Sussex Connect Alumni Mentoring

A guide for mentors and mentees

Index

1. Getting the most out of mentoring – best practice  page 1

2. Sussex Connect Code of Conduct: alumni mentor to student mentee  page 5

3. Sussex Connect Code of Conduct: alumni mentor to alumni mentee  page 7

4. Your mentoring contract  page 9

5. Useful external online resources  page 10
Sussex Connect Alumni Mentoring

Getting the most out of mentoring – best practice

What is mentoring?
Alumni mentors are experienced professionals who have agreed to share their skills, knowledge and experience. They act as a guide and support to their mentee in a series of informal one-to-one discussions.

Mentees benefit from having an experienced person who takes the time to listen, explore and discuss specific development needs, be that career planning or expanding a personal network.

In turn mentors are able to develop their leadership and communication skills through these mentoring partnerships.

The purpose of the Sussex Connect Alumni Mentoring programme is to:

- Enable mutual learning and development to take place in supported one-to-one mentoring relationships
- Provide an opportunity for mentees to take responsibility for managing their own career development

Communication channels

- We expect your Sussex Connect mentoring relationship will be conducted primarily online through email (e-mentoring) and other digital channels (such as Skype/webchat), or via phone, as agreed with your mentoring partner. You may also have the opportunity for face to face meetings you are conveniently located in the same town or city.
- Where we refer to meetings in this document we assume these to be virtual online meetings/video conferences/telephone calls rather than face to face meetings.
- E-mentoring: Ensure all emails are read and understood before replying to each other. Respond to emails in a timely and professional manner.

Define your mentoring relationship upfront

- To get the best out of your mentoring relationship it’s best to agree in advance some ground rules, aims and goals, plus the length and frequency of contact. Agree and sign your mentoring contract (page 8).
- Hold an initial conversation to see if your mentor/mentee match is the right one and is going to help you meet your goals or has the right skills. If not, don’t be afraid to politely say so up front with a clear reason why.
- Make sure you manage each other’s expectations and be clear from the start what you hope to gain from the mentoring relationship.
- Ensure you agree and discuss confidentiality at the start. Your conversations should be kept confidential as possible
- However, you should report any criminal conduct, possible harassment or bullying, health and safety and wellbeing issues/incidents. Contact alumni@sussex.ac.uk if you have concerns about this
• As best practice we suggest that the mentoring relationship is up to an initial six months, with a review session at the end of the agreed period.

For mentors:

➢ Consider your previous experience as a mentor. Is this your first time in this role? Think carefully about your goals and what you want to gain from being a mentor. Be realistic in how much time you can commit and the frequency of contact. Start off with one mentee.

➢ Have you considered getting a more experienced mentor to guide you through the process?

➢ If you are experienced as a mentor – you may feel that you can take on more than one mentee but do not take on too many at one time. Know your limits.

➢ Be open to relationships with mentees regardless of whether they are interested in your specific sector – valuable guidance can from all careers and all paths.

➢ Devote time to the mentee (we recommend contact twice a month initially)

➢ Control the relationship and its expectations

➢ Direct the mentee to additional resources if required (such as US Careers & Employment Centre or Alumni Relations).

➢ Listen without evaluating or judging.

➢ Ask questions and share expertise.

➢ Assess existing skills and help identify skill gaps.

➢ Focus on actions that will achieve the mentee’s goals.

➢ Follow through on commitments.

➢ Hide your mentoring profile if temporarily unable to help mentees, respond when active.

➢ Complete an annual evaluation of the service.

For mentees:

➢ Think carefully about what you want from the mentoring relationship. What are your goals? Are they SMART (specific, measurable, achievable, realistic and time bound)?

➢ Is this your first experience as a mentee? It is best to have just one mentor at a time to begin with. This is particularly important for students.

➢ Be willing to take responsibility for your mentoring relationship.

➢ Be open minded and able to see a different perspective.

➢ Be open to seeking mentors outside a specific subject or sector- valuable guidance can come from all careers and paths.

➢ Be receptive to feedback.

➢ Do not seek personal or career favours out of the relationship.

➢ Be clear about what you want to achieve from the relationship.
Initiate and drive the relationship – don’t sit back, it’s a two way process.

Take responsibility for yourself and your career development.

Understand what your mentor expects of you and allocate time and energy to the mentoring relationship.

Follow through on commitments.

Ending the mentoring relationship

When bringing the mentoring relationship to a close it is important for both parties to evaluate the process and what you have achieved.

