

## TEAM PERFORMANCE THROUGH MENTORSHIP AND COACHING AT GLENMARK

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**ABSTRACT:** The purpose of this research is to look at the impact of coaching and mentoring on the team performance at Glenmark Pharmaceuticals. Effective coaching and mentoring practices are increasingly recognized as important drivers of corporate success because they increase employee engagement, skill development, and collaboration. The research investigates the effects of structured mentorship programs and personalized coaching interventions on team dynamics, productivity, and goal achievement. Performance indicators, feedback methods, and case studies at Glenmark are studied to demonstrate the link between supportive leadership styles and better team outcomes. The findings show that teams who were supported by proactive mentors and instructors had higher levels of motivation, greater problem-solving abilities, and ongoing performance improvements. This research emphasizes the strategic value of tutoring and mentoring as essential tools for developing talent and achieving organizational greatness.

**Keywords:** *Mentorship Programs, Coaching Strategies, Team Performance Enhancement, Leadership Development, Skill Development*

### 1. INTRODUCTION

In today's competitive, fast-paced business world, a company's ability to collaborate effectively is often a determining element in its success. To achieve organizational goals, team members must be able to cooperate, learn from one another, and develop collectively, in addition to their technical abilities and individual talent. Businesses are increasingly recognizing the value of coaching and mentoring as effective strategies for improving team productivity. These strategies not only help employees learn important skills, but they also foster a culture of continual learning, engagement, and high performance.

Mentoring is when a more experienced person helps less experienced team members solve problems, develop new skills, and advance in their careers. In addition to instruction, it promotes individual assistance, trust, and connections. Mentoring encourages team knowledge-sharing. Learning from failures may help employees avoid their mentors' mistakes. Mentoring develops technical and interpersonal abilities needed for teamwork.

However, coaching sets goals and provides organized feedback to improve performance, habits, and skills. Performance-focused coaching can be applied across organizations. Instead, mentorship emphasizes long-term growth. Coaching helps team members manage performance, adjust to changing needs, and achieve quantifiable results by giving clear guidance, meaningful information, and timely feedback. Personal growth and corporate goals are coordinated to promote team productivity.

When done right, coaching and mentoring create a high-performance team culture that benefits everyone. Mentoring helps people learn and grow, whereas coaching helps them progress rapidly and hold themselves accountable. Teams using both methods are often more cohesive, engaged, and problem-solving. Coaching and mentoring also motivate and reward people, which reduces turnover and boosts corporate success.

## 2. LITERATURE SURVEY

A. Mullen (2025). Mullen's research in 2025 looks into the possibilities of coaching and mentoring to improve team performance in modern businesses. The first half of the essay discusses the distinction between mentoring and coaching. Mentoring's major goal is to provide individuals with the knowledge and advice they need to continue their personal and professional development. Coaching, on the other hand, is a performance-based, deliberate approach with the goal of improving certain talents and outcomes in the short to medium term. The research emphasizes that when the two strategies are implemented effectively, employees' engagement, collaboration, and overall productivity can be significantly improved. Mullen also looks into emerging trends, such as the growing prevalence of AI-based coaching systems and digital platforms that allow users to research at their own pace and receive continuous feedback.

Gurumoorthi, S. (2025): Gurumoorthi's compendium provides a thorough assessment of performance coaching as a vital strategy for boosting team performance and building a high-performance work environment. According to the article, in order to be effective, performance coaching must be continuous, collaborative, improvement-focused, feedback-based, and results-driven. Performance coaching differs from traditional performance management methods in that it promotes skill development, growth, and relationship building between managers and team members over accountability and evaluation.

The article provides managers and leaders with actionable ideas and specific strategies for effective staff training, such as the capacity to conduct coaching sessions, set attainable targets, and track progress over time. Gurumoorthi emphasizes the significance of psychological safety and trust in coaching interactions. He believes that teams function better when people are empowered and enabled to take responsibility for their own growth. The guide also provides case studies of firms that have successfully employed performance coaching and seen verifiable improvements in team engagement, productivity, and retention. Furthermore, it investigates the evolution of coaching by 2025, which will be aided by the use of tailored coaching solutions, AI-enabled data, and digital technologies. This will allow leaders to have a larger influence over distant teams.

