

MICHAEL DONOVAN



THE ART
OF THE
BUSINESS - **MENTOR**

Executive/Business-Mentors Handbook
(Self-instructing Training Edition)

Techniques, skills and observations assembled by

MICHAEL DONOVAN



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Credits and Acknowledgements

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Quotes and concepts from articles published in -

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If we have missed an author, then we apologise and are happy to add you to the list at any time. Please contact us at - michael-donovan@bigpond.com

The authors credentials . . .

Even though retired, Michael Donovan is considered to be among the top 100 ‘influencers’ in the Queensland, Sunshine Coast business arena and community¹. Historically, businesses he has worked in have won awards in categories such as the Top 10 Cool Company Awards (Mentoring); a Telstra | Australian Financial Review *Best Use of eCommerce in Achieving Business Goals (Tourism)* and an NSW Productivity Improvement Award (Worker Co-operatives).

Michael is a Graduate of the New South Wales Enterprise Workshop in Innovation and Entrepreneurship, some years later becoming Chairman of Judges. Michael gained certification in ‘Eco-tourism Planning and Management’ at George Washington University, School of Business and Management Studies, Washington DC. And, accreditation in *World Competitive Service Certification* by the Australian Institute of Management Consultants & AusIndustry.

With an initial career of some 25 years in international arts, entertainment and cinema followed by a similar period in government service, project planning and execution, tourism and the environment², Michael’s business status was recognised by membership as a Fellow of the Australian Institute of Management (AIM) and the Australian Institute of Company Directors (AICD). The AICD also awarding him an Order of Merit in the Company Directors Course (CDC). Michael eventually lectured modules in the CDC for several years as well as being a sectional contributing editor.

He has worked on a huge range of projects domestically, notably as Exec Producer of the NSW Bicentennial Arts and Entertainment Program and internationally including under UN Agenda 21, Ramsar and UNESCO Man and Biosphere.

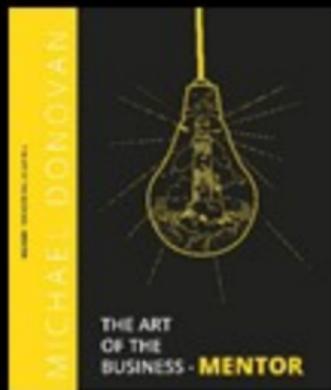
He became a professional mentor in 2000 with personal clients in and around the ‘C’ suites of top Australian corporations covering aviation, finance and banking, manufacturing, mining, professional services and government. Michael was lead mentor to clients of the Melbourne Business School Mt Eliza; Black Swan International; Fortune 100 and he

¹ Courier Mail ‘Top 100’ 2018

² His story is told in an autobiography titled *‘Just Famous Enough not to be Noticed’*

set-up the mentor bank for the Australian Institute of Company Directors. His own mentoring firm was exclusively populated with former leading CEOs who were trained using this handbook.

The Art of the Business-Mentor gathers the best lessons from successful (and failures) business lifetimes tackling big challenges, winning some and losing many. The content references the best international practice modified for Australia. It is simply put, easy to read and full of techniques to be applied immediately. The handbook was previously only available to training course participants but, with mentoring being widely applied in Australia, it is now published for general application.



"I was required to establish a mentoring program for our 15,000 members, at the Australian Institute of Company Directors, I immediately turned to Michael who had many years' experience in mentoring at the required directorial level. He was the ideal person to partner with the AICD to structure and implement *Mentor Connect*, a program requested by our members."

***Pauline Green – Former
GM States and Marketing, AICD***

Sandy Bolton MP

Member for Noosa



Life long learning, curiosity and dedication to sharing skills and knowledge is a vocation for this author, Michael Donovan. This handbook exemplifies his contribution to the improvement of technique and know-how in business-mentoring.

The handbook has been refined after use with some 600 executives and business owners nationwide. In my own electorate of Noosa in Queensland, the highly regarded Business Mentors Noosa group have applied the lessons in this publication for several years, reporting excellent results.

The Art of the Business Mentor is an easy read and structured as a reference manual for that quick insight, suitable for those wanting to develop or improve their mentoring skill-sets; those responsible for in-house mentoring programs and formalised mentor service providers.

