Consuting Academy

Digital Campus

BE ESSENTIAL. Accelerate your professional growth with the Consulting Academy program

Explore more

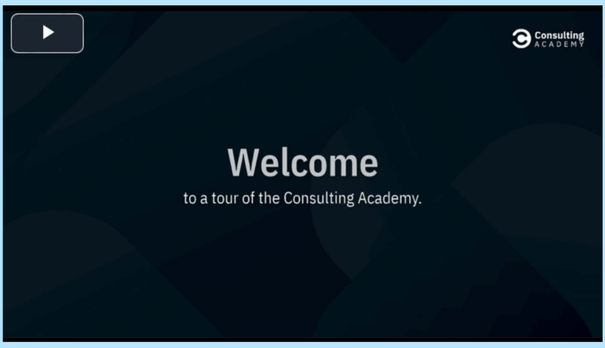
01 Overview | 02 FAQ | 03 Calendar

Welcome to Consultant Academy's

Digital Campus

Join us at Digital Campus to gain new skills needed to adapt and evolve. Explore new ways of working and learn how to stabilize and protect your organization. Enhance IT resiliency, ensure business continuity and most importantly, stay connected.

Let's get thinking.



Frequently Asked Questions

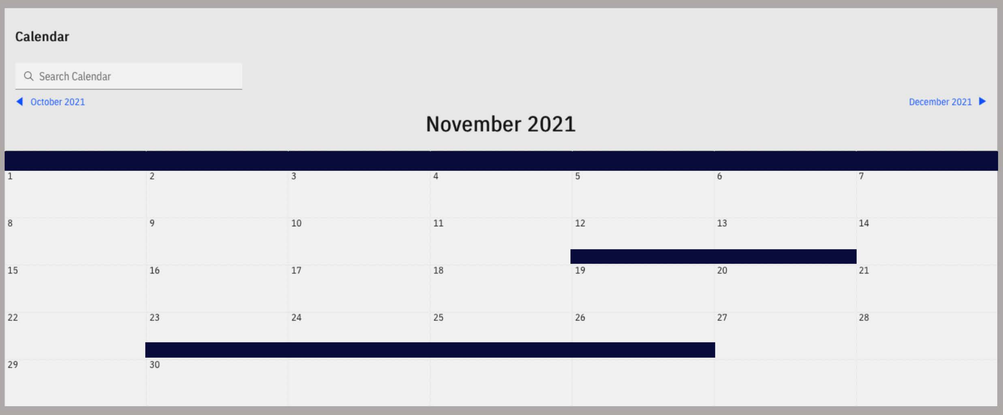
FAQs | Resources Tab 1

Search Frequently Asked Questions

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5

Sessions

Dates highlighted in green have available Campus events. Where the date is grey-blue it includes an event you have enrolled for. Mouse/Hover over a date to see what events are on that date.



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Get Support

Here is the list of geo-based slack channels where you can reach out for help regarding completion status or other general queries regarding the Consulting Academy. In case your query is not resolved, then please reach out to the L&K and CIC geo focals listed here for further help.

slack

Download List of Slack Channels per geo

Geo		Slack Channel Name
CIC-MEA	BAND 7	cic-mea-b7b-consulting-academy-2022-track1
	BAND 8	cic-mea-b8-consulting-academy-2022-track1
CIC-CEE	BAND 7	b7_track1_consulting_academy_cee
	BAND 8	b8_track1_consulting_academy
CIC-PH	BAND 7	consulting-academy-digital-campus-b7
	BAND 8	consulting-academy-digital-campus-b8
CIC-IN	BAND 7	b7_track1_consulting_academy
	BAND 8	b8_track1_consulting_academy
LA and CIC-LA (BR, MX & SSA)	BAND 7	#b7-brazil-june2022
		b7-brazil-march2022
		#b7-mex-ssa-may2022
		#b7-mexico-march2022
	BAND 8	#b8-bra-june-2022
		#b8-mex-ssa-june2022
NA& CIC NA	BAND 7	b7_ca_q1cohort_2022
	BAND 8	b8_ca_q1cohort_2022
EMEA	BAND 7	#b7-2022-04-2
	BAND 8	#b8-2022-04-04
		b8-2022-05-16>
APAC	BAND 7/8	apac-ca-managing-consultants-track1

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Learning Pathway

In the Consulting Academy Digital Campus, you can complete your customized learning journey without hampering your client commitments. Initially this learning pathway will provide access to the two tracks that are available – Tracks 1 and 2.

