WEBINAR

BUILDING CAPACITY THROUGH MENTORSHIP PROGRAMS

PARTICIPANT HANDOUT
November 2015
WEBINAR OUTLINE

Today's Webinar will cover the following topics:

1. Understanding the role of Mentoring Programs
2. Definition of Terms
3. Mentoring Program Design
4. Program Evaluation
5. Key Learnings
6. Planning Considerations

WEBINAR PRESENTER

DIANE LLOYD
CEO & Executive Coach
Inspired Results Group

Diane is an accomplished coach, facilitator and speaker who inspires people and organizations to reach their full potential so they can do meaningful work in the world. She coaches leaders, entrepreneurs and individuals across the public, private and non-profit sectors. Diane is a Certified Executive Coach (CEC) through Royal Roads University, an accredited coach (ACC) with the International Coach Federation, a Strengths Deployment Inventory Relationship Awareness® facilitator, a licensed Coaching Out of the Box™ trainer, and a mentor with the Gustavson School of Business. Diane volunteers as President of the AFP VI Chapter, is on the Board of Governors at Glenlyon Norfolk School and supports her daughter’s philanthropic endeavors through 100 Girls Victoria.
AUDIENCE ROLE

Use this handout for personal reflection, group discussion, and cross-departmental collaboration.

There are two pre-planned Q&A sessions in this webinar, during which you will be able to interact with the presenter via text chat. The first Q&A session will be taking place at the midway point of the presentation, the second Q&A session will take place at the end of the webinar. All participants are asked to submit their questions throughout the presentation via the Q&A chat box.

Promote this webinar at your organization – Invite colleagues who you regularly interact with and those you hope to interact with even more.

Join the conversation on Twitter live using #AMSSAevents or @AMSSABC to share your feedback and questions in real-time.

COMMON LANGUAGE

Mentoring - Mentoring is a special type of relationship when a trusted and experienced individual, a mentor freely acts as an advisor, coach, guide, teacher or role model to someone less (Canadian) experienced.

Mentee - A mentee is an individual who receives advice, coaching, assistance and feedback from a more experienced person with the desired outcome of achieving the goals that the mentee has set. The mentee must have clear goals and be willing to be guided.

Mentor - A mentor is an experienced person who commits to helping another person reach important goals through coaching, listening, advising and guiding. A mentor does not establish or complete the mentee’s establish or complete the mentee’s goals or objectives.

Mentoring Program - An organization or agency whose mission involves connecting mentors or mentees and monitoring and supporting the relationship over time.
Discussion Questions

1. What do you want to get out of this webinar?

2. Have you taken part in a mentorship program as a mentor or mentee? What was the best part? What was the most challenging part?

3. If you have not taken part in a mentorship program, what were the barriers or reasons why you have not taken part?

4. What are 3 outcomes you would like to achieve as a result of being part of a mentorship program?

5. What are some qualities to look for in a mentor?

6. Does your organization have a workplace (formal/informal) mentorship program? If yes, what have been the takeaways from this program?
TYPES OF MENTORING

Traditional One-to-One
One mentor to one mentee

E-Mentoring
Mentoring via e-mail and the internet

Peer Mentoring
Mentorship that usually takes place between a person who has lived through a specific experience (peer mentor) and a person who is new to that experience (the peer mentee)

Team Mentoring
Several mentors working with a small group of mentees, in which the mentor to mentee ratio is not greater than 1:4

Group Mentoring
One mentor to up to four mentees
MENTORSHIP BENEFITS

**Mentee Benefits**

- Increased self-knowledge and awareness
- Obtain strategic tools for ongoing career
- Enhance communication skills
- Develop professional etiquette
- Identify talents needed in the Canadian workplace
- Build their network for work and career success
- Become employed in their field of expertise

**Benefits for Mentors**

- Optimize coaching and mentoring skills
- Build leadership excellence
- Dialogue with and learn from the experiences of internationally trained people
- Share knowledge and wisdom and explore new ideas and perspectives
- Learn about and contribute to the community
ROLES & RESPONSIBILITIES

Mentorship Coordinator

- Conduct mentee Intake process.
- Organize and prepare mentee packages.
- Facilitate orientation sessions for mentees.
- Conduct mentor intake process.
- Organize and prepare mentor packages.
- Facilitate orientation sessions for mentors.
- Prepare for and launch group mentoring program.
- Provide follow-up support to mentees and mentors.
- Prepare updates and reports as required.
- Provide ongoing coaching as needed.

