

MENTOR HANDBOOK

Inspiring **Futures**

MENTOR PROGRAM
The JCB Hope Initiative at FIU Business



FIU | Business

FLORIDA INTERNATIONAL UNIVERSITY
[Business.fiu.edu/mentor](https://business.fiu.edu/mentor)

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Welcome Letter

Dear Mentors & Students:

Welcome to the Inspiring Futures Mentor Program through The JCB Hope Initiative at FIU Business. Since inception, a number of mentors have made significant contributions to the professional development of our students. A mentoring relationship can be a valuable resource in the path to career success.

This handbook provides you with useful information about how to maximize your mentoring relationship. What you get out of the Mentoring Program is directly what you put into it. As we know, building relationships requires effort, time and commitment.

The program is meant to produce lasting personal friendships and professional resources. We look forward to hearing your mentoring success stories and sharing them with future mentors and mentees.

Your partners in success,

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Mentor Program Overview

The Inspiring Futures Mentor Program through The JCB Hope Initiative at FIU Business seeks to positively provide fulfillment to both the mentor and the mentee. This program is a wonderful opportunity for participants to share education, wisdom, life and career experiences.

Our mentoring program strives to energize and grow the FIU alumni network by providing an opportunity to directly impact the lives of our students. The program enhances learning via exposure to the business world and specific industry knowledge through a mentoring relationship.

Mentees are individuals that are dedicated to accelerating their personal and professional growth. It is the mentee's responsibility to manage their partnership in order to set the direction of it and achieve his/her professional goals.

Mentors are individuals that are dedicated to donating their time to impact and influence the future of those who are now where they were years before in need of guidance and advice. It is the mentor's responsibility to ensure that mentee's get the best possible experience.

Included in this handbook are suggested activities and resources intended to serve as a guide for your relationship with your mentor through the program. However, the manner in which your relationship develops is unscripted and entirely up to you and your mentor. Experience has shown that consistent meetings (at least one per month) and mentee/mentor availability are essential keys to success.

The Mentee Role

Self-Discovery: You are genuinely interested in personal and professional growth; therefore, you are open to feedback to further your development.

Risk-Takers: You are willing to take risks by opening your skills and behaviors to objective feedback. You also face challenges by considering new ways of thinking.

Action-Oriented: You set clear and achievable goals that outline the focus and purpose of the program, helping your mentor understand what you expect from him/her.

Persistent and Prepared: You should determine at an early meeting your mentors' availability to sustain the momentum of the partnership. You will go prepared with an agenda and questions to guide the partnership discussions.

As a student in the mentor program, you have made a commitment to maintain regular contact with your assigned Mentor.

The Mentor Role

Good listening skills: Mentors actively listen to their mentee's issues and concerns. They confirm what they have heard by asking thoughtful questions.

Open and Honest: Mentors are candid with their mentee about their skills and development areas. They keep the conversations with their mentee confidential. This is an important and essential component of the mentoring program and will go a long way to developing trust.

Provide encouragement: Mentors inspire their mentee to take risks and explore new ideas. The ability to take risks and explore new ways of thinking is the hallmark of a successful mentoring partnership. Very few settings allow the freedom to think creatively and try out new skills. Allow your mentee the time and space to think differently.

Deliver: Follow through on your conversations and deliverables. If your mentee is asking for information on a particular area, honor their request. Mentees find it helpful to gain insight from the experience of others. Provide direct advice only when appropriate.

Engage meaningfully: Take an interest in your mentee both personally and professionally. Ask questions about your mentee's hobbies and activities outside of work. It is in all aspects of the mentee's life that you find his or her values and goals.

Be available to your mentee. If your mentee needs to go through your assistant to schedule time with you, please make your assistant aware of the importance of your partnership meetings.

Opening the Lines of Communication

Successful mentoring relationships are directly related to your commitment. It is the responsibility of the mentee to initiate and maintain contact with the mentors.

