what mentees want. For example, if many mentees want to learn about a specific hard skill, like learning a development language, and mentors don't have those skills, that's not good.

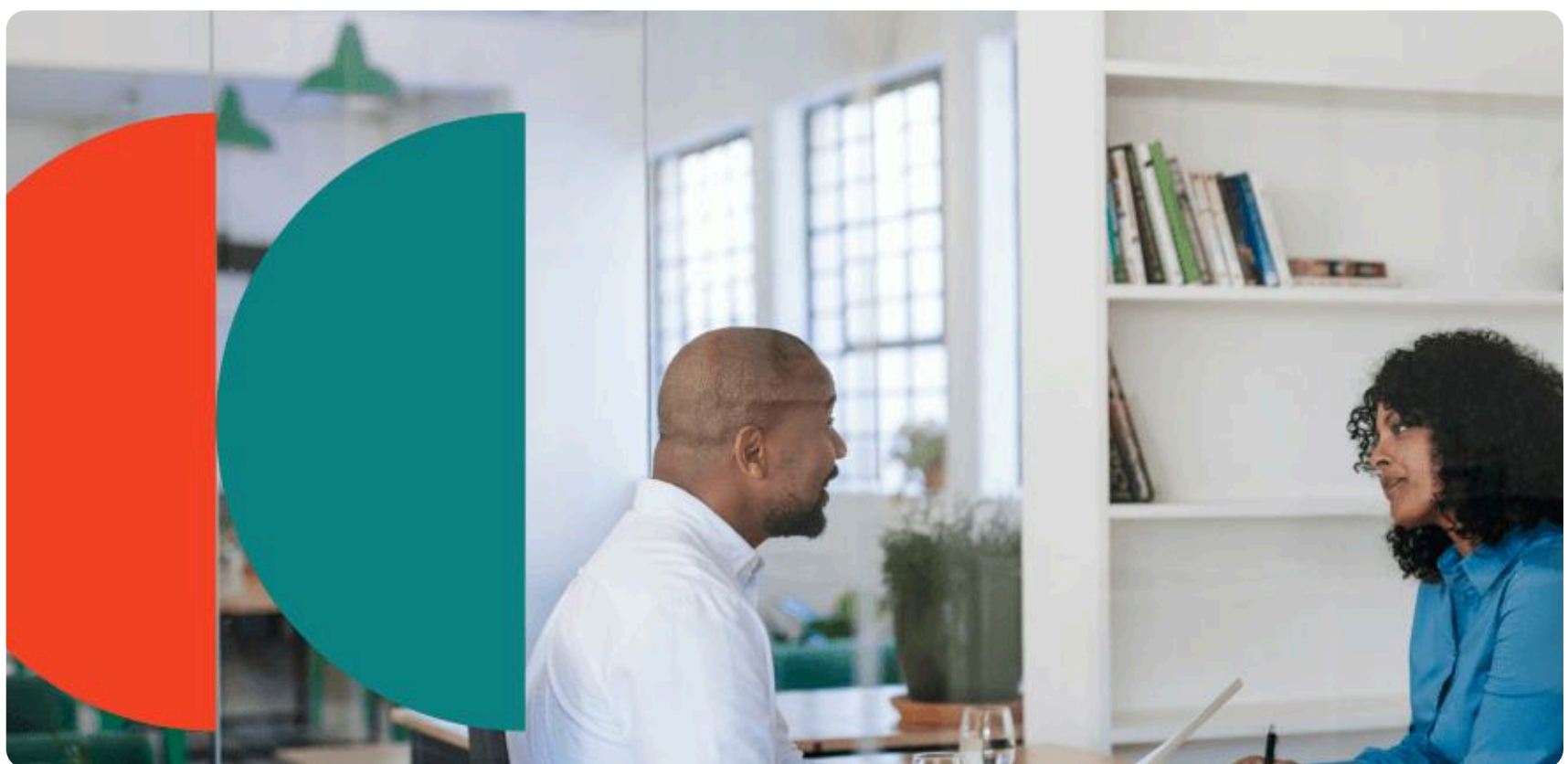
With this information, you should either set expectations with mentees or seek out more mentors with those skills.

What are the most important metrics to track?

In a recent [webinar](#), the Together team brought on mentorship program experts that have collectively run over 100 programs. One of the panelists admits that many program administrators are not inherently data people.

Because of this, it can seem daunting to track all these metrics. Thankfully, we have a couple of solutions.

1. For starters, **the Together Platform automatically tracks all of these metrics**. So we do much of the work for you. The platform handles the heavy lifting so you can dig into the data and pull out insights.
2. **Another solution is to determine the core metrics pertinent to your organization's goals**. Do you want to increase engagement? Run engagement surveys at the beginning and end of the program. Is it retention? Get a benchmark before launching the program and remeasure after. If there are too many metrics to track, narrow down what you track to the 3-5 metrics that align with whatever your North Star is.



About Together

Together is a mentorship platform that empowers organizations to accelerate their employee development. We make it easy to manage large-scale mentoring programs, handling registration, pairing, mentoring relationship development, and reporting.

Together's platform includes session agendas, templates, and resources that make it easy to get your mentoring program up and running quickly. Likewise, our web-based platform integrates with existing email and calendar systems.

Whether 1-on-1, group, or peer mentoring, we enable organizations to find every employee a relevant person to learn from.

Some of our customers include

Teladoc
HEALTH

Kellogg's

 **randstad**

 **Discovery**

 **HEINEKEN**

 **NEW YORK LIFE**
FOUNDATION

Want to see how we can help you
bring your mentorship program to life?

[Book Demo](#)

Expert advice for starting your mentoring program

Our hope is that this E-book provides you with more insights and understanding of how you can measure your mentoring program. Our goal is to provide the most relevant and helpful information on running mentoring programs.

To continue learning, get inspiration from the webinars, customer panels, and content below.

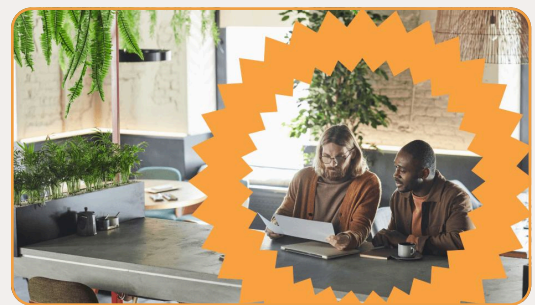
Get inspiration our webinars, customer panels, and content below



[Best practices for running a mentorship program](#)



[How to measure, track and evaluate your mentoring program \[with examples\]](#)



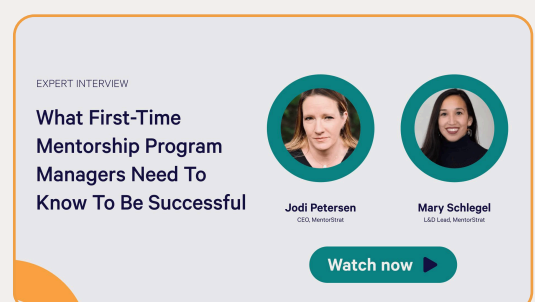
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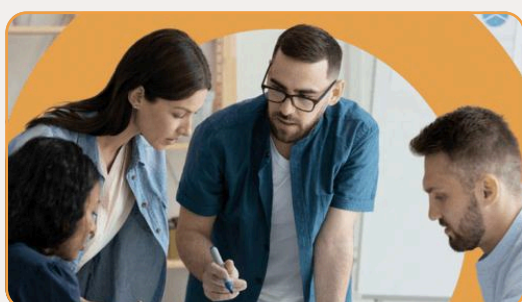
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