SEIDMAN PROFESSIONAL MENTORSHIP PROGRAM

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:
  o including a half day job shadow experience (to be scheduled by mentor and student)
  o 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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<th>We hope to achieve:</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

www.gysu.edu/mentorship/
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 for someone whom you may have never met before, so how can you be all of that to a 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 to a partnership that will be all the things listed above.

After the pleasantries have been shared, begin learning more about each other by asking questions like 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 career growth and development?

_Here are some more questions in case those 5 don’t work for you:_

- How do you spend your time outside of work?
- Is there anything I can help you with or learn?
- Is this where you thought your career journey come to?
- What was a professional obstacle and how did you overcome it?
- What are you most proud of both personally and professionally?
- What professional organizations are you associated with and in what ways?

Side Note Suggestions (for mentees):

- Make sure your body language and facial expressions convey that you are listening
- Use eye contact
- Listen for the key point—always ask for clarity if you are unsure
- Use active listening to engage in the dialogue—stay engaged
Here are some tips for the mentees:

- **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!

- **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 personal stake 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.

- **Help your Mentor Help you.** Tell your mentor how they can help you most, share!

- **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.

- **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.

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

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

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

- **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!

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

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

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

- **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 brought you to West Michigan, Grand Valley State University, and Seidman College of Business?
- What have you enjoyed the most about college? What challenges you?
- What is your strongest attribute?
- What unique skills and competencies do you possess? What do you want to enhance or develop?

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 personal stake 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 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
2. Résumé Review- format, content, tailoring multiple résumés based on interests
3. Social Media-LinkedIn, Twitter, Instagram, Facebook.... what is appropriate vs. not
4. Develop a Portfolio-does your industry require 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. Attend a luncheon or seminar. Find additional ways to spend professional time together
8. Volunteer at an Event Together-a team that volunteers together develops memories together
9. Develop an ‘Elevator Pitch’-what is important information you need to convey to potential employers in a brief conversation? How does that differ from informal networking conversations?
10. Identify and Develop Soft Skills- explore the topics, Emotional Intelligence-Daniel Goleman is a great starting place
11. Five Year Plan-write out the vision and steps to help make it a reality
12. Conduct Mock Interviews- prepare them to shine

*tips accumulated from various sources
Seidman Academic Services Office: Staff in the Seidman Academic Services Office are the advisors for undergraduate business students. We offer a variety of services including determining requirements needed for graduation, scheduling, registration, general problem solving, dropping or adding classes, declaring a Seidman major, course sequencing AND much, much more!

http://www.gvsu.edu/seidman/undergraduateprograms/

Career Center: From career planning to major exploration, the Career Center has the student covered. We have convenient locations in both Allendale and downtown Grand Rapids and are open Monday through Friday from 8 a.m. - 5 p.m. Schedule an appointment or drop-in during Time for Ten hours.

http://www.gvsu.edu/careers/

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 a student wants a tutor for a 300-400-level course, in addition to submitting the online request, they will need to complete a special request form

http://www.gvsu.edu/tc/

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

http://www.gvsu.edu/wc/

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

http://www.gvsu.edu/counsel/

TRACKS: The TRACKS Program is designed to provide Seidman students in-depth opportunities employers are seeking and to provide great networking opportunities. The TRACKS Program is open to all Seidman students. There is no formal application—simply come to one of the events and register. The TRACKS Program is divided into four categories, with unique events, workshops, or talks within each category.

http://www.gvsu.edu/seidman/tracks/