



Guidelines for Mentors

Desired attributes

Mentors should be:

- Interested in helping others to succeed
- Reliable and trustworthy to maintain confidentiality
- Skilled at active listening — picking up important cues from what someone says, able to reflect back the relevant issues
- Empathetic

Suggested techniques

Teach by example

A mentor's focus should be to help a less experienced person acquire the knowledge and character needed to meet his or her goal. They provide opportunities for growth and new experiences.

Counsel the mentee wisely

Provide the benefit of your knowledge and experience keeping in mind that because of unique personalities every situation is different. However, an explanation of how you handled certain situations can get the mentee thinking about how to solve their own problems.

Offer encouragement

Most people become stagnant out of fear. Fear of failure, fear of success and fear of something different. The mentor will need to encourage the mentee and help them over self-doubt. Encourage professional behavior and confront negative behavior.

Challenge the mentee

Encourage him to pursue opportunities that he would not normally have at his level.

Confidentialty

Mentors are obligated to maintain the confidentiality of any information provided to them by the mentee. This is an important prerequisite to create an open environment for the mentoring discussion.

Support

If you wish to raise any issue about the mentoring program, or withdraw from the program, please contact Ms Judith Mein of the Old Melburnians at the Lodge on (03) 9865 7682.

How to be a valuable Mentor

- Determine your mentee's interests and needs through listening actively. Demonstrate interest in what your mentee is saying and reflect back aspects of what he or she has said to indicate you have understood.
 - Show that you are paying attention to what your mentee is saying through your body language e.g. make eye contact.
 - If you are meeting by phone, limit interruptions to ensure you are focused on what your mentee is saying.
 - Allow your mentee to thoroughly explain their situation. Only provide advice or use personal anecdotes once your mentee has explained their concern or asked their question.
- Keep all your conversations and communications with your mentee confidential.
 - Try not to cancel your scheduled meetings and if you need to cancel, ensure that the meeting is rescheduled as soon as possible.
- Assist your mentee with finding information resources and connect your mentee with other people who can also develop your mentee's capacity and build their network.
 - Explain, demonstrate and give useful examples to share with your mentee your knowledge, skills and experience.
 - Discuss actions you have taken in your career and explain why you took those actions.
- Encourage your mentee through commending them on their accomplishments and respond to their challenges with supportive, understanding and encouraging words.
 - Discuss with your mentee people, events and experiences that have inspired you and have enabled you to achieve your goals.

What are some of your key goals for our mentoring relationship?

What is it that you really want to be and do in your career?

What are you doing really well that is helping you get there?

What are you not doing well that is preventing you from getting there?

What will you do differently tomorrow to meet those challenges?

How can I help?

Have you benefited from other mentoring relationships?

How are you different now from how you were at the beginning of your QIC career?

Who are the most important people you have met at QIC and why are they important?