Ilham (2024): The purpose of this inquiry is to look into the impact of employee empowerment, mentoring, and leadership development programs on the performance of Indonesian businesses. According to the research, these three traits had a significant and positive influence on the organization's performance, which was assessed using SPSS on data from a sample of 2,000 respondents. The regression analysis revealed that mentoring (Beta = 0.298,  $p = 0.000$ ), employee empowerment (Beta = 0.384,  $p = 0.000$ ), and leadership development programs (Beta = 0.322,  $p = 0.0005$ ) are all dependable indicators of an

organization's effectiveness. The full model can explain 67.4% of the variation in organizational performance ( $R^2 = 0.674$ ). Normality and multicollinearity tests are also used to ensure the model's robustness. These findings highlight the need of creating leaders, mentoring employees, and delegating authority in order to increase organizational success. The research provides important theoretical insights and real-world consequences for corporate leaders who want to improve performance by strategic investments in these areas.

Loutfi and Hipchen, E. (2024): As professional development evolves, an increasing number of firms see the value of cultivating a coaching culture for long-term success. This essay looks at the value of coaching and mentoring for personal and professional development in 2024. New trends highlight the importance of continuous learning and development. This demonstrates the need of mentors and instructors staying current on the latest technical breakthroughs and developing methodologies in order to provide good assistance. Virtual and augmented reality have transformed coaching and mentoring practices by creating immersive and captivating learning environments. Wellness and diversity coaching are two specialty coaching services that have grown in popularity due to their capacity to address the requirements of both individuals and companies.

### 3. COMPONENTS OF TEAM PERFORMANCE

#### Goal Achievement

The ability to achieve goals and deliver results within the time frame specified and with the resources available is an important indicator for assessing a team's performance. Teams that consistently achieve their objectives demonstrate their capacity to successfully organize, coordinate, and carry out their strategy. Mentoring and coaching can be extremely beneficial in this process because they help team members understand their roles, set priorities, and determine the most effective strategies for working efficiently. Mentors and instructors help teams adhere to the company's objectives by providing constructive feedback and assistance. This improves individual accountability and team performance.

#### Quality of Output

The output quality relates to the ultimate product or service that the business produces. Team members that are skilled, experienced, and motivated, who continually strive to do their best, and who follow defined parameters, will produce outstanding results. Mentoring allows experienced persons to share their knowledge, thoughts, and quality standards. These principles are constantly followed by team members through coaching. This two-pronged strategy increases the team's credibility and value inside the organization by allowing them to produce new ideas, pay closer attention to details, and solve problems.

#### Collaboration and Communication

To work effectively, a team must be able to collaborate and communicate with one another. When teams communicate openly and use each other's strengths, they can quickly resolve challenges, make better informed decisions, and adjust to changing situations. When mentors create an environment in which individuals exchange information and offer mutual support, team members are driven to collaborate at all levels. In contrast, coaching teaches people how to successfully negotiate conflict, pay attention, and build connection with others. By

combining coaching with mentoring, teams can strengthen their sense of unity, facilitate the flow of information, and foster an environment that encourages open interchange of ideas. This leads to the emergence of new ideas and an increase in output.

### **Team Health**

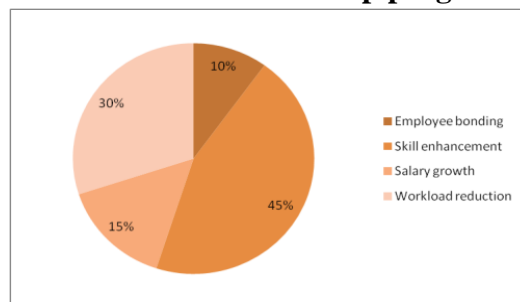
Team health encompasses the group's overall well-being and collaborative capabilities, which include morale, trust, resilience, and the ability to address challenges constructively. Teams in good health are more motivated, engaged, and capable of long-term success. Mentoring promotes a team's well-being by giving emotional support and direction, supporting members in problem solving, and instilling trust among teammates. Coaching allows for the resolution of arguments without sacrificing productivity, while also improving teamwork, stress management, and problem solving. The health of the team is crucial to guaranteeing long-term performance since it has a direct impact on employee engagement, retention, and collaboration.

