Mentoring Matters at UB

http://www.pss.buffalo.edu/committees/mentoring.php

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MENTORING PROGRAM: MENTORING MATTERS AT UB

- Have you ever wished someone could assist you with the challenges and opportunities you face professionally?
- Do you wish you had the opportunity to gain some insight about UB's culture or advancing your career at the University?
- Do you feel that you have skills and insight that could help a colleague?

UB's PSS Mentoring Program may be able to assist you

Mentoring is an extremely beneficial career development tool that the University at Buffalo can leverage given your participation. Studies have shown that having a mentor is a top factor affecting an employee's success, career satisfaction, and whether they stay with an organization. With your participation as either a mentor or a protégé, the University at Buffalo can be stronger professionally.

The goal of the program is to provide formal or informal mentoring to UB Professional Employees. The program will match protégés with mentors from UB's professional staff who have the experience, knowledge and insight that assists the protégé in meeting their goals. These goals may be in technical, career, leadership or professional development areas, support services, organizational development, project coordination, community involvement, exploring issues such as interpersonal relationships or goal setting. Active mentoring supports employee goals and development, and ultimately, UB's mission.

If you are interested in learning more about the program or participating in it, email us with a phone number and time we can get in touch with you. One of us will call you to explain the program and gather from you some information we need to set the process started. Mentoring relationships tend to run about a year but our hope is that you will develop a long-term professional relationship as a result of this program.

I WANT TO LEARN MORE ABOUT BECOMING A PROTÉGÉ
I WANT TO LEARN MORE ABOUT BECOMING A MENTOR
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History

• Pairing senior and junior staff for over 15 years
• Protégé classes every 2 years
• Circle of Life - Protégé’s become Mentors

2012 Assessment

• Interviewed 2012 Protégé class
• In all but 3 cases it was a successful experience for all
• Improvements recommended in Matching, Expectations and Review Process
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Best Practice review
• Career Services – Kristi Fields
• International Education - Jessica Ereiz
• Social Work – Denise Krause

PSS Membership Survey
• Q21. Would you be interested in developing your career with the aid of a professional mentor?
• Q22. Would you be interested in mentoring someone else?
Process and Roles: Inquiry and Enroll

- Marketing messages
- Recommendations
- Word of mouth
- Website: www.pss.buffalo.edu/committees/mentoring.php
  - I want to learn more about becoming a Protégé
  - I want to learn more about becoming a Mentor
- Phone Interview
  - Matching questionnaire with information release
  - Answer any specific questions about the program
- Request resume and LinkedIn profile
- Match – SharePoint database
- Information exchange
Process and Roles: Meet

**Mentor**

- **Work to establish a meeting**
- **Engage in active listening by asking clarifying questions to further understand how you can assist your Protégé**
- **Can you realistically help?**

**Protégé**

- **Work to establish a meeting**
- **Explain what you are seeking from the mentor**
Process and Roles: Vision

**Mentor**
- *Provide tools, resources, and networking opportunities*
- *Engage in active listening by asking clarifying questions*

**Protégé**
- *Engage in active listening by asking clarifying questions*
Process and Roles: Plan

**Mentor**
- Guide the Protégé and allow them to work through a plan

**Protégé**
- Create a doable plan

**Reviews**
- 3 month check in
- 9 month check in
- 12 month program review
Process and Roles: The Journey

**Mentor**

- *Provide a safety net so your Protégé doesn’t fail*
- *Provide constructive feedback — Be sensitive*

**Protégé**

- *Carry out your plan*
- *Stretch your comfort level*
- *Identify pitfalls as you go along and communicate those to your mentor*
Process and Roles: Outcomes

- Career advancement at UB
- Increased networking among professionals
- Increased business/organizational knowledge
- One-on-one collaboration
- Community involvement/project participation
- General professional development at an individual level
Process and Roles: Success

Mentor

• Provide constructive feedback to the Protégé (What went well? what could we have done differently?)
• Celebrate the small successes

Protégé

• Ask for constructive feedback
• Appreciate your mentor
• Decide to
  • Continue with current Mentor
  • Choose a new Mentor
  • Become a Mentor
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Protégé Testimonials

• Anthony Guzman

• Erin MacDiarmid
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Next Steps

- Continue to build ‘Council of Mentors’
- Protégé Marketing
  - Partnering with Welcoming committee – Friday
  - New Years resolution to all PSS – 12/31
- Move to open enrollment model
- Evaluate other forms of mentoring
  - Skip level meetings
  - Formation Mentoring Community
Mentoring Committee

Laura Barnum
Kristi Fields
Anthony Guzman
Erin MacDiarmid
Candise Morris
Marianne Sullivan

David Costello
Tracey Gawron
Ann Marie Landel
Joe Mantione
Susan Steck

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