

Mentors Induction

<insert name> – Mentoring Manager

House Keeping

- Please turn phones off or on silent
- Fire tests / exits
- Timings and break
- Ask any questions as we go...

Getting Started

- Introductions
 - Name
 - Your company and role
 - Your enterprise experience?
 - What do you want out of this session?

Workshop Outline

- Organisational Overview
- Recap on Main Mentoring Principles
- The Mentoring Journey
- Between Mentoring
- End of Mentoring Relationship
- Boundaries and Confidentiality
- Q&A session

About Our Organisation

- <insert content>

Role of your Mentoring Contacts

- Mentor Manager: **<insert name>**
 - Initial contact on mentoring programme
 - Profile collation and matching process
 - Working with partners for Mentee Recruitment
- Mentoring Co-ordinator: **<insert name>**
 - Co-ordination of information flow
 - Ongoing support during mentoring relationship

Mentor Toolkit

- Your guide as a Mentor
- Overview of mentor practice
- Process and key stages
- Documents to be used
- Tools to aid mentoring

Mentoring Recap

- Two way relationship
- Support a Business Owner / Director through a learning or development relationship
- As a mentor, you're the person who guides and supports your mentee
- Your mentee is the person that is supported and encouraged to achieve their goals

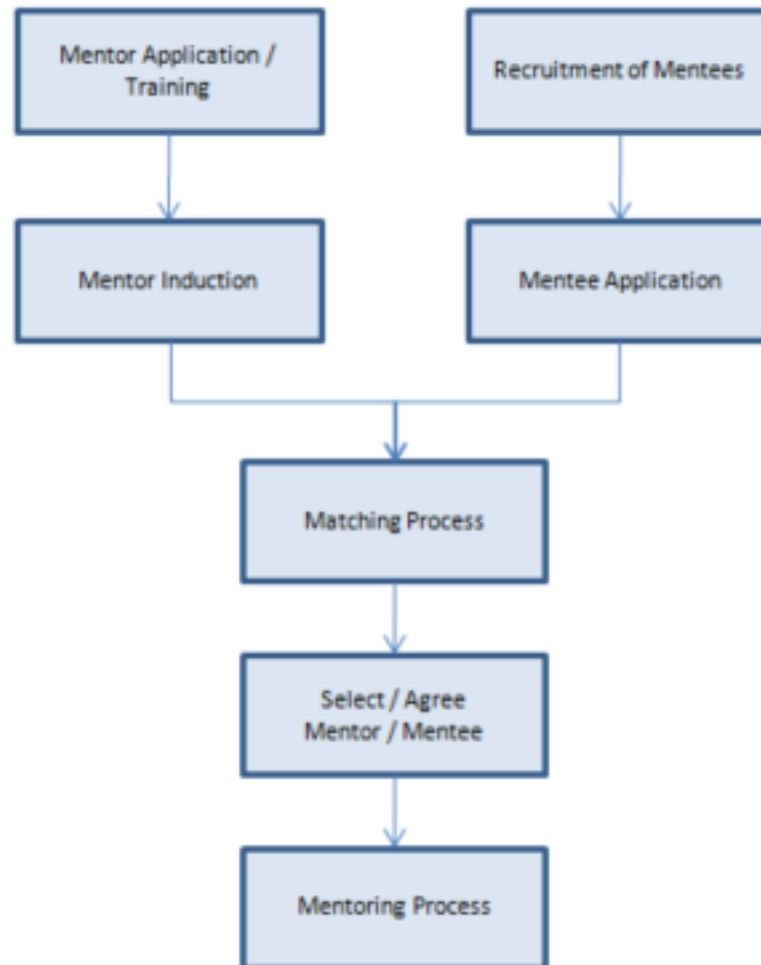
What Should a Mentor Do?

- Provide an outside perspective
- Listen, confidentially, to the things that are worrying the business owner
- Help by sharing your own experience of both failures and successes
- Give friendly, unbiased support and guidance
- Provide honest and constructive feedback
- Be a sounding board for ideas
- Facilitate decision making by suggesting alternatives based on personal experience
- Provide contacts and networks to further personal and business development
- Inspire the business owner to realise their potential
- Provide ongoing support and encouragement

What Shouldn't a Mentor Do?

