PROFESSIONAL MENTORSHIP PROGRAM 2016-2017

MANAGEMENT & FINANCE DEPARTMENTS

SEIDMAN COLLEGE OF BUSINESS

MENTOR/MENTEE HANDBOOK

THIS BOOK BELONGS TO: ________________________________

“More than mere teachers, mentors are often emancipators, freeing artists from poor technique, clouded vision and personal uncertainty.”
-- PAUL SODERBERG

www.gvsu.edu/mentorship/
MENTORING AGREEMENT:

We are voluntarily entering into a mentoring partnership from which we both expect to benefit. We understand that the mentor is a volunteer who wants to help the mentee become and stay a success in school and in life—this mentor will act as an advisor, personal coach, and role model.

We want this to be a rich and rewarding experience with most of our time spent together in professional development activities. To this end, we have mutually agreed upon the terms and conditions of our relationship as outlined:

- Attend at least 3 face to face meetings with your mentor/mentee:
  - including a half day job shadow experience (to be scheduled by mentor and student)
  - the ability to commit a minimum of 10 hours of time during the program
- Stay in contact between face to face meetings through various communication methods (phone, email, etc.)

______ OBJECTIVES: Outlined below are 4 areas we will work on during this program:

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<tr>
<th>We hope to achieve:</th>
<th>To accomplish this we will:</th>
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______ CONFIDENTIALITY: Any sensitive information shared or issues identified within the partnership are to be held confidential and in confidence. Issues that are off-limits in this relationship include:

__________________________________________________________________________________

______ FREQUENCY OF MEETINGS: We will attempt to meet at least _____ time(s) each month. If we cannot attend a scheduled meeting, we agree to notify one another in advance.

______ CONTACT INFORMATION: best way to reach me is—

__________________________________________________________________________________

__________________________________________________________________________________

Mentor ___________________________ Date ________________

Mentee ___________________________ Date ________________
GETTING TO KNOW YOU:

*No need to panic!* You have been placed with your mentor/mentee because you possess knowledge, skills, and a passion that the other has a strength in or desire more understanding of!

A mentoring relationship that will be solid and beneficial requires engagement, honesty, insight, awareness and openness. Currently you are looking at someone whom you may have never met before, so how can you be all of that to a complete stranger?

Start by having a collaborative conversation- start by saying “Hi, my name is_____ and I’m your____.” This announcement will serve as an invitation into a partnership that will be all of the things listed above. After the pleasantries have been shared, begin learning more about each other by asking questions similar to these:

**Ask your Mentor…..**

- Who inspired you to be a leader?
- What was the career path that led you to your current position?
- What challenges have you faced in your career?
- What lessons have you learned from your successes and failures?
- What do you do for your own growth and development?

**Here are some more questions in case those 5 don’t work for you:**

- How do you spend most of your time?
- How can I help you?
- Is this where you thought you would end up?
- What used to be your biggest weakness?
- What are you most proud of?
- What professional organizations are you associated with and in what ways?

*Are these questions truly beneficial to you, if NOT then DON’T USE THEM! Ask what is important to you!!*

Side Note Suggestions (for mentees):

- Make sure your body language and facial expressions convey that you are listening
- Use eye contact
- Listen for key triggers (frustration, confusion, attitudes, values, emotional responses)-ask
- Listen for the key point-always ask for clarity if you are unsure
- Pay attention-stay focused on YOUR current conversation
Here are some tips for the mentees:

1. **Initiate.** Take the initiative to ask your mentor questions, let him/her know your interest and objectives—ask them to share their experiences. Trust me, they are waiting for you to ask!!

2. **Honor your Commitment.** Your mentor (like you) has a pretty demanding schedule and may be being pulled in several directions for other obligations....but think about it, they signed up for this program just like you did. Therefore, you both have a vested interest in each other and the well-being of your partnership! Please appreciate their commitment to this program by: (1) respecting their time and investment, (2) respond in a timely manner to your mentor’s questions and their attempts to contact you- if you do not have time to respond at length, and then send a short message letting them know you will be in contact shortly.

3. **Help your Mentor Help you.** Tell your mentor how they can help you most! Share!!

4. **Expect Support, Not Miracles.** Your mentor is here for support, guidance and direction...not to get you an internship, a job, or introduce you to the hiring manager. They most certainly cannot solve your problems for you...nor do your résumé for you. Think of it this way- the most valuable qualities mentors can offer are: an alternative view, provide feedback, be a sounding board, or push you to the next level.

5. **Communicate clearly.** As best as possible, communicate clearly what you would like to discuss with your mentor, questions you have, guidance you need. You can accomplish this by writing down your talking points prior to meeting—this way you can utilize your time most wisely.

6. **Be Teachable.** Be willing to learn new things, obtain a different perspective, and be responsive to constructive criticism.

