



JAMS Panelist Mentor Program

Purpose

- To perpetuate the supportive mentoring and sponsorship culture within the company.
- Mentoring refers to a relationship where a panelist with longer JAMS tenure works with a developing panelist to offer guidance. Each new panelist is assigned a mentor.
- Sponsorship is a deeper relationship where the mentor also offers assistance in acquiring business.

Results of a Successful Initiative

- Infusion of JAMS culture into the on-boarding process
- Increase in new panelist's support and comfort level
- Maximize speed of ramp up, if possible
- Enhanced panelist skills
- Recruiting advantage over providers that do not have a mentoring culture and program
- Transition of clients from panelists who are retiring or cutting back to other JAMS panelists
- Internal recognition for successful sponsorship efforts

Action

- Determine existing panelists who can benefit from a focused mentor relationship
- Develop a list of willing and qualified mentors
- Consider assignment of neutrals who are retiring or cutting back as mentors
- Establish guidelines for mentoring to align expectations of the program
- Establish a system to track mentoring activity
- Communicate internally to recognize successful mentoring efforts