



Diversity Works
for London

Women in London's Economy (WiLE) case study



Jones Lang LaSalle - Mentoring programme



Jones Lang LaSalle is one of the leading global real estate adviser and money management firms with more than 160 offices worldwide.

Rationale

One of Jones Lang LaSalle's business objectives is to increase the number of women it employs at all levels, and the number working in the property industry as a whole. Research within the company revealed that mentoring relationships could help attract and retain female staff, and enable them to achieve career progression.

The approach

Jones Lang LaSalle's internal mentoring programme is open to all employees. People at different stages of their career are paired into mentoring relationships for the benefit of the business and the individual.

Suitable mentors from within the company receive training to give them the knowledge and skills they need for effective mentoring and coaching.

Employees interested in having a mentor talk to HR about the programme and their motivation for applying. They are then given the details of a suitable mentor and are asked to say if they feel the person is appropriate. A handbook gives each party guidance on the initial meeting, the ongoing mentoring relationship, and what steps to take if it is taking a while to establish a balanced and trusting relationship.

Impact

The mentoring programme is not formally evaluated, yet it is evident that mentoring relationships - both long-standing and newly-established - are integral to the career development of male and female employees.

"I would absolutely recommend the mentoring process to anyone. It is a really useful way to identify career opportunities, increase your confidence and broaden your horizons... As women, we often tend not to go for things unless we are entirely sure that we are ready for

them, but my mentor flags when he thinks I'm ready to do something new. He encourages me in an objective way and gives me really useful feedback."

Shelly Frost, National Director, Corporate Consulting

"I definitely feel that there are great benefits for the mentor as well as the mentoree... It has allowed me to enhance my own skills in coaching and listening as well as help me understand how others may view me... I would encourage a mentoring relationship for women at a lot of different levels, especially for graduates entering the industry - which can be a daunting time."

Lillian Chandler, National Director and mentor