

Partner Team Peer Mentoring Guide

30 Day Program



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Training Content Overview

Abstract	
Objectives	Participants will: <ul style="list-style-type: none"> • Have an overview of the RingCentral Peer Mentoring Program. • Understand the Mentor and Men-tee roles and responsibilities.
Key Point	<ul style="list-style-type: none"> • Enable new Partner team members
Audience	<ul style="list-style-type: none"> • Partner Team
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Mentoring Program Overview

Mentoring is a special partnership between two people based on commitment to the mentoring process, common goals, expectations, focus, and mutual trust and respect. Mentoring can also encompass activities that allow for transfer of knowledge and skills from one employee to others.

- Both the mentor and the men-tee give and grow during the mentoring process.
- The men-tee can learn valuable knowledge from the mentor's expertise and past mistakes. Competencies can be strengthened in specific areas.
- Men-tees will have the opportunity to establish valuable connections.
- The success of the mentoring program will depend on clearly defined roles and expectations.

Benefits of Peer Mentoring Program

Benefits of Mentoring for the Mentor:

- Renews enthusiasm for the role of expert
- Obtains a greater understanding of the barriers experienced at low levels of the organization
- Enhances skills in coaching, counseling, listening, and modeling
- Develops and practices a more personal style of leadership
- Demonstrates expertise and shares knowledge • Increases generational awareness

Benefits of Mentoring for the Men-tee:

- Gains sharper focus on what is needed to grow professionally
- Furthers development as a professional in a higher-level position
- Gains capacity to translate values and strategies into productive actions
- Complements ongoing formal study and/or training and development activities
- Gains career development opportunities • Gets assistance with ideas and honest feedback
- Demonstrates strengths and explores potential • Increases career networks and receives greater agency exposure
- Improves ability to express expectations, goals, and concerns • Receives knowledge of organizational culture

Mentor Responsibilities

- Meet with your men-tee once a week for 30 days
- Invite men-tee to at least partner meeting per week for 4 weeks
- Share lessons learned from you own experiences
- Be a resource and a sounding board
- Be willing to share your professional experiences and success
- Support and reinforce the channel and RC organization's mission, vision and goals
- Listen well an provide open. And candid feedback
- Offer encouragement through genuine positive reinforcement

Review checklist to ensure all the relevant topics are completed: <https://forms.gle/eHh2U7C9JBWFqnNM9>

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- (note: you must be logged into your RingCentral account to access).
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Men-tee Responsibilities

- Meet with your mentor each month once a week for a month
- Respect the mentor's time and resources
- Be proactive about contacting your mentor and scheduling meetings
- Commit to self- development
- Assume responsibility for acquiring or improving skills and knowledge
- Prepare for meetings and come with an agenda
- Be receptive to constructive criticism/feedback and ask for it
- Let the Mentoring Program Manager know as soon as possible if you are having a problem connecting with your mentor

Conclusion

Successful mentoring programs offer both structure and flexibility.

- Structure provides participants a mentoring workflow to follow and is critical to help participants achieve defined goals.
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- Flexibility is essential to support varying individual mentoring across specific goals, preferences, scheduling and learning styles.

Checklist

The RingCentral Peer Mentoring Program is a communication strategy outreach program as part of the Enablement on-boarding process. The objectives are through a variety of strategies including face-to-face meetings; focused training; operations; marketing articles on the Partner Portal website; as well as measures for success. This Peer mentoring program is a component provided as part of the overall on-boarding schedule to ensure program success. As part of a final step of the program, please complete this form and submit it to your leadership.

<https://forms.gle/4nNHuY8zNFmU1b5VA> (note: you must be logged into your RingCentral account to access).

Checklist Questions – use this form to track progress before completing and submitting the final Google form (Mentors)

Review the "Why RingCentral" deck

The "Why RingCentral" Deck provides partner managers with a tool to introduce RingCentral to their partners.

- What information was covered during the review of the "Why RingCentral" deck?
- Review of metrics and leadership
- The importance of third-party validation

Partner Manager Playbook

- Zane's Vision
- Channel Overview and Principles
- Portfolio Planning
- Dashboard & Reporting
- Plan Execution
- Influencing & Managing Partners
- Partner selection
- Planning and Execution

Salesforce Components

- How to create a lead - what are the steps?
- How to create a partner contact - What are the steps?
- Strategy meeting process

Commissions

- The different types of partner contracts
- Only partners with direct contact with RingCentral and internal channel sales team are allowed to email partnercommissions@ringcentral.com
- Cost recovery fees, E911 fees, hardware services and Pro Serv are not eligible for partner commissions
- Active sub-agents are not eligible for the Direct Partner Contract (check SFDC prior to submitting direct contract requests)

Partner Webinars

- Conduct and include mentee in at least one partner webinar a week. Provide details on the checklist of at least one of these.

Complete the following data refresher information – ROE and BI

- Definition of a qualified lead and how to build a common understanding of these requirements with a partner.
- The importance of properly registering leads prior to the customer engaging the Direct team.
- Strategy Meeting process, and the differences between Mid-market and MAJ/ENT strategy meetings
- Top Partner sheet review and best practices

Complete the Strategic Account Manager Specific Tasks (if applicable)

- Put together a solid presentation that can be used for National Partner Training (hint: work from the “Why RingCentral deck”)
- Understand the process for requesting MDF and Swag
- Understand the requirements for event execution – i.e. who handles what, what is needed for a list, and how to request a list that is tagged by Ops.

Complete the following Marketing an Events tasks – marketing is a key activity in engaging your partners. Understanding processes makes it simple and effective. Be creative!!

- Review and understand the requirements and process for requesting MDF
- Review and understand the process for requesting swag
- Review and understand the requirements for event execution - i.e. roles & responsibilities, list requirements and event guidelines

Complete the partner Manager information

- ***Your Email Address (mentor)***
- ***Leaderships. email***

Notes

Notes

Notes

Document Tracking

The following chart is used to log all changes made to this document.

Version	Date of edit	Who made edit	Description of edit
V3	05/05/20	Renee Mann	Changed title of program