### **Reliability**

Reliability measures a team's ability to satisfy obligations in terms of quality, timeliness, or outcomes. A successful firm requires a trustworthy team that exhibits accountability, discipline, and a strong work ethic. Mentoring improves a person's dependability by teaching them how to conduct themselves consistently and according to professional standards. Conversely, coaching assists team members in developing viable ways for managing their workload, meeting deadlines, and increasing productivity. Coaching and mentoring not only improve the team's reputation for dependability, but they also foster trust among stakeholders, clients, and management, ultimately improving performance metrics by increasing individual dependability.

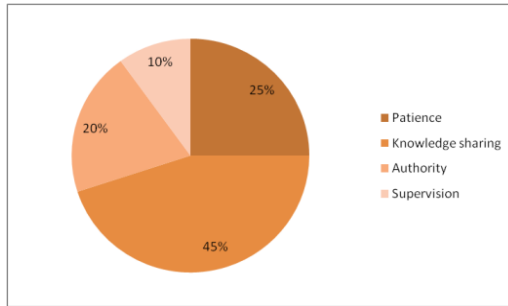
## **4. PERFORMANCE EVALUATION**

### **1. What is the major goal of Glenmark's mentorship program?**



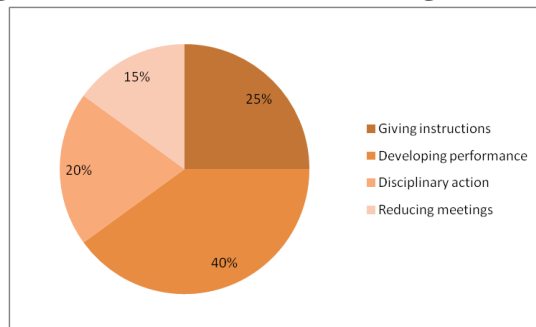
The majority of respondents (45%) believe that skill development is the most important aspect in employee motivation. A decrease in burden (30%) and a rise in compensation (15%) both have an impact on satisfaction. Employee camaraderie is the least important aspect (10%).

**2. What is the greatest distinguishing feature of an effective mentor at Glenmark?**



Individuals prioritise authority (20%) and forbearance (25%), whereas monitoring (10%) is viewed as the least significant.

**3. What is the primary goal of Glenmark team coaching?**



According to the majority of respondents (40%), a manager's principal role is to improve performance. The next two tasks are to provide instructions (25%), and to implement discipline (20%). The least major change is reducing the number of meetings by 15%.

**5. CONCLUSION**

When mentoring and coaching are used successfully, a company's team performs far better. Mentorship is a great tool for helping employees handle problems, gain confidence, and grow in their professions by providing guidance from those who have been in comparable situations. It promotes a culture of continuous improvement by providing a safe atmosphere in which people may ask questions, learn from their mistakes, and receive constructive feedback.

Coaching, on the other hand, focuses on the acquisition of new skills, the formation of goals that are in line with one's personal and professional life, and the maintenance of self-responsibility. When these concepts are combined, they form a comprehensive support system that allows individuals to reach their full potential.

Structured mentorship programs give employees access to expertise that would otherwise take years to acquire. As a result, individuals gain knowledge more quickly and make better decisions. Mentors serve as role models for their mentees, providing them with career advice, overcoming hardship tactics, and useful information. This one-on-one encounter strengthens employees' commitment to the firm, promotes a sense of appreciation, and clears up any misconceptions they may have about their roles.

Coaching sessions augment mentorship by stressing quantifiable performance outcomes, honing problem-solving abilities, and developing leadership attributes, all of which have a direct impact on team performance.

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