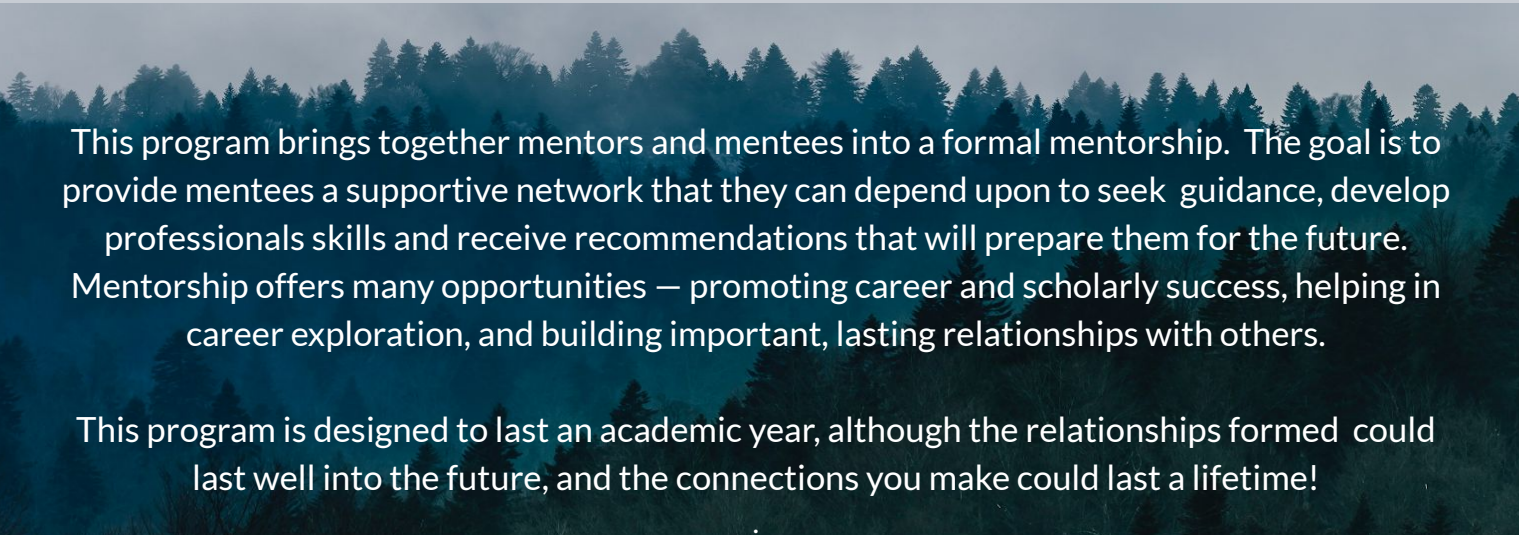


MENTOR HANDBOOK





This program brings together mentors and mentees into a formal mentorship. The goal is to provide mentees a supportive network that they can depend upon to seek guidance, develop professional skills and receive recommendations that will prepare them for the future. Mentorship offers many opportunities — promoting career and scholarly success, helping in career exploration, and building important, lasting relationships with others.

This program is designed to last an academic year, although the relationships formed could last well into the future, and the connections you make could last a lifetime!

MENTORING:
Mentoring consists of a long-term relationship focused on supporting the growth and development of the mentee.



WHAT IS A MENTOR?

Looking back at your own career journey, there are likely key individuals who helped guide you along the way. They gave you feedback and a listening ear during a pivotal moment. These mentors helped shaped who you are today, and it’s unlikely you’ll forget the impact they had on you.

This might be the first time you’ve been a mentor, but for others you may have served as a mentor many times over. In either situation, this guide will serve as a resource for mentorship expectations, tips on how to best support your new mentee, and guidance on how to build a strong and impactful relationship.

A mentor is:

- **a trusted guide.** A mentor learns about mentee needs and shares how expanding mentee personal life experiences can help them thrive! Talk to your mentee about their interests and be honest about what you do and don’t know.
- **a good listener.** Not everyone feels comfortable asking for help. Be attentive, relaxed and empathetic. As the relationship grows your mentee will feel comfortable coming to you.
- **someone who will encourage exploration.** Expand the mentee’s community to help them learn from others. Mentors can introduce mentees to new people and new ways to think about short and long-term goals.
- **a helpful sounding board.** Mentors discuss challenges and how to apply solutions to continue momentum forward. Offer honest feedback and advice.
- **a force of positivity and optimism.** Mentees need someone on their team! Critically examine any negative conclusions or insights you might have and deliver that information in a constructive way.



