

ABSTRACT

Workforce Development Through Mentoring: A Case Study

Ferica Cadogan

This study evaluated mentoring as a workforce development strategy at a utility company in Trinidad and Tobago. Data were collected through interviews with the human resource manager, two mentors, and two mentees at the company, as well as through document analysis. Analysis of the data revealed that while the mentoring programme at the company had helped to close the employability skills gap, improvement was needed. The following themes emerged from the study: 1) succession planning, 2) achievement of company objectives, 3) self- and skills development in communication and technical competence, 4) cultural fit, 5) mentor selection and commitment, 6) communication, 7) mentor/mentee matching, 8) promotion, and 9) competence.

Keywords: Case studies; Employees; Mentoring; Skill development; Human resources development; Trinidad and Tobago