- Give advice (this would normally be provided by a qualified business adviser)
- Provide a counselling service
- Provide a training service
- Provide a coaching service (relating to specific business related tasks, goals and objectives)
- Provide therapeutic interventions
- Sort out all problems
- Take the responsibility for making the business successful – the ultimate responsibility for making the business successful is down to the business owner

Our Mentoring Journey



Mentee Recruitment

- Work with key partners to recruit mentees
- Range of Enterprise Business Owners and Directors
- Mentees complete a Profile Form
- Telephone interview around the profile form
- Issued with 'Mentee Handbook'
 - Manage expectations of programme
 - Mentoring Code of Conduct
- Matching process

Mentee Handbook

- Overview of organisation
- Overview of Mentoring
- Matching process
- Boundaries & Confidentiality
- First meeting expectations
- Actions planning
- Code of Conduct
- Mentoring Agreement

Matching Process

- Telephone review around Profile Forms from both mentee and mentor
- Review possible matched profiles
 - Sector / needs / skills / location
 - Managing expectations of the pilot
 - Propose match to both parties
 - Arrange initial session (mentor)
- Start mentoring relationship

Introductory Meeting

- Arranged by yourself with mentee
- Inform Mentor Manager of date for meeting (email)
- Before the meeting / call
 - Confirm you have all contact details
 - Review profile / background of mentee
 - Review business website, products and services
 - Possible first meeting options, time, location, etc

Meeting Times and Venues

- Ensure a suitable environment
- Consider local meeting areas, hotel receptions, etc
- Avoid mentees direct place of work (distractions)
- Near meeting rooms are good for sessions
- Never have in home addresses
- Consider the needs of the mentee and yourself when looking at venue and locations
- Allow 1-2 hours for a mentoring session

Starting off the Relationship

- Make yourselves comfortable, grab a tea or coffee and sit down and get to know each other.
- Tell your mentee something about yourself, this could include information about both your professional and your personal life. Whatever feels right for you.
- Explain why you got involved in the Mentor Programme, what you think you might be doing and what you both might get out of it.

During the Session

Review your mentee's ambitions and goals in relation to:

- Particular issues being faced
- Achievements so far and how to build on them
- Realistic expectations
- Scale of priorities
- Areas on which your mentee would find input most useful

Code of Conduct

- Issued to both Mentor and Mentee
- Ensure you adhere to the code at all times
- Make Mentee aware of the Code (also included in Mentee Handbook)

Mentoring Contract

- Follows initial meeting / session
- Issued by mentoring organisation
- Covers liability waiver for programme
- Protection for all parties in the mentoring framework
- Signed by Mentor, Mentee and Mentor Manager
- Re-matching at this stage if not suitable

Mentoring Agreement

- Not a legal document
- Commitment to programme
- Signed by both parties at first meeting
- Keep copy for your records
- Send original / scan back to Mentor Co-ordinator

Mentoring Session Log

- Track mentoring relationship
- Signed at each session by both parties
- Issued back to mentoring organisation after each session

Mentoring Session Sheet

- Main written record of mentor session content
- Bases for session discussions
- Reference point for mentees journey
- Mentor to keep on file for possible review by mentoring organisation

Session Tips

1. Draw up a timetable in advance of regularly spaced meetings and establish a set of ground rules to which you will both abide
2. Maintain a session log, including session sheets and action plans which will act as the basis for ongoing discussion
3. Work towards developing a trusting relationship and establishing a good rapport with your mentee
4. Aim at maintaining the relationship for the full 12 sessions and adopt the attitude that over that period you can both benefit from it

Planning Future Sessions

- Ensure Mentoring Agreement is understood & signed
- Consider frequency of meetings
- Venue for follow up meetings
- Decision about email and/or telephone contact
- Confidentiality
- How you will record progress and issues/targets for further development

Subsequent Sessions

- Role as a Mentors comes into play
- Support with frank honest feedback on progress
- Ensure you track progress with your Session Sheets and other evidence / information available
- Consider contact channels between sessions and log time spent / actions agreed

Between Sessions

- Tools to help you and your mentee
- Can be used at end of sessions and then reviewed during next session
- Tools available in mentor toolkit
- Keeps up momentum
- Share best practice

End of Relationship

Natural end to your mentoring relationship, consider:

- Fixing a date for your last meeting
- Other ways to support
- Celebrate your successes
- Saying goodbye – ending on a positive note
- Evaluation – final session sheet

Some contact may still be had on a more casual bases

Early Exit

- Used if the mentor relationship cannot be maintained
- Completed by mentor
- Reviewed by mentoring organisation with both parties and log / action feedback

Boundaries

Four areas to consider:

- **Time** – be clear with your mentee time available and meetings
- **Place** - we recommend that you meet in public places
- **Getting in touch** - it's up to you both to decide how it's best to keep in touch, best email, telephone, times, etc
- **Money**
 - don't feel that you have to pay for food or drinks for your mentee
 - Do not accept gifts from your mentee
 - You should also never ask for payment for your mentoring services
 - Entering into a financial arrangement is outside of the boundaries of this mentoring relationship

If your mentee is behaving inappropriately or something else crops up that you're unsure about, then give your Mentor Manager a call.

Confidentiality

Four areas to consider:

- **Concerns** - if you've got any, chat to your Mentor Manager
- **Secrets** - don't promise to keep secrets. Make that clear from the beginning and remember to ask your mentee if they mind you sharing any confidential information with anyone else
- **Information** - keep any information about your mentee, like a phone number, somewhere secure. Do not share any financial details.
- **You** - confidentiality works both ways. Be aware of which personal areas of your life you're prepared to let your mentee know about

Questions?