Eventually there will be four tracks available in the program. Each track must be completed before proceeding to the next one. Detail about each track can be found in the Program Tracks section below.

Start your journey today.

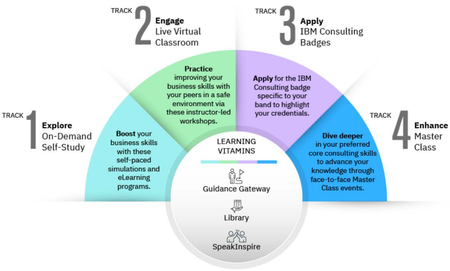
01 Experienced Level Program | 02 Available Program Tracks | 03 Upcoming Programs

Experienced Level Program

Welcome to Consulting Academy. The goal of this program is to provide you with an opportunity to practice and grow your skill set so you may excel as a Band 7, whilst also developing behaviours required for success at the next level.

The program drives skill progression in four major themes (Sales, Delivery, Consulting, and Leadership), with the goals of increasing or augmenting your personal impact on the business through personal eminence, collaborative value creation, a culture of delivery, and successful leadership behaviours.

Through inviting you to this program, IBM recognizes your potential and is making a significant investment in your development. As you go through the program, we encourage you to be open to change, invest in yourself, and be willing to take steps to move to the next level of your career.



IBM Consulting Academy Tracks

The revamped structure of IBM Consulting Academy consists of four (4) program tracks to be completed in succession but designed for utmost flexibility in terms of learner autonomy and completion timeline.

Your consulting journey starts upon entering the campus, where you will be acquainted with the timetable for each track upon its release, allowing you to complete the learning requirements while still managing your client engagements.

Available Program Tracks

Foundational - Track 1

You will need to complete all learning diagnostic simulations. Your performance will determine what additional learning you will need to take. Let's get started with the first simulation - Problem Solving.

Start

Foundational - Track 2

The second level in the Digital Campus is Track 2. At this level, you go through a series of Live Virtual Classroom events to practice the skillsets you have acquired in Track 1.

Start

Foundational - Track 3

The second level in the Digital Campus is Track 2. At this level, you go through a series of Live Virtual Classroom events to practice the skillsets you have acquired in Track 1.

Start

Upcoming Programs

Eventually, there will be four tracks available in the program. Each track must be completed before proceeding to the next. Details about each track can be found in the Program Tracks section below.

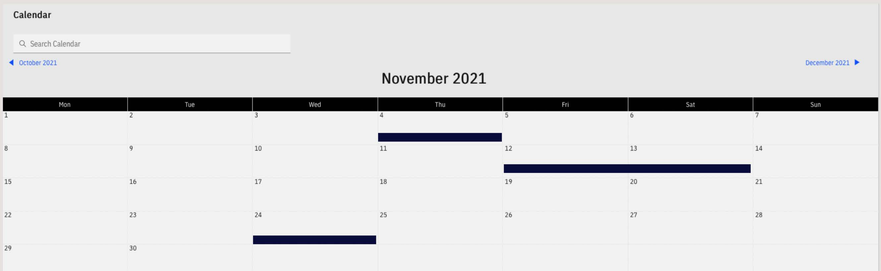
track IV

Track 4

Learners will attend a live Masterclass after achieving Tracks 1–3 and the Business Services Badge. Additional Geo requirements may apply.