THIS PROGRAM WILL HELP YOU:

- Develop your communication and active listening skills
- Gain joy in sharing your knowledge and experience
- Build your leadership skills by developing your ability to motivate, guide and encourage others -- this can help you become a better manager, employee, and team member!
- Achieve personal fulfillment through meaningful connection with the University
- Become familiar with the new generation entering the workforce.

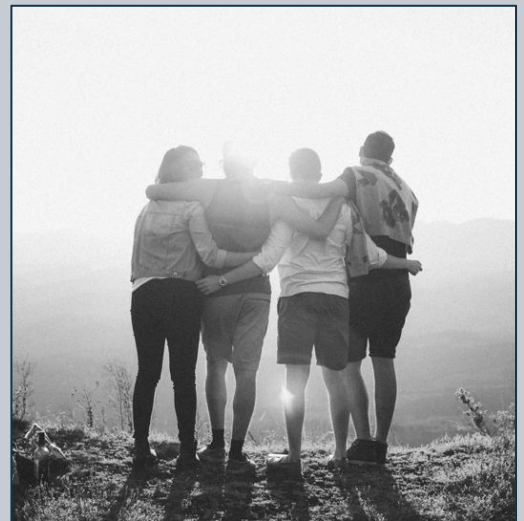
THIS PROGRAM WILL HELP YOUR MENTEE:

- Develop communication, critical thinking, professionalism, and other skills important to their transition into the world of work and career exploration
- Learn how to accept and grow from feedback
- Get firsthand knowledge of a career industry or job
- Expand their professional network
- Gain an advocate who will encourage them to set and achieve goals

GUIDELINES FOR SUCCESS

Although there is no rulebook for mentoring, there are certain guidelines that will build successful mentoring relationships. Here are some general reminders for participants:

- ✓ **Discuss Communication Modes.** Use the platform video, voice call, and messaging systems
- ✓ **Make Contact Frequently.** This is especially during the first few weeks to build a trusting relationship.
- ✓ **Follow up.** When you make a commitment follow through. Send a quick thank you after a meeting.
- ✓ **Be appreciative.** Everyone is busy and it takes real guts to open up to someone new!
- ✓ **Maintain confidentiality.** All discussions should be confidential in nature, unless the mentee agrees that you may bring up a particular challenge with other people who might be able to help. Of course if safety is a concern, always speak up.
- ✓ **Be professional.** Your language, response style, appearance and demeanor will all make an impression





EFFECTIVE COMMUNICATION

Successful relationships, whether in our personal or professional lives, depend on effective communication. Both verbal and nonverbal communication is important for a healthy mentoring relationship.

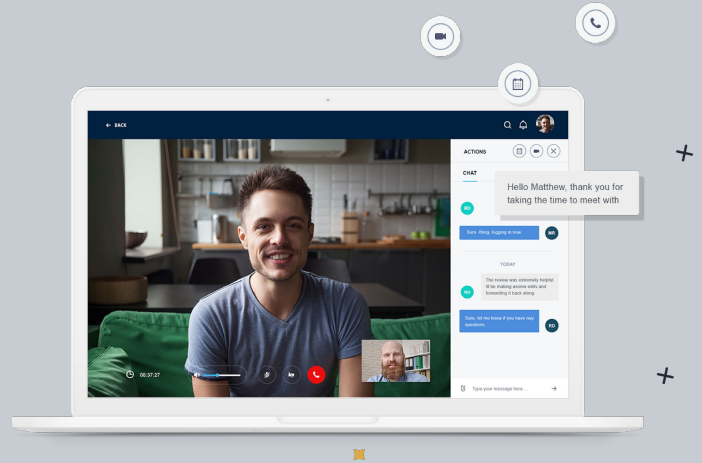
VERBAL & WRITTEN COMMUNICATION

Strong verbal and written communication skills are essential in order to deliver and understand information quickly and accurately.

This is especially important in an online environment, when it can be harder to read body language and interpret non-verbal cues.