7. **Keep Up your End.** Work hard to be a good mentee. Did you do everything you could do?

8. **Follow Through.** When you act on a mentor’s suggestion or advice, act quickly. Do it in a timely manner with feedback given.

9. **Look Ahead at Your Calendar.** If you know you can’t make it, do it, or participate in it….don’t agree or sign up for it!

10. **Correct Misunderstanding When They Happen.** Get in touch with your mentor before a concern, misunderstanding or confusion becomes a problem.

11. **Be Honest.** Be honest— with each other in expectations, results, and in communications.

12. **Be Innovative and Creative.** Don’t just take ideas, but offer them also.

13. **Get to know each other.** This partnership has the potential of becoming a lifelong friendship.

*tips accumulated from various sources*
Ask your Mentee.....

- What makes you, you?
- What values drive your actions?
- What life experiences have influenced you the most?
- What is your strongest attribute?
- What unique skills and competencies do you possess?

Helpful Hints and Reminders....
Mentors- don’t forget.... we were once young too! So here are some hints and reminders about the students!

1. Hesitant and Unresponsive. In the initial stages, the student may come across this way; however, it is a manifestation of their insecurity about the partnership. The attitude will, hopefully, take a positive turn as they realize your sincerity about being a friend-and having a vested interest in their well-being. Be Patient!

2. It’s All About the ‘REAL’ You. In the initial phase of the program, it is an informal get-to-know-you. Take time to get to know each other, what are your common interests and what similarities do you share? It is completely okay to share your experiences when you were a college student and all the fun you had!

3. Know Your Role and Stick to it! Please remember that you are a mentor, a professional individual who is volunteering their time to help advise a student into the professional world. That’s it. You are not a teacher, parent, disciplinarian, therapist, Santa Claus, or babysitter.

4. Not All Feedback is Equal. I understand that you have a certain level of toughness that you have acquired over the years within the industry you operate within. However, please remember that these are still students. They may act or even look like adults, but they are not there yet. They still need feedback to be given with a measurable and identified portion of respect and kindness.

5. Solve the Problem Together…. not for them. Try to walk them through the discussion and journey allowing them to have self-actuation. Please try not to just tell them; ask for their insight, why they think the way they do. All of this will provide valuable insight to them and also help them solve problems on their own.

6. Remember, Someone Helped You. Have a great time together while going through this journey. Remember, someone helped you get to where you are. Now, you are paying it forward!!

*tips accumulated from various sources
Here are 5 (additional) Questions Every Mentor Must Ask (according to Harvard Business Review):

1. What is it that you really want to be and do?
2. What are you doing really well that is helping you get there?
3. What are not doing well that is preventing you from getting there?
4. What will you do differently tomorrow to meet those challenges?
5. How can I help/where do you need the most help?

Recommended Ongoing Professional Development Activities:

1. Goal Setting-develop 2-4 SMART goals for the year based on the student’s mentoring goals; identify resources needed, actions items for students and mentor, deliverables and deadlines (S-specific, M-measurable, A-attainable/achievable, R-relevant, T-timely).
2. Resume Review- format, content, tailoring multiple resumes based on interests.
3. Social Media-LinkedIn, Twitter, Instagram, Facebook…. what is appropriate vs. not.
4. Develop Portfolio-does your industry requires a portfolio to show past work? Put one together
5. Job Shadow- at least 4 hours.
6. Read Up-read an article or book and discuss it!
7. Take Them with You-mentor take your mentee to some networking events…show them how the pros do it!
8. Volunteer at an Event Together- a team that volunteers together develops memories
9. Develop an ‘Elevator Pitch’-what is important information you need to convey to potential employers in a brief conversation.
10. Identify and Develop Soft Skills- help your student understand what they are, then begin to develop me (Emotional Intelligence-Daniel Goleman is a great start place).
11. Five Year Plan-write out the vision and steps to help make it a reality.
12. How to Build Your Network-and how to work it.
13. Conduct Mock Interviews- help them out-prepare them to shine!