Consulting ACADEMY

Calendar



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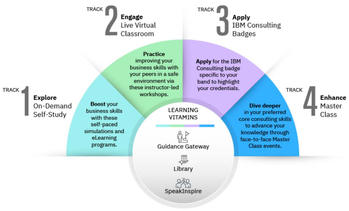
Track 1

Classes are available as on demand sessions or live workshops taking place in a virtual workshop environment. Live sessions may be standalone or a series spread across a few days in the same week and involve significant creative work by participants. The schedules are updated regularly - please check back here for new opportunities.

Experienced Level Program



Your consulting journey starts with a combination of asynchronous self-study modules. Apart from the online modules, you'll be immersed into full video learning simulations to blend learning with real-life scenarios, which will be crucial in closing skill gaps. For Track 1, you'll start with a series of immersive diagnostic learning simulations where your skillset, behaviors, and competence will be put to the test. This provides the most effective mix of assessment, knowledge and practice training content on an individual basis. Upon completing a simulation, your journey will split into two paths depending on your own capabilities.

Providing you demonstrate the required capabilities for the diagnostics simulations, you'll be given a passing mark and may move on to the next. If all simulations have been passed, you'll then advance to Track 2 of your Consulting Academy journey.

For any areas you do not pass out from, the platform will present recommended learning modules to support the skills gap encountered in the simulation. You'll then be reassessed through developmental learning simulations until enough capability has been demonstrated to advance to the next phase.

It is recommended that you complete Track 1 within three (3) months upon entering the Digital Campus. At the end of this phase, you should be equipped with new skills while honing existing ones in preparation for the live virtual sessions under Track 2.

Roadmap

Problem Solving

Problem Solving SIM

In this diagnostic simulation, you will be assisting two consultants as they begin work on a project for a new IBM client in the Human Resources space.

Start

Introduction Assessment

Complete Problem Solving first. Passing the simulation will mark this Card completed; a failing score will open required courses for review.

This Catalog is not Available for you

The Data Gathering Stage Assessment

Complete Problem Solving first. Passing the simulation will mark this Card completed; a failing score will open required courses for review.

This Catalog is not Available for you

Delivering with Excellence

Delivering with Excellence SIM

In this diagnostic simulation, you'll be meeting with your team to discuss the fundamental principles of Consultative Selling, maintaining a growth mindset, and making sure you Execute it Right.

Start

Consultative Selling Assessment

Complete Delivering with Excellence first. Passing the simulation will mark this Card completed; a failing score will open required courses for ...

This Catalog is not Available for you

Execute it Right Assessment

Complete Delivering with Excellence first. Passing the simulation will mark this Card completed; a failing score will open required courses for...

This Catalog is not Available for you

Leadership

Leadership SIM

In this diagnostic simulation, you will help you're a peer as she requires coaching on some of the key concepts that relate to leadership ...

Start

IBM Growth Framework Assessment

Complete Leadership first. Passing the simulation will mark this Card completed; a failing score will open required courses for review.

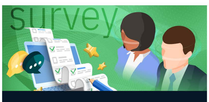
This Catalog is not Available for you

Feedback Assessment

Complete Leadership first. Passing the simulation will mark this Card completed; a failing score will open required courses for review.

This Catalog is not Available for you

Foundational - Track 1 Survey



Foundational - Track 1 Survey

Optional

Please take the Track 1 survey to share your feedback and help us improve the overall learning experience.

Start

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Track 2

In the Consulting Academy Digital Campus, you can complete your customized learning journey without hampering your client commitments. Initially this learning pathway will provide access to the two tracks that are available – Tracks 1 and 2.

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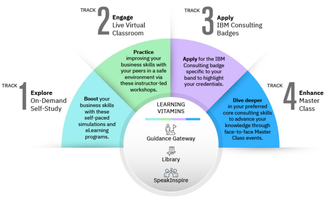
Start your journey today.

Foundational Track 2



The second level in the Digital Campus is Track 2. At this level, you go through a series of Live Virtual Classroom events to practice the skillsets you have acquired in Track 1. Delivered in a workshop mode, this program is designed to help you grow and strengthen a consultative mindset.