Enjoy the journey, and the mentoring!

The Hon. Sandy BOLTON MP
Independent Member for Noosa

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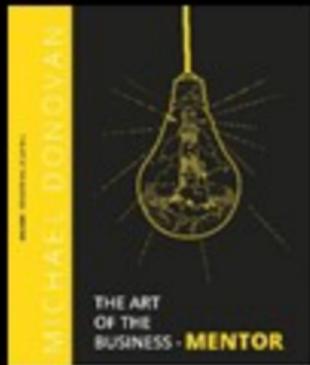
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**Babette
Bensoussan -
Life, Leadership
& Business
Coach, Director,
Author**

“Here is an easy to read guide for every mentor and mentee. Written by an expert mentor and highly successful executive. *The Art of the Business-Mentor* delivers everything one needs to know about mentoring - from its benefits, to the mentoring process itself, to the many techniques available to maximise a solid mentoring engagement.

This handbook provides all the best practice skills, insights and methodologies that a mentor and mentee can each bring - to deliver the best mentoring relationship possible. A must-read guide for anyone looking at mentoring either personally or for their organisation.”



It is an honour to provide this foreword to the Handbook – ***The Art of the Business Mentor***. Business Mentors Noosa (BMN) has been applying the learnings from Michael’s text for some years.

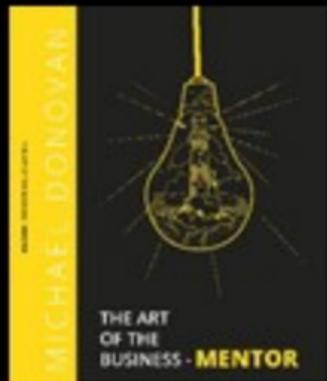
BMN has a policy of challenging our mentors to keep up-to-date with techniques and thinking around the skills of a mentor to business persons. The author, Michael Donovan, has worked with us, using this text, to provide the challenges to our processes under our constant improvement policy. His handbook is the only known Australian text of its type and is the outcome of over twenty years’ experience in what works well and, what to avoid while providing valuable insights into the ‘how’ of mentoring.

BMN regard ***The Art of the Business-Mentor*** as setting the standard for professional mentoring. We recommend it to professionals, teachers, corporations and individuals interested in the art itself.

A handwritten signature in black ink, appearing to read 'Julien Cahn', written in a cursive style.

Julien Cahn
President, Business Mentors Noosa

2019



“Over the past two decades, Mentor and Mentoring have become widely used yet seldom completely understood buzz words. This handbook *‘The Art of the Business Mentor’* succinctly outlines what mentoring is and isn’t and how to go about becoming not a good mentor but an excellent mentor. The handbook also offers extremely helpful leadership tips. In our opinion Mr Donovan’s book would make an excellent text for inclusion in any MBA program and should be on the desk of all CEO’s as a handy reference manual.”

**David Bell –
Business Mentors
Noosa**

Why having a copy of this handbook in your reference library is a good idea!

Who will it help?

- Professional mentors offering an experienced second-head to challenge conventional thinking and to foster curiosity about alternative ways of generating solutions.
- Executives managing difficult personalities and strong teams.
- Former business leaders wishing to guide the next wave of talent.
- Mentees who want to learn about good mentoring practice and process.
- Mentors who seek to refine skill-sets and explore or have available a wider variety of proven techniques and methodologies.

The Art of the Business-Mentor ... is an assembly of best-practice know-how from many sources brought together into one handy volume. It is a reference source for improvement, variation and customisation of style and craft.

The practical content has been applied to over 1,000 Australian business-leaders through formal training courses, lectures and application with hundreds of clients.

Why the lighthouse and bulb?

Across almost 20 years of practice, the symbol of a lighthouse with its strong dependable beam flashing in the dark, has represented a focal point for danger but safe passage, strength and dependability. Similar to the journey of a good mentoring relationship.

The bulb is enlightenment, that 'Wow' factor when the light of realisation flickers and suddenly comes on brightly in a conversation. It represents the recognised symbol for ideas - the Eureka Moment.

Together they are symbolic of the 'yin and yang' of a robust and beneficial mentoring relationship.

