



MENTOR TIPS

There are many benefits to becoming an ISPE Mentor, from giving you the opportunity to review your professional accomplishments and challenges, to reminding you of lessons learned. In sharing your expertise, you are leaving a legacy and guiding another's career path. Mentoring also gives you an opportunity to review and re-energize your career goals.

You, as the mentor, will receive many benefits from this experience; here are just a few to consider:

- Personal satisfaction in helping someone grow professionally
- Building new relationships
- Developing your skill as a teacher, advisor, and guide



ROLES AND RESPONSIBILITIES

The development of your mentee depends on exploring career aspirations, strengths, and weaknesses, collaborating on means to “get there,” and implementing strategies. You, as the mentor, provide the guidance for the mentee to follow. Sharing your wisdom and past experiences is what the mentee seeks from you.

Here are a few roles and responsibilities to help you in the process:

- Support the mentee's development of professional and interpersonal competencies through strategic questioning, goal setting, and planning
- Create a supportive and trusting environment
- Agree to, and schedule uninterrupted time with your mentee
- Stay accessible, committed, and engaged during the length of the program
- Actively listen and question
- Give feedback to the mentee on his/her goals, situations, plans and ideas
- Encourage your mentee by giving them genuine positive reinforcement
- Serve as a positive role model
- Provide frank (and kind) corrective feedback if necessary
- Openly and honestly share “lessons learned” from your own experience
- Respect your mentee's time and resources

HOW TO BEGIN THE CONVERSATION

When starting a new mentor/mentee relationship, it might be hard to know where to begin. As a mentor, here are a few questions you can ask to get things moving and find out what has motivated the mentee to connect with you.

- What are the skills you want to develop? Is your mentee struggling with a specific part of their job?
- What strategies come to mind when looking at a situation? Is this something you have encountered before, or have you gone through something similar and have some insight on what worked for you?
- What outcomes are you after here? Are these outcomes reasonable, given the circumstances? Ultimately, what does the mentee want to happen, or what do they hope to have happen?
- What resources are available to help you move forward? Do they have any resources at their workplace? Are you aware of any resources that helped you in the past?
- What forces may help or hinder you?
- What other information do you need to arrive at a solution?
- What are the pros and cons of each solution?
- What is the first step you need to take to achieve your preferred outcome?
- What alternative strategies should you develop?
- How will you know you have mastered or successfully enhanced a competency?

GIVING FEEDBACK

- Use “I” statements. Give examples from your experience.
- Try not to use words such as “but” or “however.”
- Avoid statements that describe someone instead of their actions
- Ensure feedback is specific.
- Allow the other person to ask questions or share their viewpoint.
- Listen carefully not only to the words but to the feelings and body language of the speaker. Don’t become defensive.
- Don’t interrupt when the other person is responding.
- Allow time and privacy for feedback- avoid/minimize distractions, set aside uninterrupted time for your feedback session.
- Help your mentee plan for next steps. Ask questions such as:
 - What is a step you can do to reach your desired outcome?
 - What are some ways you can think of to resolve this challenge?
 - What resources are available to you?
 - What can I do to help you?