Each live event has a maximum duration of four (4) hours. The live virtual events will provide you an opportunity to collaborate with your peers and our Dedicated Instructors. There are five (5) bundles for Track 2 –Communication, Presentation, Collaboration, Leadership, and Client Value. You will have to complete one (1) course from each bundle.

It is recommended that you complete Track 2 within four (4) months of completing Track 1

Roadmap

Communication: Emotional Intelligence At Work

0%

★★★★☆ (3) Required

Emotional Intelligence (EI) is the capability to identify, manage, evaluate, and understand our own emotions and the people around us. It is essential for better client and team communication. This workshop will enable you to exercise your EI skill to communicate, read emotions, navigate through challenging situations and conflicts, and apply behaviors to move to a higher Emotional Intelligence.

Enroll

Leadership Sharing and Receiving Feedback

100%

★★★☆☆ (6) Required

Preview concepts and materials that will be informative and help you progress through the learning.

View Participant Hub

Giving and receiving candid feedback is one of the most important behaviors you can adopt to fuel our culture of growth. This workshop provides you an opportunity to practice both giving and receiving feedback in real-life scenarios that closely resemble the work environment.

Enroll

Review content and download assets from the CA Participant Hub

Client Value: Gathering Client Requirements Effectively

0%

★★★★★ (3) Required

Gathering requirements is one of the most important behaviors that consultants can adopt to capture what our clients trulywant when they reach out to us to solve their business problemsThis workshop provides them an opportunity to practice how to planfor client conversations and demonstratebehaviors needed to gather requirements effectivelythrough a real-life scenariothat closely resembles the work environment

Enroll

Collaboration: How to Build Trust and Credibility

100%

★★★☆☆ (6) Required

One of the crucial emotional triggers that drive employee engagement is trust. It is the cornerstone of healthy working relationships and building and maintaining trust and credibility is essential for collaboration. Designed for the Foundation-level practitioners, the primary goal of this workshop is to help the practitioners apply the trust behaviors, and spot and adopt actions to defuse mistrust and restore lost trust and credibility.

Enroll

Presentation: Writing for Impact

0%

★★★★★ (3) Required

The primary goal of this module is to enable the participants to leverage the concepts and techniques taught in Consulting Academy Track 1 self-paced learning and apply them in the 3–4 hours virtual workshop to create presentation structures that influences the audience to drive business success. The LVC workshop's goal is to provide multiple practice opportunities. These sessions allow participants to apply their prior knowledge and extend their learnings, retain relevancy, and focus to achieve their learning goals.

Enroll

Review content and download assets from the CA Participant Hub

Recieve your Business Services Co-Creation Badge

0%

IBM Consulting Business Services Co-Creation badge is about excelling in core professional and enterprise skills essential to engage above expectations with IBM clients. It embodies superior project execution and professional skills that promote accountability in supporting IBM's bottom line.

Please allow up to 72 hours to receive the badge completion credit.

Apply Now

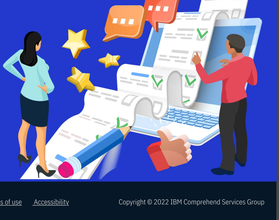
Track 2 Survey

100%

Optional

Please take the Track 1 survey to share your feedback and help us improve the overall learning experience.

Start



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Library

Welcome to your Consulting Academy library!

Looking to replenish those mental muscles, and enhance your knowledge? Well then you've come to the right place! We're constantly curating helpful resources on a wide range of topics. Searching for a topic that's not covered? Put in a request. Have a great resource you want to share? Let us know.

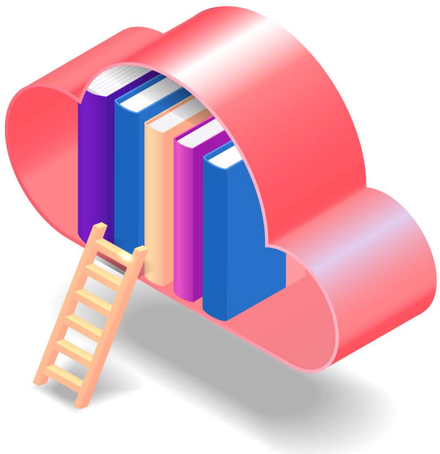
Be sure to check back often for a learning retreat!"

