



The MemberWise Network has launched a dedicated online mentoring service in response to a requirement for stronger peer driven help and support. Our mentoring programme has been designed to introduce mentors/mentees and provide a basic framework/structure to enable the facilitation of the mentoring process.

The programme is delivered via the network's online professional community, MemberWise Connect, and can be accessed via the 'Mentoring' menu option.

Mentor/Mentee Roles and Responsibilities



Mentor

An experienced professional who will conduct the role of a trusted adviser

A mentor will agree to share with the mentee information about his or her own career path, provide guidance, motivation, emotional support and role modelling. He or she may help with exploring career opportunities, setting goals, developing contacts and identifying suitable learning resources. They will remain in contact with the mentee as established by the mentoring programme structure and maintain confidentiality within the mentoring relationship. The mentor can help the mentee to establish an Individual Development Plan, if that is required by the mentee. We recommend only mentoring up to 3 Mentees.



Mentee

A professional who is advised, trained, or counselled by a mentor

A mentee will be motivated and feel empowered to plan and manage the direction of their own professional life. They will initiate the mentoring relationship and will be open to coaching, feedback and guidance by the mentor. They will be in contact with the mentor as established by the mentoring programme structure and maintain confidentiality within the mentoring relationship. The mentee can, if required, create an Individual Development Plan with the support of the Mentor (please refer to our official template). We recommend that you have one mentor at a time.

Visit: <https://connect.memberwise.org.uk>
to start your Membership Body Mentor or Mentee Journey Today!

Professional Themes that can be useful topics in a mentoring relationship

- Challenges of working in specific functions or departments e.g. membership;
- Moving career stages e.g. new to the sector or seeking promotion;
- Returning to work after long term sickness or parental leave;
- Challenges of working in small vs large membership organisations;
- Challenges of working in global vs local membership organisations;
- Challenges of working in particular segments within the membership sector e.g. professional body vs a private members club;
- Specific topics e.g. first time line management;
- Strategic issues vs. operational issues.

Duration

Our mentoring programme lasts between 6 and 12 months to complete and includes one-hour catch-up meetings or equivalent (held either face-to-face, by telephone or online (zoom, email etc). These can be organised by the mentor (using the Mentee Development Plan Template contained within this document).

Note: After 365 days of registering as a Mentor/Mentee your status will automatically close. This will remove your online relationship and mentor/mentee badge.

Characteristics of Effective Mentoring

The ability and willingness to:

1. value the mentee as a person;
2. develop mutual trust and respect;
3. maintain confidentiality;
4. listen both to what is being said and how it is being said;
5. help the mentee solve his or her own problem, rather than give direction;
6. provide useful case studies, example and real-life experience to inform a mentee's decision making and own learning;
7. focus on the mentee's development and resist the urge to produce a clone

Disclaimer

All Mentors and Mentees are asked to agree to a standard disclaimer as follows:

"I acknowledge that I understand that MemberWise has no role in MemberWise Mentoring other than providing a means for MemberWise Connect community members to connect with prospective mentors and mentees. I represent and warrant that I will comply with all United Kingdom laws and regulations, as well as the ethical and licensure requirements of my profession, directly or indirectly applicable to me and my participation in MemberWise Mentoring and any mentoring activity that follows. I acknowledge that I have sole responsibility for the decision to engage in any mentoring activities I undertake and expressly disclaim any liability by the MemberWise Network for any causes of action or liability related to my participation in MemberWise Mentoring and/or any relationships or activities it generates, including, but not limited to improper use of data, information or other information transmitted or received."

Complaints

The MemberWise Network provides this service as a fully automated service; however, we accept that from time to time your experience may not be as expected. Mentors and Mentees should contact info@memberwise.org.uk if any exceptional circumstances occur.

The MemberWise Network reserves the right to remove any Mentor or Mentee who does not exhibit the characteristics outlined in this guidance.

Feedback

All feedback and messages of support should be submitted to info@memberwise.org.uk