Tips:

- Be professional, but not *too* professional - make sure your mentee gets to see you as a human
- Avoid technical and industry jargon - you could end up unintentionally alienating a mentee unfamiliar with such specific terminology
- Proofread to check for spelling and grammar errors
- Keep paragraphs short and easy to read



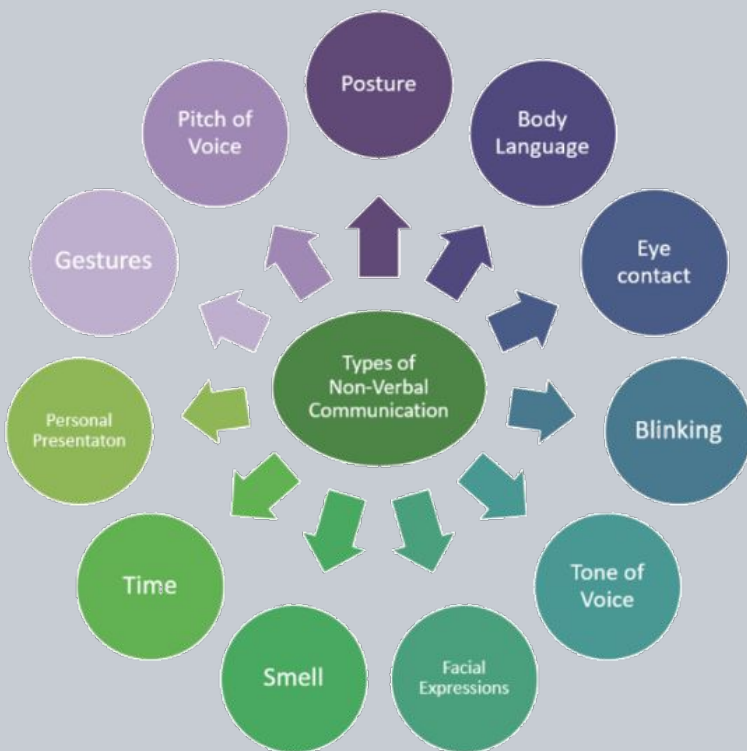
NON-VERBAL COMMUNICATION

Every day we respond to thousands of nonverbal cues and behaviors! How we present ourselves reveals who we are and impact how we relate to those around us.

Sometimes the words don't matter - our gestures, tone of voice, and cadence of delivery can communicate something entirely different than what we intended.

Tips:

- Have a neutral background in video calls
- Maintain eye contact with the camera on your phone or computer
- Try to maintain a positive tone
- Watch your pace of delivery - if you speak too quickly it can be hard to follow
- Don't underestimate the power of wait time. After you ask a question, wait up to 5 seconds before prompting a response



Source: [Types of Non-Verbal Communication Chart](#) By Bridget Higton



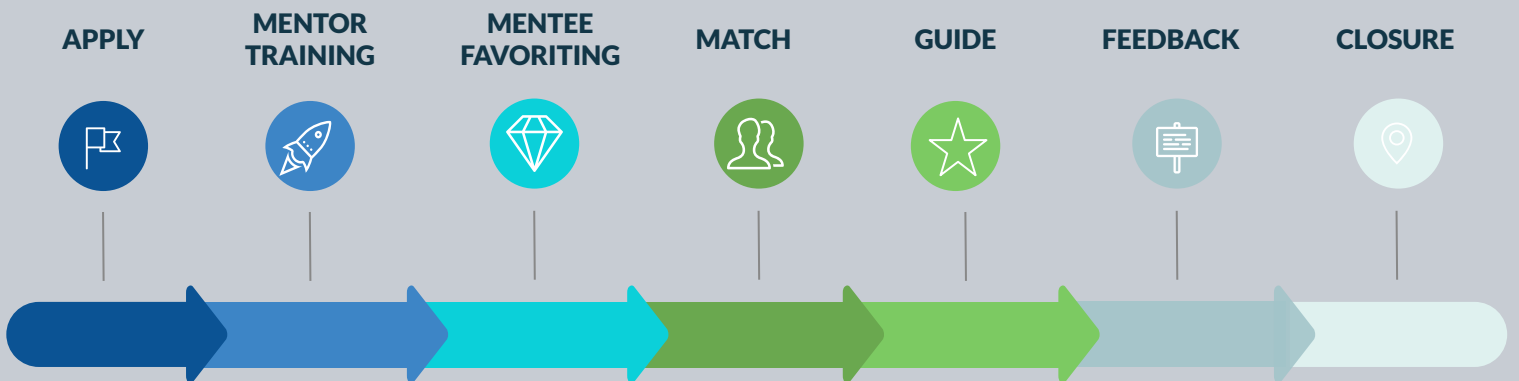
As a mentor, it's good to understand what's involved and how much of a time commitment is expected.