*tips accumulated from various sources
# NOTABLE DATES AND EVENTS

## FALL SEMESTER 2016:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td><strong>Mentorship Launch Event</strong></td>
<td><strong>Sept 21, 2016</strong></td>
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<tr>
<td>Learn About the ESSU Advantage*</td>
<td>Sept 7, 2016</td>
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<td>ERP Program Speaker Series: Deloitte Consulting*</td>
<td>Sept 14, 2016</td>
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<td>ERP Recruiting Event*</td>
<td>Sept 21, 2016</td>
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<td>Coffee &amp; Culture: Navigating the Middle East*</td>
<td>Sept 22, 2016</td>
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<td>Peter Secchia Breakfast Series: Birgit Klohs*</td>
<td>Sept 27, 2016</td>
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<tr>
<td>Careers &amp; Curriculum in Finance*</td>
<td>Sept 29, 2016</td>
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<td>Company Information Session: Cargill*</td>
<td>Oct 6, 2016</td>
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<td>GVSU Fall 2016 Career Fair*</td>
<td>Oct 11, 2016</td>
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<td>Discussion with Ivan Femia: SAP Mentor*</td>
<td>Oct 12, 2016</td>
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<td>Company Information Session: PwC*</td>
<td>Oct 19, 2016</td>
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<td>How to Create a “Plan B” Workshop*</td>
<td>Oct 26, 2016</td>
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<td>Company Information Session: BorgWarner*</td>
<td>Nov 2, 2016</td>
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<td>Finance Internship Expo*</td>
<td>Nov 3, 2016</td>
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<td>Company Information Session: Meijer*</td>
<td>Nov 9, 2016</td>
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<td>Thanksgiving Break</td>
<td>Nov 23-27, 2016</td>
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<td>Classes End</td>
<td>Dec 10, 2016</td>
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<tr>
<td>Commencement*</td>
<td>Dec 10, 2016</td>
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<tr>
<td>Final Exams</td>
<td>Dec 12-17, 2016</td>
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<tr>
<td>Holiday Break</td>
<td>Dec 18, 2016- Jan 8, 2017</td>
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*go to [www.gvsu.edu/events](http://www.gvsu.edu/events) to search for more information

*1 GVSU Fall 2016 Career Fair: 1-5p DeVos Place Convention Center (303 Monroe, GR, MI)
# Winter Semester 2017

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<tr>
<th>Event</th>
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<tr>
<td>Classes Start</td>
<td>Jan 9, 2017</td>
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<tr>
<td>Midpoint Check-In Program</td>
<td>Jan 23, 2017</td>
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<tr>
<td>Discussion with Julien Delvat: SAP Mentor*</td>
<td>Jan 25, 2017</td>
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<tr>
<td>Financial Planning: For Your Future*</td>
<td>Feb 8, 2017</td>
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<tr>
<td>GVSU Winter 2017 Career Fair*</td>
<td>Feb 23, 2017</td>
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<tr>
<td>Careers in Management*</td>
<td>March 2, 2017</td>
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<tr>
<td>Spring Break</td>
<td>March 5-12, 2017</td>
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<td>ERP Program Speaker Series: PwC*</td>
<td>March 23, 2017</td>
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<td>Closing Ceremony</td>
<td>April 17, 2017</td>
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<td>Classes End</td>
<td>April 22, 2017</td>
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<td>Final Exams</td>
<td>April 24-29, 2017</td>
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<tr>
<td>Commencement*</td>
<td>April 29, 2017</td>
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Please visit [gvsu.edu/events](http://gvsu.edu/events) regularly for upcoming events
VALUABLE STUDENT RESOURCES

**Career Center**: From career planning to major exploration, the Career Center has you covered. We have convenient locations in both Allendale and downtown Grand Rapids. We are open Monday through Friday from 8 a.m. - 5 p.m. Schedule an [appointment](http://www.gvsu.edu/careers/) or drop-in during [Time for Ten](http://www.gvsu.edu/careers/) hours.

**Student Academic Success Center**: Our office coordinates student success services for undecided and pre-major students, transfer students, first generation college students, and student athletes. Equally important to our office is the wide range of programs and services we offer to assist students in achieving their educational goals.

[http://www.gvsu.edu/sasc/](http://www.gvsu.edu/sasc/)

**Tutoring Center**: The Tutoring Center provides tutoring (at no cost) to all Grand Valley State University students in most 100- and 200-level courses and some 300-400-level courses. If you wish a tutor for a 300-400-level course, in addition to submitting the online request, you will need to complete a special request form

[http://www.gvsu.edu/tc/](http://www.gvsu.edu/tc/)

**Writing Center**: The center's well-trained peer consultants can help you to brainstorm ideas, organize content, integrate research, polish a draft, and correctly document sources.

[http://www.gvsu.edu/wc/](http://www.gvsu.edu/wc/)

**University Counseling Center**: We are a team of trained professionals committed to improving the mental health of the GVSU student body through counseling, education & consultation. We offer the following counseling services to all currently registered GVSU students free of charge.

[http://www.gvsu.edu/counsel/](http://www.gvsu.edu/counsel/)

**Speech Lab**: Speech Lab consultants are trained to work with undergraduate students on all elements of the speechmaking process including topic selection, organization, supporting materials, and most importantly, practicing delivery. Sessions can be scheduled to help with in-class speech assignments, or with public presentations such as wedding toasts, a sales pitch or award presentations.

[http://www.gvsu.edu/speechlab/](http://www.gvsu.edu/speechlab/)