

UEA

Mentors Information Briefing

September 2012

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Careers and Employability
University of East Anglia



What does a Mentor do?

- Listens carefully to what their Mentee wants to achieve.
- Provides guidance, feedback and, when necessary, direction.
- Shares their wealth of experience and knowledge where appropriate.
- Enthuses and encourages.
- Helps develop their mentees employability skills.
- Speaks with their mentee about their aspirations and supports their progression towards them.

Why Mentor?

- It is a great opportunity to help others.
- Develop your communication and coaching skills.
- Create a strong link with the University.
- Network with other businesses/organisations.
- The chance to do something different.

Communication with your Mentee

How Long Does the Mentoring Period Last?

Our expectation is that mentee/mentor matches have a minimum of 6 hours contact time over a period of 6 months. When and how these 6 hours are conducted however is entirely up to you and your mentee and what works best for you e.g. you could complete the programme in two months, speaking for an hour every week. Regardless of what you decide in terms of time basis, we strongly suggest you try and meet your mentee in person at least once. Clearly, for overseas Mentors, this will rarely be an option and we will discuss this during your training. It is also possible to extend the length of the relationship, should both parties wish to.

How Do I Stay In Contact With My Mentee?

Between face to face meetings with your mentee (or if maintaining a long distance mentoring relationship) we suggest you keep in contact via Telephone, E-Mail, Skype or LinkedIn. In order to keep the relationship professional though, we do ask you to please refrain from using social networking sites such as Facebook.

If We Meet In Person, Where Do We Meet?

University Campus

- If you wish to meet on campus we will be able to book you and your mentee a room in advance. Simply e-mail **careermentors@uea.ac.uk** with specifications of time and date.
- Alternatively, you could meet in one of our coffee shops such as Blend, The Hive or Zest.
www.uea.ac.uk/about/gettinghere/campusmap

Place of Work

- This would be a great opportunity for your mentee to gain a further understand of your line of work and day to day working life.
- Please be aware that for our less confident students this may be quite an intimidating experience at first, so try to ensure that they feel welcomed and comfortable in the environment.

Public Place

- We only advise this option if the other two are completely impossible. For safety reasons, please ensure someone is aware of your whereabouts at all times and choose somewhere you both feel comfortable.

Matching Process

Research

- We have looked closely at Mentoring Schemes run by other Universities
- Built up our knowledge using feedback from our Pilot Mentoring Scheme.

Mentor Application

- What kind of mentee you'd like to work with e.g. How much they have thought about their career aspirations for the future.
- What areas you would feel comfortable giving advice and support about.

Mentee Application

- What areas of career development would they like to focus upon.
- What they hope to gain from the Mentoring Programme.

Matching

- Carried out manually.
- Matching the Mentor/Mentee based upon the requirements of the Mentee and the capabilities of the Mentors.

Academic Diary

Here you can find all the important dates and events which take place during UEA's Academic Year. We also suggest you write down when your Mentee's assessment periods are so you are aware when their workload will be heaviest.

September 24 th – 28 th - Fresher's Week	October 2 nd – Student Jobs & Volunteering Fair 24 th - Careers Fair	November
December 14 th - Semester Ends	January 7 th - Semester Begins	February
March 22 nd - Semester Ends	April 15 th -19 th - Final Teaching Week 22 nd – Exam Period Begins	May
June 8 th – Summer Vacation Begins	July	October

Discussion Points

You may discover at the beginning of the scheme that your Mentee is lacking in confidence and therefore uncertain how to make the most of your relationship. Or, after the initial queries have been answered, you may find yourself unsure of how to progress onwards. Below we have listed a few topics which may help as a starting point from which to advance on from.

Overall

- CV Building
- Job Applications
- Interviews
- Job Hunting Techniques
- Networking
- Sector Requirements
- Work Experience
- Further Education
- Skill Development

Mentee Led

- Degree Course
- Favourite Modules
- Interests
- Skills
- Career Aspirations
- Achievements
- Previous employment

Mentor Led

- Education
- CV
- Personal Experience of Job Applications/ Interviews
- Typical work day
- Current employer
- Useful skills
- Career Aspirations

Action Plan

To help clarify your role as Mentor, and to avoid misunderstandings, discuss the action plan together. Encourage your mentee to i) prepare a draft of your agreed plan and ii) email it to you. Once you are both agreed, please ask your mentee to email a copy to careermentors@uea.ac.uk.

What are your Mentee's Goals for the Scheme?

1. _____
2. _____
3. _____

Goal	Action	Evidence of Completion
E.g. Prepare for Job Applications	<ol style="list-style-type: none">1. Look over Mentees CV.2. Look over a mock cover letter.3. Conduct mock interview.	<ol style="list-style-type: none">1. Have Mentee send edited/re-drafted CV and mock cover letter.2. Discuss feedback from interview.