01 Knowledge Arena | 02 Share Your Knowledge | 03 Knowledge Forum

Knowledge Arena

Knowledge is a key asset for you to be competent and successful in the global arena! Here you will find carefully curated resources on topics that are most relevant for you to grow as a professional. Start your journey of continuous improvement now!

Communication	Collaboration	Leadership
Client Matters	Delivery	Coaching and Mentoring



Share Your Knowledge

Have a great resource you want to share? Something that worked well for you to enhance your knowledge or focus on applying what you learned. Something that improved your approach or skill and could help many others! This is the place to submit such resources.

Steps to submit:

- Choose the appropriate topic from the **Knowledge Arena**
- Select the **Add entry** tab
- Submit your resource under the relevant **Subtopic**

*You can only add URLs so in case you want to share any resources such as videos, articles, podcasts, books, documents or case studies then please add the site URL or upload these assets to Box or Lighthouse and create a shared link to be uploaded as a URL here.

Our team will review your submission and make it a part of the Library when appropriate.

Knowledge Forum

Want to share some key points from one of our resources? Want to start a discussion about a library topic or resource? This is the place to do it!

Looking for resources on a skill or topic that's not covered in the library? Did you find a broken link in the library? Let us know!"

Go to Forum

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Library

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Be sure to check back often for a learning retreat!"

01 Knowledge Arena | 02 Share Your Knowledge | 03 Knowledge Forum

Knowledge Arena – Communication

These resources have been categorized as videos, services, articles, books, podcasts, and websites for ease of navigation.

Subtopic	Resource	Resource Type
Presentation	The magical art of storytelling	Video
Presentation	Start with Why: How Great Leaders Inspire Everyone to Take Action, by Simon Sinek	Book
Presentation	The Right Way to Present Your Business Case	Website
Active Listening	The Right Way to Present Your Business Case	Case Study
Difficult conversations	Start with Why: How Great Leaders Inspire Everyone to Take Action, by Simon Sinek	Article
Written Communications	The magical art of storytelling	Document
Feedback	The Right Way to Present Your Business Case	Book

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SpeakInspire

Welcome to SpeakInspire!

This is the place to learn and get inspired by those who have been there,done that and would like to share their experience with you. Check outLeader Live to find carefully curated sessions, interviews and talks bysome of our IBM traillblazers, industry experts and thought leaders.

You will also find influential industry resources to build your Industry acumen.

Stayed tuned for more!

01 Leader Live | 02 Replays | 03 Industry Resources

Leader Live

Get a candid up-close and personal experience with our leaders. Here you will get to hear their success mantras, challenges and even a few of their quirks. Listen to them open up about their journey, and also participate in asking them a few questions that you may be curious about.

Click here to view the calendar

Events

Duration: **90 Mins**

Interview Topic
Arvind Krishna
Chairman and Chief Executive Officer, IBM

January 1, 2023
10:00 - 10:05 AM EST

Description:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Join session

Duration: **90 Mins**

Interview Topic
Mark Foster
Chairman, IBM Consulting

January 7, 2023
10:00 - 10:05 AM EST

Description:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Join session

Duration: **90 Mins**

Interview Topic
John Granger
Senior Vice President, IBM Consulting

January 30, 2023
10:00 - 10:05 AM EST

Description:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

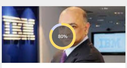
Join session

Replays

In case you missed a live Leader session then there's no need to worry. Here you will find a carefully curated list of replays by some of our IBM traillblazers, industry experts, and thought leaders.

These will count towards your Think40 credit.

