



IGNITING A MENTORING CULTURE



Based in Dublin, Ohio



50,000 employees in 46 countries



Top 25 on the Fortune 500



MentorcliQ client since 2014

Cardinal Health is a multinational healthcare services company who uses mentoring as a key element to their global talent management strategy.

Cardinal Health believes that many learning elements are unique to each individual and championing a mentoring program provides support to their people in a customized, tailored way. Through mentoring the organization can help an individual with specific needs to develop their capability

and capacity as an employee to deliver on strategic business objectives.

As a result of amplifying their mentoring initiatives Cardinal Health has successfully built a strong inclusive culture where their employees can grow personally and professionally while enjoying their work and making meaningful contributions within the organization.

Program Results Quick Facts:

2.5k

PARTICIPANTS

97%

PARTICIPANT SATISFACTION

20+

PROGRAMS GLOBALLY

Award Winning:



ATD Excellence in Practice



Excellence In Leadership Development: Best Advance in Coaching and Mentoring

Featured In:



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Igniting a Mentoring Culture



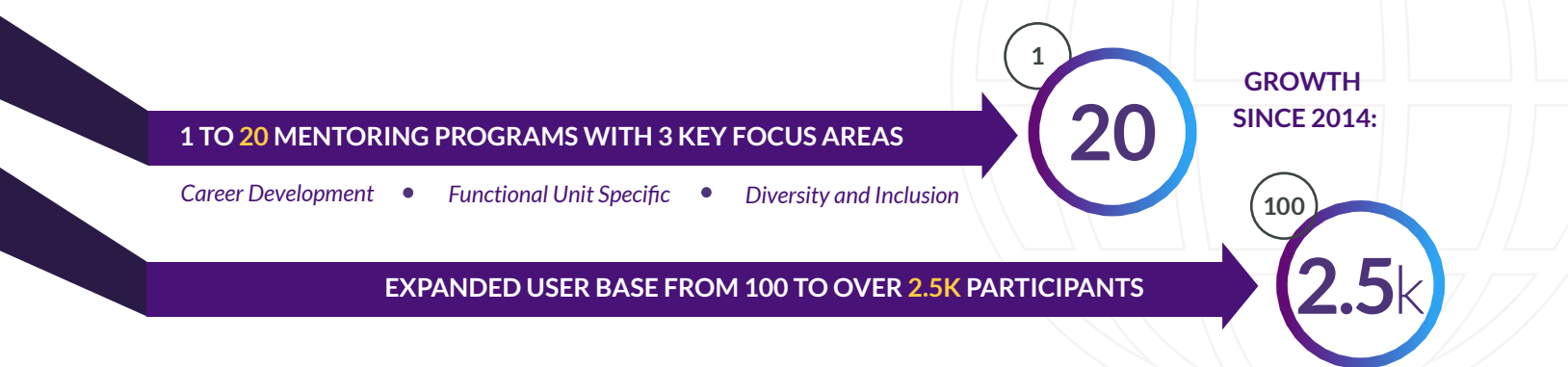
SUSAN MOSS
Sr. Leadership Development

In 2014, Susan Moss was a program manager in the leadership development arm of Cardinal Health. She asked MentorcliQ to help her establish a mentoring framework to support Cardinal Health's growing business. The first use of that framework was a leadership development program with a complex setup to test methodology and identify ways to measure program success.

and engagement, which Cardinal Health translated to cost savings for the business. One indication of Cardinal Health's excitement with the results of the first program? In 2015, Susan launched 9 enterprise wide programs spanning topics in career development (leadership and succession planning), specific functions within business segments (finance and sales), and vital HR topics (diversity and inclusion.)

From there, the mentoring at Cardinal Health grew from 500 participants with 3,000 hours of mentoring time in 2015 to 1,000 participants with 9,000 mentoring hours in 2016 to an incredible 2,500 participants with 38,000 mentoring hours in 2019. Even more exciting? Susan was able to globalize Cardinal Health's mentoring initiative across the US, Canada,

According to Susan, the initial participants - 27 groups of 5-6 participants in each group - showed increased retention



Mexico, Caribbean, and Asia Pacific regions. In order to evaluate success and leverage results to support expansion Susan focused on activity (measured by the number of hours, focus areas, and milestones), outcomes (measured by engagement, development, and retention), and overall participant satisfaction.

Company Wide Mentoring Initiative

- Goal -

To amplify Cardinal Health's mentoring culture by making the program accessible to employees across business units worldwide.

- This program helped scale engagement and ignited other programs across the organization.



Activity

Outcome

Satisfaction



While the quantitative outcomes support the business case for mentoring, employee satisfaction is just as important of a measurement. Since inception the program has expanded primarily through word of mouth and demand from employees which has helped build Cardinal Health's strong mentoring culture.

One secret to having high participant engagement and satisfaction? Susan tasked each mentor with connecting their mentee to at least three new contacts who can help support the mentee's development. In return, mentees are encouraged to thank mentors through the corporate recognition program, which is another way Cardinal Health can gauge the impact of their efforts.



“ Cardinal Health employees are often most interested in career management, leadership development, and business acumen. MentorcliQ helped us to identify and address each of those learning areas. ”

-SUSAN MOSS
Sr. Leadership Development



Success **Story**

I have definitely enjoyed the opportunity to be a mentor. The Mentorship Program provided not only a great leadership opportunity, but also a great learning experience as well. Despite being in similar fields, my mentee and I came from very different educational backgrounds -- so it was very interesting learning about how she's using her medical and engineering experience to make an impact in her role. I also enjoyed our discussions about career advancement and interviewing tips. With my background in business, I was able to provide valuable insights for the EMERGE interview process and provide resume tips as well. Overall, I greatly enjoyed the experience of being a mentor and would recommend it to a colleague.

Tips From the Program Sponsor

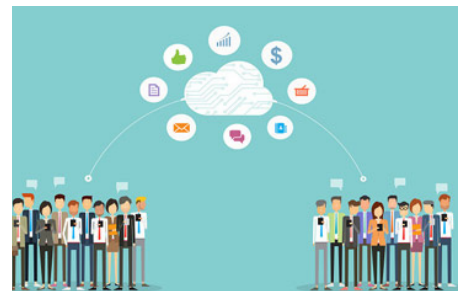
- 1 Have a team of leaders to help ensure program success; senior leaders as program sponsors, as well as individuals to fill program manager and coordinator roles.
- 2 Choose a format that fits your culture. The majority of our programs are 1:1 with the exception of a few programs which uses a peer mentoring group format.
- 3 Have a structured framework around how participant qualification to be in the program, program length, as well as frequency which mentoring pairs meet.
- 4 Have specific goals set for the program that will meet your business objective. All successful programs have measurable goals.
- 5 Match participants with criteria that fits your culture. Our participants matched on business acumen, career management, leadership development, personal effectiveness, and organizational savvy.
- 6 Ensure participants are equipped with the resources to have an effective relationship by providing a robust resource library, training modules, framework around check-ins and communication, and a structured mentoring agreement.



CardinalHealth



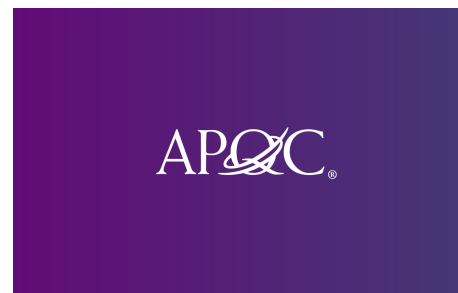
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