Immigrant Network / Community Organization

- Provide links to job search and other resources.
- Referrals to other suitable programs.
- Support to mentorship coordinator.
ROLES & RESPONSIBILITIES

Mentor

Listen:
Be a sounding board. Listen actively, patiently and empathetically.

Confidential:
Hold confidential all information and private details of your group.

Build trust:
Trust is the cornerstone of a mentoring relationship. Only in an atmosphere of trust will mentees communicate their true goals, fears and ideas.

Share experiences, both positive and negative:
Mentees learn as much from your difficulties and setbacks, as from your successes.

Give constructive feedback:
Share your observations, not what you thought of it.

Offer perspective and challenge mentees to make decisions:
This is not the same as telling a mentee what to do. While a mentor may wish to protect a mentee from making critical errors, mentors still want mentees to grow into independent problem-solvers. Effective mentors ask questions that lead their mentee to make workable decisions.

Facilitate:
Encourage everyone to surface their issues, concerns and questions, share their experiences – what has worked and what has not worked.

Access resources:
Identify where additional resources are needed.
ROLES & RESPONSIBILITIES

Mentee

Professional conduct:
Treat all members of the one-to-one or group mentorship relationship with respect.

Confidential:
Hold confidential all information and private details of your mentorship relationship. Please do not release the names of other mentees/mentors or personal information without their explicit consent.

Take the mentoring relationship seriously:
Take the time to learn the hidden rules of the workplace. In mentoring, there is freedom and opportunity to explore how things work and why they work the way they do. Take advantage of the opportunity.

Keep to the agreed meeting schedule:
Respect each other with time integrity.

Encourage yourself and others to contribute:
Contribute to the mentorship process by asking questions, gaining clarity of the issues, and providing input.

Do not expect your mentor to “get a job for you”:
Mentors provide you with insight, background, resources, tips and techniques to assist you with being successful in attaining and integrating into a new job, not find a job for you.

Be open:
Share your experiences – successes, challenges, difficulties, and failures. Be open to learning about new perspectives.
MENTORING TIPS

- Give mentors and mentees opportunity to regularly provide feedback throughout the mentoring relationship and upon program completion.

- Evaluation of mentoring relationships should not be tied to any employment outcomes.

- Determine the duration and frequency of the mentoring relationship during the design phase of the mentoring program.

- Duration of mentoring: Because relationships and a sense of bonding occur over time between mentors and mentees, the duration and consistency of each mentoring relationship is very important.

- Incorporate SMART objectives into your mentorship program design.

- Mentoring activities should reflect the goals of the program and needs of the mentee.

- The eligibility criteria for mentees should be periodically reviewed by the agency, and adjusted as required to reflect the agencies’ client needs within the parameters of program funders.

- The termination process for the mentoring relationship should be clarified and include some element of recognition for those who participated.

Are the program goals S.M.A.R.T.?

- S - specific
- M - measurable
- A - achievable
- R - relevant
- T - time-bound
RESOURCES

Alberta Mentors - Creating a Mentoring Program
http://albertamentors.ca/create-a-mentoring-program/

National Mentoring Partnership - Tools to Design and Plan a Mentoring Program
http://www.mentoring.org/program_resources/elements_and_toolkits/tool_kit/design

Chronus - How to Start a Mentoring Program
http://chronus.com/how-to-start-a-mentoring-program

Mentoring Canada - The Building Blocks of Quality Mentoring Programs
http://www.mentoringcanada.ca/training/Mentors/index.html

Hire Immigrants Ottawa - A Collaborative Model for Delivering Mentoring to Immigrants in Ottawa
http://www.hireimmigrantsottawa.ca/downloads/HIOCollabMentENWEB.pdf
POST-WEBINAR DISCUSSION

Following the webinar, you are strongly encouraged to use the questions below as a way to continue the discussion with your colleagues at your organization. Depending on the size of your group, you may want to create small breakout groups or facilitate a large group discussion.

 Diseussion Questions

1. What learning will you share with colleagues who could not participate in the webinar?

2. After participating in this webinar, what mentorship areas will you focus on? What first steps will you take?

3. What is one personal learning from the webinar? What is one organizational learning from the webinar?

4. Has this webinar inspired you to take part in or start a mentorship program? Why or why not?