Leader Live



Duration: **90 Mins**

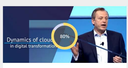
Interview Topic
Arvind Krishna
Chairman and Chief Executive Officer, IBM
April 28, 2022
10:00 - 10:05 AM EST
Summary:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Watch

Duration: **90 Mins**

Interview Topic
Mark Foster
Chairman,
IBM Consulting
May 18, 2022
10:00 - 10:05 AM EST
Summary:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Watch



Duration: **90 Mins**

Interview Topic
John Granger
Senior Vice President,
IBM Consulting
June 8, 2022
10:00 - 10:05 AM EST
Summary:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Watch

Duration: **90 Mins**

Interview Topic
Kelly McCrory-Lynch
Learning Strategist,
Core Consulting Global
September 10, 2022
10:00 - 10:05 AM EST
Summary:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Watch

Duration: **90 Mins**

Interview Topic
Ken Stockman
IBM Consulting Global L&K,
Senior Learning
December 22, 2022
10:00 - 10:05 AM EST
Summary:
Donec tincidunt congue ex a semper. Sed nec dignissim augue, quis rhoncus erat. Etiam eu felis scelerisque.

Watch

Industry Resources

"More and more of our clients expect us to have deep industry expertise and to know their businesses as well as they do to help them transform. Building industry skills not only allows you to stay at the forefront of our field to serve our clients, but also enables you to be successful in your role and progress your career at IBM."

Luq Niazi, Global Managing Partner,
Industries & Global Industry Leader Consumer,
IBM Consulting

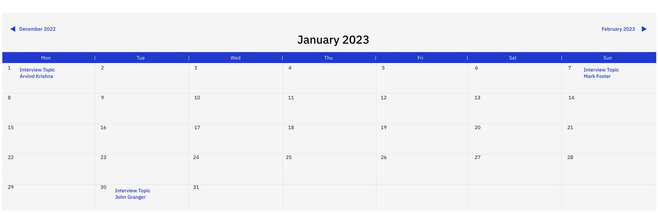
This is where you will find top industry resources to help you sharpen your industry acumen, gain knowledge of key industry trends and how they impact industry strategy, business priorities, financial performance, digital transformation and innovative initiatives.

Mouse-over on each Resource icon to learn more.

Resources to build your Industry Knowledge & Eminence

- Industry Skills & Badging Roadmap
- Industry FutureSkills
- IBM Consulting Industries
- Institute for Business Value
- Northern Light

Calendar



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Foundational - Track 3

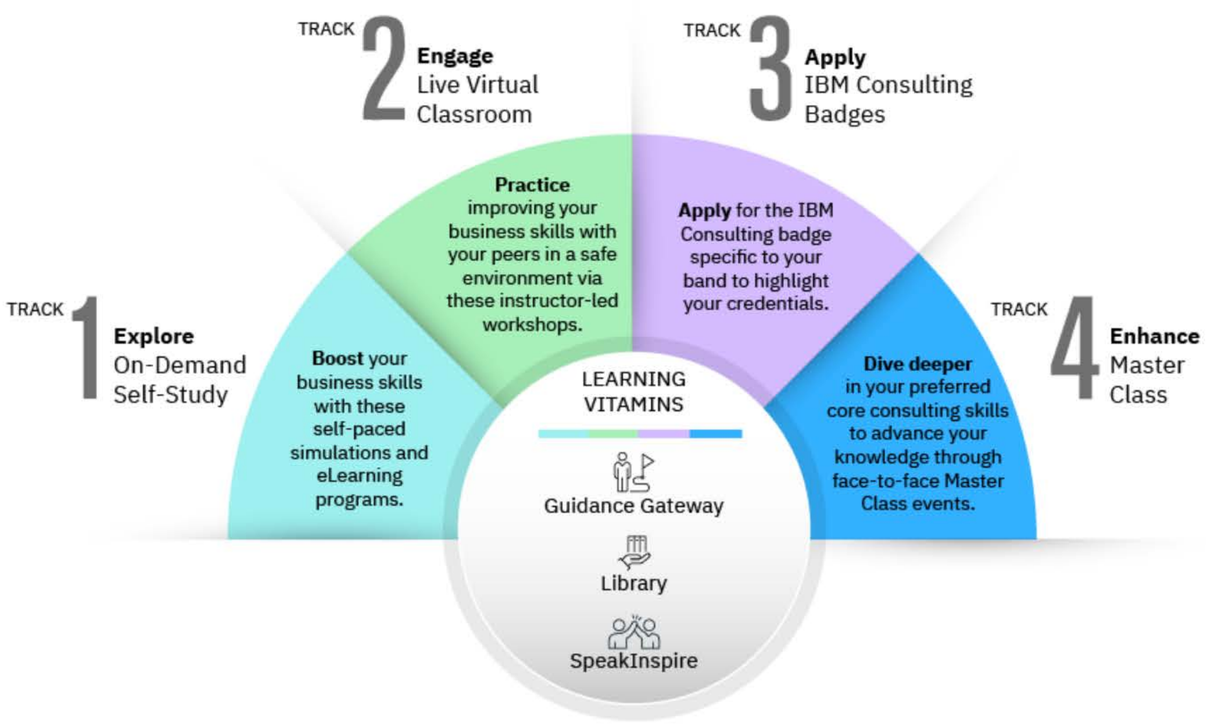
Creating a well-rounded service professional credential...