Did you meet your goals, or are any outstanding? At the end of the relationship it becomes the responsibility of the mentee to put into practice what they have learnt, although you may agree to have some form of interaction in the future.

Celebrate the successes.

Sign post to other areas of information and support, if appropriate.

Say goodbye.
Sussex Connect Alumni Mentoring Programme

Mentoring Code of Conduct – Alumni mentor to student mentee

If you are entering an alumni mentor to student mentee relationship, read and sign this code of conduct before agreeing your mentoring contract.

If you are establishing an alumni to alumni mentoring relationship, please complete the Mentoring Code of Conduct – alumni to alumni

Between [insert mentor name]:

And [insert mentee name]:

It is important for both of us:

- to attend the mentoring sessions as per our agreed contract and communication channels
- to be as open, honest and objective as we can, in order
- to promote learning, understanding and future personal development

As an Alumni Mentor I agree to:

1. Read the ‘Getting the most out of mentoring- best practice’ (page 2)

2. Treat students in accordance with University equality and diversity policy as well as equality and diversity legislation for the local jurisdiction

3. Ensure a safe environment for face to face meetings (where applicable) which conforms to applicable health and safety legislation either onsite at employer offices, on campus or alternative locations as agreed. If you work from a home office, we request that you meet your student mentee in a public place e.g. a cafe or on campus.

4. Manage the personal data of the mentee in accordance with the requirements of the UK Data Protection Act 1998 as well as the University of Sussex’s published and current Data Protection standards, including the adoption of appropriate technical and organisational measures against the unauthorised or unlawful processing of personal data and against the accidental disclosure, loss or destruction of, or damage to, personal data.

5. Tell the University of Sussex of any breach of discipline, health and safety incidents/accidents relating to mentoring meetings or if your student mentees require additional support (e.g. sign posting to student support services, counselling etc.). Contact alumni@sussex.ac.uk
As a Student Mentee I agree to:

1. Attend meetings arranged with my mentor, or contact my mentor to rearrange a meeting if I am unable to attend due to ill health or for other reasons within 48 hours of the scheduled meeting time where possible. Meetings may be over the phone or via video conferencing/web chat, or possibly face to face in some instances.

2. Abide by my responsibilities and expected conduct as a student of the University of Sussex

3. Read the ‘Mentoring – a student guide’, and ‘Getting the most out of mentoring – best practice’ for all parties

4. Understand that the University reserves the option to apply its general student discipline regulations during the mentoring sessions

5. Contact the programme organisers if I have concerns relating to the mentoring programme
   alumni@sussex.ac.uk

Signed [Mentor]:

Signed [Mentee]:

Date:
Sussex Connect Alumni Mentoring Programme

Mentoring Code of Conduct – Alumni to Alumni mentor/mentee

If you are entering an alum mentor to alum mentee relationship, please read and sign this code of conduct before agreeing your mentoring contract.

If you are establishing an alumni to student mentoring relationship, please complete the Mentoring Code of Conduct – alumni mentor to student mentee

Between [insert mentor name]:

And [insert mentee name]:

It is important for both of us:

- to attend the mentoring sessions as per our agreed contract
- to be as open, honest and objective as we can, in order
- to promote learning, understanding and future personal development

As a mentor I agree to:

1. Read ‘Getting the most out of mentoring - best practice’ guidance
2. Treat mentees in accordance with the principles of University equality and diversity policy as well as equality and diversity legislation for your local jurisdiction
3. Ensure a safe environment for face to face meetings (where relevant) which conforms to applicable health and safety legislation either onsite at employer offices, or alternative locations as agreed. If you work from a home office, we request that you meet your mentee in a public place e.g. a cafe or other neutral space.
4. Manage the personal data of the mentee in accordance with the requirements of the UK Data Protection Act 1998 as well as the University of Sussex’s published and current Data Protection standards, including the adoption of appropriate technical and organisational measures against the unauthorised or unlawful processing of personal data and against the accidental disclosure, loss or destruction of, or damage to, personal data.
5. Tell the University of Sussex of any health and safety incidents/accidents relating to mentoring meetings. Contact alumni@sussex.ac.uk

As a mentee I agree to:

1. Read ‘Getting the most out of mentoring - best practice’ guidance
2. Attend meetings arranged with my mentor or contact my mentor to rearrange a meeting if I am unable to attend due to ill health or for other reasons within 48 hours of the scheduled meeting time where possible. Meetings may be over the phone, via video calls/webchat or in some instances may be face to face.
3. Abide by my responsibilities and expected professional conduct.
4. Contact the programme organisers if I have concerns relating to the mentoring programme: 
alumni@sussex.ac.uk

Signed [Mentor]:

Signed [Mentee]:

Date:
Sussex Connect Alumni Mentoring Contract

Please use this template at your first session between mentor and mentee to create and agree the terms of your mentoring relationship.

