

Mentor Handbook



We are so excited to have you as a mentor!



Did you know that the mentor role is a critical puzzle piece in onboarding success?

You are a critical peer-insider for the new team member and will play an important part in helping them settle in, getting access to tools and resources they need, and helping them navigate the overwhelming amount of new things they are facing.

So what is a mentor exactly?

At its core, a mentor is a trusted friend and guide.

Mentoring is a loosely structured and trusting relationship that brings people together with individuals who can offer encouragement, guidance, and support in developing the competence and character of the mentee.



A peer mentor is:



- A Friend
- A coach
- A supporter
- An advisor
- A role model
- A resource for opportunities and ideas
- An organizational insider

A peer mentor is not:

- The solution to all problems
- A Superhero
- A therapist



Be a bridge



Generally speaking, we humans are more comfortable going to our peers with questions or concerns and are reluctant to approach leadership in these areas.

A primary part of the mentors' role is to help bridge that gap!

With the increased comfort in asking questions or seeking guidance, there is increased access to support and resources during times of struggle.



The benefits abound!



Mentor Benefits:

- Recognition as a strong performer
- Expanded network
- Opportunity to motivate others
- A fresh perspective
- Enhanced leadership and mentoring skills

Mentee Benefits:

- One-on-one assistance
- Jump-start on networking
- Single, comfortable point of contact
- Knowledge of "how things really get done"
- A smoother acclimation period

Organization Benefits:

- Increase employee motivation and retention
- Increased employee communication
- Enhanced employee development
- Shared quality of work processes
- Increased employee productivity

Core Responsibilities



- To reduce the initial confusion and uncertainty faced by the new employee
- Enable the new employee to become knowledgeable about department practices and organization culture in a shorter period of time
- Ensure that basic questions about operational practices or issues are dealt with quickly
- Help build on knowledge they have obtained during orientations and onboarding and gain further knowledge of the department and how the department fits into the whole
- Help the new employee's self-confidence by allowing them to focus on adding value to the organization
- Act as an informal resource on policies and procedures
- Facilitate introductions to other team members, key stakeholders or the team in general.
- Establish a rapport with the new employee.



Mentee Expectations



Don't worry, there are some expectations of your mentee as well:

- They should receive constructive criticism in good spirit
- They should present a coachable attitude
- They should display a willingness to learn



Some helpful tips:



- Don't worry about being an expert, focus on helping the mentee
- Focus on the positive, the mentee will grow into their roles with positive reinforcement
- Don't try to force a relationship! Be patient, it takes time. Don't try to cover everything right away.
- Maintain a teaching relationship
- Try not to judge, just offer feedback
- Encourage collaboration.



Finding Support



Most Importantly!

Don't forget, as a peer mentor, you don't have to have all the answers.

IT'S ALWAYS OK TO ASK FOR HELP.