was the challenge. The IBM Consulting badges are Skills Badges that represent what it takes to be seen as a well-rounded general practitioner in a Services organization like IBM Consulting.

01 Explore Info

02 Apply for Badge

Foundational Track 3



The third level in the Consulting Academy program is the Track 3 : Apply phase, where you get opportunity to showcase how you have demonstrated the core consulting skills at work by earning the IBM Consulting badge.

The IBM Consulting badges are Skills Badges that represent what it takes to be seen as a well-rounded general practitioner in a Services organization like IBM Consulting. Since the IBM Open Badge Program focuses on providing credentials for our employees that actually mean something in the marketplace (because they can be added to LinkedIn, Facebook, and other social media profiles) the challenge is making them stand out from other badges and credentials available. With these badges, IBM Consulting seeks to differentiate our employees skills not just give them an ability to represent their knowledge.

By earning one of these badges, you are representing that you bring a solid body of core knowledge and skill related to the capability level associated with the badge (eg. Client Co-Creation, Client Value, Client Journey) that paints you as a service practitioner with a recognized set of depth and breadth of experience demanded by our clients.

Explore More

So while the path to the badge seems complex and involved, it is not insurmountable. It requires a level of dedication to stand out and demonstrate a commitment to being a well rounded IBM Consulting provider.

IBM Consulting Client Co-Creation

IBM Consulting Client Co-Creation badge is about excelling in core professional and enterprise skills essential to engage above expectations with IBM clients. It embodies superior project execution and professional skills that promote accountability in supporting IBM's bottom line.

Apply Here

Client Co-Creation Badge eligibility criteria

- Earner is an employee of IBM Consulting with a minimum of three years of experience.
- Demonstrated successful application of the core-consulting skills in at least one project engagement of at least three months in duration.
- Successfully completed the IBM Consulting Academy, Foundation (Band 7) level program.
- Received at least two stakeholder feedback statements for two different events that indicate that the earner has performed project activities at the IBM Foundation level.
- Has earned at least two skill badges at foundation level in the hot skill areas of IBM Design Thinking, IBM Agile, IBM Garage or Cognitive.
- Has completed the Learning path.

Earners can apply by clicking the apply here button below which brings them to the application form that allows them to submit their evidence to be validated by their manager.

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Guidance Gateway

Discover why coaching and mentoring are critical to your success at IBM, find out how coaching and mentoring are different, and learn some best practices in Getting Started. Be sure check out additional resources related to coaching and mentoring in the Spotlight and in the Library.

[Need link to appropriate section of the library.

01 Getting Started | 02 Spotlight | 03 Article Archive | 04 Your Guides | 05 Forum | 06 Reflection

Getting started

> "Coaching is unlocking a person's potential to maximize their own performance. It is helping them to learn rather than teaching them".
>
> *- Timothy Galliwey*

> "A coach has some great questions for your answers; a mentor has some great answers for your questions".
>
> *-Unknown*

Do you need a coach or mentor?