Advice & Support

My Mentee's behaviour has been inappropriate, how do I handle this?

- First of all, try and speak to your mentee in person explaining clearly why you feel their behaviour has been inappropriate. It may well be simply a misunderstanding which can be resolved through discussion. However, if you should feel that you really cannot approach them or that it is an issue you cannot deal with solely, please contact the UEA Mentoring Programme immediately so we can help.

I'm very busy at work at the moment and I'm worried I'm not able to spend as much time helping my mentor as I was.

- Both you and your mentee are bound to go through periods of time where you are very busy with work and do not have as much time to spare. When you do find yourself in this situation, try and get in contact with your mentee to explain to them why you might be difficult to get hold of and perhaps suggest tasks they can be getting on with whilst you are unavailable. Try and get your mentee to do the same, it might be useful to take down their assessment dates too just for reference. Finally, remember your Information Pack Academic Diary contains all of the important term time dates and may explain the reason for your mentees lack of contact.

What services can Careers and Employability provide for my Mentee?

- Students can book a Quick Queries session (15 minutes) on the day to combat a pressing issue or just to get them started thinking about careers. For a longer, in depth session they can organise a Guidance Appointment (45 minutes) with the Career Advisor for their school or the career sector they are interested in.
- Careers and Employability organise a number of events across the Academic Year which students will be notified about through the Careers Bulletin e-mail. This will include careers lectures, media panels and coaching. Why not ask your Mentee what they've attended and whether they think they could make use of any of the upcoming events? You may be able to help them prepare by creating some questions they could ask and encouraging them to be confident.

Any other Issues/Problems?

- As much as possible we like you and your Mentee to try and resolve any issues you have as it encourages an open, honest relationship. However, if you have any larger queries or are experiencing problems please contact us so we can help you as soon as possible.

Contact Information

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Student Enterprise & Employability Development
Careers and Employability
University of East Anglia
Norwich, NR4 7TJ

Frequently Asked Questions

Will we get general information about the student we are matched with?

- Both mentee and mentor will each receive a copy of each other's application form.

Is there an 'ideal' profile for a Mentor? What would success look like?

- Please refer to "what makes a good mentor". However, excellent listening skills, being non-judgemental and not too directive are excellent qualities and skills. You are not expected to be an expert in any particular career area or sector. You are there to help the student improve their confidence and to realise their potential and areas of interest.
- In terms of an individual student, this is clearly relative and subject to the goals set at the beginning of the Programme. For some students, this may be improved confidence in networking or an improved CV. It depends on the student, the goals set and whether anything cropped up to alter the best laid plans – such as a last minute job application. In terms of the Programme as a whole, we would like to be able to give every student the opportunity to be mentored by an alumnus or other professional.

How many Mentees can we have? What year are they in?

- Up to 3. However, you can also opt to be available for one-off "information interviews". This means that we will put students in touch with you if they aspire to enter your sector and if you have volunteered to offer half an hour of your time to talk to them about your role on ad hoc basis (on demand)
- Student develop maturity at different stages. There isn't a standard. Therefore, we will offer the Programme to students in second year.

Is Mentee recruitment a rolling process?

Your relationship with your mentee will conclude after 6 months. However, we would be very pleased if you could then take on a new mentee(s)

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FAQ continued

What is the most common thing that goes wrong?

- Mentors feel under utilised because their mentee fails to contact them as often as planned. We will try to address this through mentee training but please don't feel your mentoring has failed in any way. It is often because the mentee feels too under pressure from academic work.

Confidentiality? Can we refer them to support/student services?

- Confidentiality should be respected. We do not need to know the content of your discussions, providing it remains within the boundaries of the Programme. However, if you become concerned about a mentee, you should alert us and mentees will be informed of this when they participate in the Programme.
- On commencement of the Programme, you will receive detailed information about the support services available to students at UEA. Feel free to redirect them to this support.

How often do we meet? Can we meet more than one mentee in one day?

- Mentors based overseas may never meet their mentee. You may be concerned about this but we will provide you with training to help you in your role.
- How often you meet is entirely up to you. It could be that you meet once and then conduct the relationship via email. Or it could be that you always meet in person. We will leave it to you and your mentee as to how you manage the time.
- Yes. We can book rooms on campus that span more than one time slot. Providing the schedule works for you and your mentees.

What about liability?

- You will receive a statement of our liability as part of the training.
- In terms of your personal liability, we would encourage you to adopt the approach that careers guidance professionals adopt. It is vital that you do not direct a mentee to do something. You should encourage them to identify and take responsibility for their own actions and decisions. You are a sounding board and a critical friend but you are not providing instructions, only your own reflections and thoughts which it is their responsibility to question and consider – not simply to adopt as a universally accepted truth.

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