As part of your agreement between

Mentor Name:

Mentee Name:

1. **Purpose** (define your expectations, roles, and SMART goals):

2. **Online contact/meetings** (agree the duration, frequency e.g. twice a month initially):

3. **Length of relationship** (agree how long you will work together; we recommend up to an initial six months and before reviewing):

4. **Preferred contact** (via email, telephone, video conferencing):

5. **Ground rules** (confidentiality, any ‘no go’ areas, responsibilities, have you read the mentoring best practice guidelines and signed the code of conduct):

6. **Criteria for success** (how will you measure your desired outcomes):

7. **Any other points:**

Signed (mentee):

Signed (mentor):

Date:
Useful external online mentoring video resources

Here is a selection of online mentoring resources produced by external UK and international organisations which you may find helpful.

**Other UK University mentoring programmes**

1. Birmingham University alumni leadership mentoring programme: people discuss their experience of mentoring  
   [https://www.youtube.com/watch?v=0wBFw_umTdI](https://www.youtube.com/watch?v=0wBFw_umTdI)

2. Birmingham University - An alumni mentors experience  
   [https://www.youtube.com/watch?v=s1FPmj_OfQ](https://www.youtube.com/watch?v=s1FPmj_OfQ)

3. Advice from past Birmingham University alumni leadership mentees  
   [https://www.youtube.com/watch?v=xS0vPwD-HeE](https://www.youtube.com/watch?v=xS0vPwD-HeE)

4. Enactus UK Alumni mentoring programme- Hear from the mentors about their experience  
   [https://www.youtube.com/watch?v=8OyZ--yNSSw](https://www.youtube.com/watch?v=8OyZ--yNSSw)

5. Training video on skills for successful mentorship.  
   [https://www.youtube.com/watch?v=Ss_PO5knp0Q](https://www.youtube.com/watch?v=Ss_PO5knp0Q) This session has been developed through the Learning from Work project at Plymouth University and seeks to support learning in the work place.

6. Ulster University Alumni e-mentoring programme video: listen to the student experience  
   [https://www.youtube.com/watch?v=Wvf0778F_Ns](https://www.youtube.com/watch?v=Wvf0778F_Ns)

**The benefits of mentoring**

1. *What is mentoring?* The Paper Boat Project India video discusses: Why should you be a mentor? What benefits does mentoring offer to both the giver and the receiver? How can a few hours per month make a huge difference in your life? Find out!  
   [https://www.youtube.com/watch?v=8u9LzDbCdOw](https://www.youtube.com/watch?v=8u9LzDbCdOw)

2. A video on the benefits of mentoring blog LearningYourDevelopment.com, entitled Mentoring: A Win-Win-Win for Mentees, Mentors and Organisations at  
   [https://www.youtube.com/watch?v=836-noR3DO8](https://www.youtube.com/watch?v=836-noR3DO8)
3. Heard of mentorship but ever wondered how important it was? Former winner of The Apprentice, Yasmina Siadatan (Creative Director of Start Up Loans), lets us know her 7 top benefits of mentoring in business. https://www.youtube.com/watch?v=IfgX2oYlzsk

Mentoring or coaching?

1. A short animation exploring the differences between coaching and mentoring and their relevant applications in the workplace. https://www.youtube.com/watch?v=kRJhjS-s-Uw
2. The difference between coaching and mentoring: https://www.youtube.com/watch?v=DtDF6fwF2to
   Carol Wilson, Performance Coach Trainer, talks in this mini-clip about how to create a coaching culture.

When mentoring goes wrong

Humorous sketches on a bad mentoring session:

1. When mentoring becomes a therapy session for a whacky mentee! aka ‘The Doctor is In’ https://www.youtube.com/watch?v=dZo6GYBdirs
2. When a mentoring session goes haywire because of a whacky mentor aka ‘The Parole Officer and the Mentee’ https://www.youtube.com/watch?v=ETybTuOblqc

Ted Talks on mentoring

2. Failure and the Importance of mentors - Patrick Boland https://www.youtube.com/watch?v=o-uGCPnHCw
3. Mentorship will change the world - Kam Phillips. Positive mentor & mentee relationship has the power to cultivate social change. Every person should be mentored and in turn, mentor the next generation of change agents. https://www.youtube.com/watch?v=0BFQbCVtI2k