The following are ways that **mentees** can facilitate productive communication:

- When calling your mentor, don't be afraid to leave a message. Clearly state your name and that you are his/her mentee in the FIU College of Business Mentor Program. Leave your number and time when you can be reached.
- If you miss your mentors call, extend the courtesy of returning their call within 24 hours.
- Many professionals have an assistant that keeps their calendar. If this is the case, make sure to schedule your meeting through him/her and follow up to confirm the meeting time the day prior.
- During your first meeting, establish guidelines for scheduling future meetings and how to the mentor prefers to be contacted.

The following are ways that **mentors** can facilitate productive communication:

- Assist them with “networking” skills: best practices for introductions, joining the conversation, exchanging business cards and follow-up afterwards.
- Allow the relationship to grow before offering guidance and advice. Keep gathering information and maintains supportive of your mentee's decisions until trust is gained. When trust is established; solutions and advice may be offered.
- Share your weaknesses and display empathy. Describe your own vulnerabilities; your mentee will see you as an equal partner.
- Communicate your skills and background in an objective way. Let your mentee see your experience and strength as well as your challenges and weakness. Keep it balanced.

Importance of Feedback

One of the characteristics of a successful mentoring partnership is the ability for the mentee and mentor to expect and appreciate honest feedback. Giving and receiving feedback may be uncomfortable. However, continuous feedback throughout the partnership will enhance personal and professional growth. The mentor will learn what advice, solutions and other mentoring behaviors have been helpful, thus giving them an opportunity to enhance their skills for use with their team. The mentee will gain a greater understanding of themselves and what areas they need to further develop.

- When offering feedback, establish rapport by making statements that indicate empathy.
- Ask the mentee for permission to offer feedback and agree on the issue.
- State the purpose of the feedback. Try to be as clear and concise as possible. Before you begin, think about how you would hear your statement? Is there a different way that it would be better stated? If you are giving advice, use statements such as “I feel; I experience; I understand; this is what I have learned.”
- After giving feedback to your partner, ask for feedback from them. Have you understood me correctly? Was my approach effective? What would have been more helpful? This dialogue creates a dynamic, two-way partnership. It also shows that you are interested in what they think and feel.

Some people accept feedback better than others. When receiving feedback, it is important to understand the following:

- Mentors should direct feedback to the individual’s behavior and not his/her personal character.
- Listen to what your mentor has to say. Keep an open mind. Try to see things from the other’s point of view.
- Ask questions to get clarification, if needed.
- Acknowledge that you understand your partner’s perspective and appreciate the comments.
- Sort out for yourself what you have heard. You can make the final decision to accept or reject the statements your mentor has made.

Suggested Partnership Activities

There are many ways that you can draw upon the experience and perspective of your mentoring partner. Review the following activities and select a few to work on together.

Shadowing

Follow your mentor/mentee for a day and observe how they prioritize their work, conduct meetings and make decisions. Mentees can ask immediate questions in order to learn more effective ways of managing and leading.

This activity provides an opportunity to learn from each other and understand a new work environment by observing a typical day.

Role Playing

Do you need to address an issue with a coworker, boss, or employee? Ask your mentoring partner to role play the conversation with you and get immediate feedback on your approach.

Provide details to your partner about the situation and role play several possible scenarios.

Continuing Education

Attend a seminar or conference of mutual interest. After attending the seminar, discuss the applications to your work and try to implement new learning. Check a listing of local associations to find events in your area.

The College of Business will be sending invitations to their regular schedule of events and activities for your consideration in attending together.



Social Events

Attend ball games, theater productions, and cultural events with your mentoring partner. These activities create a shared experience and will provide an opportunity to build trust.

Suggested Partnership Activities Continued...

Identify what competencies you possess and reflect upon the way you can share these strengths with your mentee. Record your ideas below.

How can I share this with my mentee?