Want to be a coach or mentor? Access Your Guides at IBM and get started! Don't forget to go to the Forum to share your experiences or start a discussion and see what your colleagues have been saying.

Reflect on your growth, your career, where you want to go, and how coaching and mentoring can help you get there in the Reflection section.

Why get coaching and mentoring?

When you want to make big strides in your career, mentorship and coaching can make that process easier and accelerate your progress.

You may think you don't have time for one, much less both. But you might be surprised to learn how valuable having both a mentor and a coach can be! Plus, having both isn't as time-consuming as you might think.

Both mentoring and coaching have many benefits. They are extremely effective learning techniques and can help you:

- Set achievable yet challenging goals (and obtain them!)
- Commit to action
- Develop lasting change
- Strengthen your growth mindset
- Enhance your personal engagement and investment
- Increase your confidence and interpersonal skills
- Deepen your skill level and develop new skills
- Solve problems in new and innovative ways
- Improve your job performance
- Prepare for leadership roles and career advancement

What's the difference between coaching and mentoring?

The diagram below shows the overlap and differences between mentoring and coaching. There are different outcomes and benefits to each type of conversation.

Coach
Someone who partners with IBMers in a thought-provoking and creative process that inspires them to maximize their personal and professional potential

Mentor
Someone who transfers his/her own experiences, knowledge, and advice to others while giving back to IBM

What are some best practices in mentoring and coaching?

For best practices and tips to make your mentoring and coaching conversations successful, check out the Understanding Coaching and Mentoring and Preparing for a conversation sections in Your Guides.

How do I improve my skills as a coach or mentor?

There are several courses and programs available through Your Learning that will help you build the skills you need as a mentor or a coach. You can also obtain different digital credentials to enhance your skillset:

> "The coach is not a problem solver, a teacher, an advisor, an instructor or even an expert; he or she is a sounding board, facilitator ... who raises awareness and responsibility."
>
> - John Whitmore

> "One of the greatest values of mentors is the ability to see ahead what others cannot see and to help them navigate a course to their destination."
>
> - John C. Maxwell

Call to Action

A few things you can do to start your coaching and mentoring journey:

- Read the Spotlight or one of the resources in the library to expand your perspective on coaching and mentoring.
- Have a conversation with your manager or career coach to create actionable goals where a mentor or coach can support you. Be sure to put them in Checkpoint!
- Go to Your Guides and:
  - Complete your profile.
  - Search for a mentor or coach.
  - Become a mentor or coach.
- Join the Your Guides Slack channel to ask questions: #yourguidesatibm
- Go to the Forum to share your experiences or start a discussion.

Spotlight

Understanding Coaching and Mentoring

May 12, 2022

An IBMer's career journey often starts by setting their career goals (Your Career at IBM) and building their skills with learning modules (Your Learning at IBM). To really deepen expertise levels and enable their career goals to be met, IBMers need to learn from experts, to be connected to coaches and mentors who act as a support system, while they develop their career.

In turn, coaches and mentors themselves can grow their own skills and expertise through sharing knowledge and building their own networks

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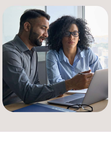

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Read This Story

Your Guides

Your Guides at IBM gives you access to mentors and coaches at IBM.

Here you can connect with experienced IBMers who are ready to help you reach your goals. You can search for coaches and mentors using a key word search and view recommended coaches and mentors based on your career and skills interests.

If you're interested in help others grow and develop their skills and careers, you can also create and share your profile to help others find you as a coach or mentor.

Go to Your Guides

Forum

Want to share your experience with giving or receiving coaching or mentoring? This is the place to do it!

Go to Forum

Reflection

Take some time to answer the following questions and reflect on your growth, your career, where you want to go, and how coaching and mentoring can help you get there. Revisit your notes and update them every 6–12 months.

- What do I want out of life?
- Where do I want to be in 12 months, personally and professionally? In 3 years? In 5 years?
- If I have a plan, what's my roadmap to get there?
- What is my definition of success?
- What single thing do I want to be remembered for at work?
- What makes you different?
- What promises am I making to other people?

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