If you cannot commit to being actively involved in the life of a mentee, please reconsider participating in the program.

Mentor Expectations:

- Communicate with your mentee at least once a month.
- Be professional and respectful.
- Actively listen during your sessions with your mentee.
- Help your mentee set and achieve personal and professional goals.
- Notify the program manager if there are concerns about the mentee.

PROGRAM TIMELINE





HOW IT WORKS:

- The mentorship program spans the academic calendar year.
- Mentees are able to view mentor profiles and indicate up to 3 “favorite” mentors they wish to be paired with.
- Matching is conducted by a program admin using an algorithm that includes a variety of factors such as mentee selected favorites, industry interests, skills, and education background. These factors are vary by program and institutional preferences.
- Your mentee is encouraged to initiate contact and schedule the first meeting with you. Ideally, this would happen within the first two weeks. If you notice your mentee is shy, feel free to reach out and get the ball rolling.
- The program has resources specifically designed for you - helpful activities and handouts to assist with goal setting, suggested conversation topics, and reflection exercises.
- You’ll receive has a series of emails and notifications that will remind you of a new message, an upcoming meetings, or goal deadlines -- how convenient!
- You can message and video call directly through the platform - no need to exchange personal contact information!
- We recommend signing up for SMS notifications and syncing your calendar with the platform to make communication easier.
- After the structured program concludes, feel free to continue connecting with your mentee through the platform or other communication channels if you wish to extend the relationship.





HOW IT WORKS:

★ STEP 1: JOIN THE PROGRAM

Confirm Program

I'm joining this program as a:

Mentee Mentor

Please answer the following questions.

Why do you want to be a mentor? : *Ⓢ

What professional skills are you looking to develop/have expertise in? : *Ⓢ

Search options...

Select: de-select all | select all Show: show selected | show all

CANCEL SAVE

★ STEP 2: COMPLETE YOUR TRAINING PATHWAY

NAVIGATION: ORY PROGRAMS GROUPS DISCUSSION RESOURCES PATHWAYS JOBS EVENTS

Pathways

Becoming an Effective Mentor New

This will guide you through basic mentor training.

Skills Developed

- Active Listening
- Coaching
- Goal Setting
- Interpersonal Communication

Due Aug 11, 2020 Step 0 of 2 Completed **Accept & Start**

★ STEP 3: GET MATCHED!

PeopleGrove

Hi Caitlin and Charles,

I'm excited to introduce the two of you for a formal mentorship pairing. Caitlin, as a next step, I encourage you to:

- Find a time to chat and get to know each other in the next week or so
- Click the button below to propose times and review / set possible goals for your mentorship

For reference, here is a link to each of your profiles as well:

- Caitlin: <https://caitlinconnect.peoplegrove.com/hub/caitlinconnect/program/1499/profile/caitlinbond>
- Charles: <https://caitlinconnect.peoplegrove.com/hub/caitlinconnect/program/1499/profile/charlesdarwin>

Sincerely,
Caitlin Connect Admin

View Mentorship Hub

You can also **reply to this message** to get in touch with each other at any time.

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240 Stockton St., 4th Floor
San Francisco, CA 94108

★ STEP 4: CONNECT & COMMUNICATE

Back to Admin

search names in thread

Active Newest

Hermione Granger Original

Sarah Rogers propos...
Last sent Jul 15

I'm so excited to meet you! I look forward to getting to know you over the semester.

I would love to schedule a time to chat about a good meeting cadence, some personal goals, and what life looks like for you as a Graphic Designer.

I'm going to propose a time to meet - feel free to adjust if this doesn't work for you, I'm flexible!

Thanks,
Hermione

Hermione scheduled a 30 mins video call meeting with you. [View Meeting Details](#)

write a message to Hermione **Send**

Goals Notes Shared Files

All Goals **Add Goal**

Fill out your Partnership Agreement

- Download your "Partnership Agreement." Upload your filled out version under "Shared Files" in your inbox. [view more](#)
- Complete Due on Jul 17, 2020

Check your "Shared Files" tab before your first meeting

Your mentee will have uploaded their filled in versions of the Partnership Agreement and worksheets about short- and long-term goals before your first meeting

- Complete [view more](#) Due in 20 hours

Review your mentee's worksheets

Go over your mentee's partnership

★ STEP 5: LEAVE FEEDBACK

Share feedback on your meeting with Sarah

Overall, how would you rate your connection with Sarah?

★ ★ ★ ★ ★

We didn't meet **Skip Question**

Exit Feedback