<p>Interpersonal/Intrapersonal Skills</p> <ul style="list-style-type: none"> Self-Awareness  Assertiveness Work/Life Balance Public Speaking/Presentation Conflict Management/Negotiation Networking Career Planning 	<p>Ex.: Ask for feedback on a regular basis. Learning about how others perceive you is the first step toward self-awareness.</p>
<p>Functional Knowledge</p> <ul style="list-style-type: none"> Time Management Becoming a Field Expert Leveraging Corporate Network Influencing Adapt to Changing Market Product Management Project Management 	
<p>Managerial Skills</p> <ul style="list-style-type: none"> Talent Development Decision Making Delegation Budgeting/Finance Leading an Effective Meeting  Innovation/Creativity 	<p>Ex.: Create a work environment that is fun. Creativity comes when employees are happy and satisfied with their work.</p>
<p>Leadership Excellence</p> <ul style="list-style-type: none"> Communicating a Vision Strategic Thinking and Planning Facilitate Group Process Influencing Change Ability to Work Across Cultures Executive Presence Ability to Form Partnerships Risk-taking 	

Mentoring Partnership Agreement

We have agreed on the following goals and objectives as the focus of this mentoring relationship:

- 1.
- 2.
- 3.

We have discussed the protocols by which we will work together and develop, and in that same spirit of partnership, collaborate on the development of a work plan. In order to ensure that our relationship is a mutually rewarding and satisfying experience for both of us, we agreed to:

1. Meet regularly.
Our specific schedule of contact and meetings, including additional meetings, is as follows:
 - a.
2. Look for multiple opportunities and experiences to enhance the mentee learning. We have identified, and will commit to, the following specific opportunities and venues for learning: (e.g. face-to-face, via phone, via email, etc.)
3. Maintain confidentiality of our relationship.
Confidentiality for us means...
4. Honor the ground rules we have developed for the relationship. Our ground rules will be...
5. Provide regular feedback to each other and evaluate progress. We will accomplish this by...
6. What do we do if someone needs to cancel a meeting?
7. How will we measure the success of our partnership?
8. We agree to attend the minimum hour of events, including but not limited to Orientation, Kick-Off Reception, Mid-Year Review, and the End of Year Celebration.

Mentor's Signature & Date

Mentee's Signature & Date

Career Resources

Top 5 Networking Tips:

1. Place your name tag on the left-hand side of your blouse, shirt, or jacket.
2. Craft a one sentence elevator pitch, that ends with something interesting about you or what you do.
3. Ask questions to the person you are speaking with.
4. Make great eye contact and focus on your conversation, not on the room.
5. Follow up with your new contacts within 24-48 hours.

How to Develop an Elevator Pitch:

1. Be clear: Don't use fancy words; instead use language that everyone understands.
2. Be concise: Your pitch should be between 30-60 seconds, not longer.
3. Be powerful: Use powerful words that grab the attention of your listener.
4. Paint visuals: Use words that will create a visual image in your listener's mind.
5. Tell a story: Short story in where you find a problem and find a solution or face a tragedy.
6. Targeted: Aim your elevator pitch at a specific audience.
7. Goal oriented: Your elevator pitch is designed with an outcome in mind to know. What is it that you desire to obtain with this elevator pitch?
8. Hook: The phrase or words that strike your listener's interest and make them interested in your story.

The Power of Business Cards & Personal Branding

A business card is used to market yourself and your brand. It does not matter whether you are a student, or a chief executive officer.

This card should contain your name, provide contact details, and a corporate logo where applicable. The card may contain a picture and brand statement.

There are tools on the internet which you may use to create your business card. You can share your business card on social media and business network websites.

Your business card is very often the only physical reminder someone has of your personal brand, so make sure you are using it wisely.

- Exchange it at the end of a conversation.
- Ask for your contact's card first.
- Treat each one as if it cost you personally \$100.
- Look at the card you are given and comment on it.
- Write down on the back of the card when and where the event was, along with something interesting about the person.

Professional and Personal Mission Statement

Answer the following questions:

List at least 3 of:

1) "Things I want most out of my work"

What are the personal successes you really want from what you do?

2) "Things I'd like to experience in my career"

What would you like the ultimate benefits to others be as the result of your contribution?

3) "Things that I believe make me unique"

What are your gifts?

4) "Business or personal improvements/ positive actions that I can undertake in my life during the next two weeks."

Complete the statement starting "I can..."

Now complete the following: My mission is to (Take from Q: 1) and help others experience/benefit/feel/receive (Take from Q: 2), utilizing my natural gifts of (Take from Q: 3) through/by (Take from Q: 4).

Example:

My FIU Business Mission is to feel a sense of accomplishment and pride through helping mentoring couples achieve a successful relationship professionally and personally. I will use my natural gifts of excellent communication to provide positive feedback to the mentees, and I will do so by focusing my work hours on activities that makes the program more effective for the participants.

Life Purpose statement:

I, _____, hear/see/feel and know that the purpose of my life is to be _____, to enjoy _____ and to _____ myself and others.

Dress for Success

1. Versatility: Wear a simple black or navy suit with a classic cut.
2. 70/30 Rule: 70% of your wardrobe should never go out of style, e.g. pencil skirts, black pumps, or basic white button up. The other 30% can be modern, fun, and work appropriate statements.
3. Cost-per-wear formula: Take the price of a prospective item and divide it by how many times you think you'll wear it. The more times you wear an item, the lower the cost per wear will be.
4. Keep your eye out for sales: Take advantage of sales even if you don't wear a suit to work. Everyone should have at least one suit in their closet for interviews, meetings, and other business activities.

Interviewing Tips

1. Do your homework. Use the internet to research the company and study the job posting carefully. Nothing is worse than showing up for an interview and not knowing what the company does or not understanding the position for which you are applying.
2. Dress for the job or company. The first impression you make on a potential employer is the most important one. Read the company's website to get an idea about the culture.

What Not to Bring to the Interview

- Gum
- Cell phone or iPod
- Coffee or soda

If you have many piercings, then a good rule is to wear earrings only. Do your best to cover any visible tattoos with your clothing or makeup.

3. Listen, don't talk too much and be sure to answer the questions. Pay close attention to the speaker, show interest, and retain what you've heard so you can give a relevant response. Sit up straight and maintain eye contact with the interviewer. Take notes. It will help you focus and help you reference topics to return to later in the interview. It is a good idea to jot down the names of all of your interviewers, so you are able to address them throughout the interview.
4. Don't be too familiar and use appropriate language. An interview is a professional meeting. It is okay to be energetic but be professional and be mindful of slang usage.
5. Ask questions. The best questions come from listening to what you're asked during the interview and asking for additional information. Use those notes you took from Tip #3.
6. Always send a thank-you note after a job interview. This is your opportunity to set yourself apart from the rest by demonstrating your commitment and enthusiasm. Summarize what was discussed during the interview and re-connect your experience and skills with the employer's need. You can also use this opportunity to make up for any areas in which your interview performance was weak. Send the letter within 24 hours of the interview and make sure to send a letter to each person who interviewed you. You can also include anyone who helped you with setting up the interview. Find out the best way to reach the recipient - by e-mail, snail mail or hand delivery. You can get this information from the receptionist or human resources.

Sample Interview Questions

1. Tell me about yourself.
2. Can you share some experiences that you think prepared you for this opportunity?
3. Why do you want to work here?
4. What interests you about this industry?
5. Can you remember a situation in which you held a lot of responsibility?
6. Solved a problem? Rose to a challenge?
7. What are your goals in pursuing this job?
8. Do you consider yourself detail-oriented or more of a “big picture” person?

Questions to ask your interviewer:

1. What is the most rewarding thing about working here?
2. How is success measured?
3. What’s a typical day for the job I’m applying for?
4. What’s a typical first-year assignment?
5. What are the organization’s plans for change and or growth in the future?
6. What are you looking for in a new hire?

Sample Resume

Name

xxxxxxx@xxx.edu

Current Address:

xxxx Terrace
Miami, Florida 32608
Mobile: (xxx) xxx-xxxx

Permanent Address:

xxxx Riviera Shore
Orlando, Florida 32817
Phone: (xxx) xxx-xxxx

OBJECTIVE: Finance major seeking Internship position in sales, where I may use my interpersonal skills to further company growth.

EDUCATION: Florida International University, Miami, Florida
Bachelor of Arts in Finance
Minor in Mass Communications
GPA 3.03/4.0 Expected graduation date: May 2012

RELEVANT COURSES:

- Differential Equations
- Physics with Applied Calculus
- Statistics for Engineers

COMMUNITY SERVICE:

CHAMPS Mentoring Program Mentor Spring 2003 – Present

- Mentored elementary school student, focusing on enhancing reading skills.
- Etc.

Covenant Presbyterian Church Nursery Assistant Spring 2002 – Spring 2003

- Assisted Director with daily office procedures.
- Etc.

LEADERSHIP:

Indian Student Association Dance Director Fall 2001-Present

- Recruit, produce, and manage a dance group of 12 members for an annual celebration.
- Coordinate 2003 National Gandhi Day of Service involving over 100 members.

South Asian Student Alliance Co-Chair Summer 2002- Spring 2003

- Directed and managed cultural programming for South Asian Student Alliance (SASA).
- Coordinated nationwide dance competition involving over a dozen South Asian student organizations.

ACTIVITIES/AWARDS:

- **International Business Society Member Spring 2004 - Present**
- **Indian Student Association Liaison Fall 2003 - Present**
- **Florida Women in Business Member Spring 2003 – Present**
- **Florida Bright Futures Scholarship Recipient Fall 2001- Present**

SKILLS:

- Bilingual: Fluent in Hindi
- Microsoft Word, Excel, Power Point
- C+ +, Cobol

Sample Cover Letter

Date: June 30, 2014

Sender's address John Doe
16700 SW 90th Street
Miami, FL 33897
jdoe@yahoo.com

Address of person receiving Mr. Henry Smith
Ryder Corporation
17700 NW 79th Street
Miami, FL 33010

Salutation Dear Mr. Smith,

I am writing to you in regards to the job posting listed on your website for a Systems Engineer. You will find that I possess the education, skills and attributes to be an asset to your company.

Body of letter Here in one or two paragraphs you will explain how you will benefit the company. Write or expand on something that is not on your resume. You will write about a previous job or project you have had and how great you performed in it. It is your opportunity to link your talent, experience, skills, education, etc., with their job posting. The more specific you can be the better. Make sure to read their job posting carefully so you can tie your experience to the job posting. You can also tie how you would fit in to their vision/mission. Do not write about hobbies or personal things unless specified to do so.

Closing I look forward to meeting with you and providing you with more detailed information on my ability to perform the responsibilities and duties detailed in your posting. I thank you in advance for any consideration you can offer me.

Signature Sincerely,
John Doe
John Doe
[Your name]
[Street Address]
[City, ST ZIP Code]

Resources & Directory

Mentor Program Contacts

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Biscayne Bay CampusWUC 255305-919-5770

Mentor Referral Form

Mentors,

Please let us know if any of your colleagues or friends would like to be considered for the Mentoring Program and we will send the appropriate information to them.

The best method is to copy and paste into a new email and fill in the necessary information.

I, _____, suggest you contact the following individuals regarding the FIU College of Business Mentoring Program.

Prospective Mentor

NAME _____

TITLE _____

COMPANY _____

ADDRESS _____ SUITE _____

CITY _____ STATE _____ ZIP _____

EMAIL _____ PHONE NUMBER _____

I have ___ have not ___ had a preliminary discussion about the program with this individual.

Thank you for your continued support!

Please fill out and email to:

Savannah Brea
sbrea@fiu.edu

or

cobadvance@fiu.edu