



DARE TO BE

FREEDOM TO SUCCEED

Mentoring Handbook

Dare to Be Mentoring

- Dare to Be is a dedicated offer of mentoring to DMU students which will focus on developing student attainment
- Dare to Be mentoring brings together experienced academic staff, DMU alumni, and other distinguished partners to mentor DMU students
- Students who take part, will be able to talk to and seek advice from a mentor on a variety of topics
- Mentors will bring their knowledge and experience to help and guide students
- Dare to Be mentoring aims to improve student confidence, self-belief and motivation and encourage students to do well at university

What is Mentoring?

Offline help from one person to another
in making significant transitions in
knowledge, work or thinking

(Megginson and Clutterback 1999)

Mentoring is a highly valuable development activity, where a mentor encourages, supports and helps a mentee to achieve their goals.

The main point with mentoring is that the focus is determined by the mentee. They must lead in identifying issues and, with guidance from the mentor, resolving them. The mentor is not there to provide 'the answers', but to guide the mentee towards 'the answer' that is right for them.

Even though mentoring and coaching share similar characteristics, there are fundamental differences. Coaching tends to be focused on short term performance based or task based skills development. Whereas mentoring is a longer term relationship and is about helping to shape an individual's beliefs and values in a positive way. It focuses on the potential and future capability of the individual.

Mentoring is about mutual trust and respect. It's a two way relationship - you both get the chance to learn new things.

A true mentoring relationship is a mutually beneficial learning experience where the mentor shares their personal knowledge and experiences and promotes a self-discovery approach.

Help and support people to manage
their own learning in order to maximise
their potential

(Parsloe 1992)

Roles in Mentoring

The Mentor:

- Be a sounding board for the mentee to discuss areas of interest / concern
- Listen and respect confidentiality
- Explore mentee goals and aspirations
- Provide unbiased support, advice and guidance
- Share own experience (both failure and success)
- Create an encouraging, reflective and challenging environment for conversations to take place
- Agree expectations, boundaries and level of support with the mentee
- Signpost to other support services when needed
- Provide honest and constructive feedback to the mentee
- Invite feedback from the mentee

The Mentee:

- Take full advantage of the opportunity to learn by being open with the mentor
- Prepare for mentoring meetings
- Review learning
- Share goals and ask questions to draw on mentor knowledge and experience
- Receive, reflect and act upon guidance and advice
- Provide feedback to the mentor
- Agree expectations, boundaries and level of support with the mentor

What makes a great mentor?

- Demonstrates emotional intelligence including self-awareness, self-management, awareness of other and relationship management
- Is skilled at building and maintaining rapport
- Has a solution focused approach
- Draws on a range of questioning techniques and approaches
- Takes time to listen to the mentee before providing advice, support or guidance
- Has organisational awareness and connections across the University
- Is motivated and engaged in the mentoring process
- Communicates clearly
- Follows through on actions

Mentors are not picked for any superhuman qualities (though some of them may fall into that category). Most are experienced, well balanced professionals who are interested in

(Gerald O'Callaghan)

Meeting



Mentoring Agreement

Once a mentor has been matched to a mentee, the next steps will be for the mentor to arrange a first meeting with the mentee. We will send a copy of the Dare to Be Mentoring Agreement to the mentor, and we advise you read through the agreement ahead of your first meeting to familiarise yourself with the expectations of the mentoring relationship. A full copy of the **Dare to Be Mentoring Agreement** is available in **Appendix A** of this document.

During one of your meetings, mentor and mentee should make time to discuss and complete the agreement. The key points for discussion include:

- Contact guidelines
- Confidentiality
- Duration of the relationship
- Frequency and duration of meetings
- Specific role of the mentor
- Termination

Please ensure both mentor and mentee sign and date the agreement before returning to d2bmentors@dmu.ac.uk

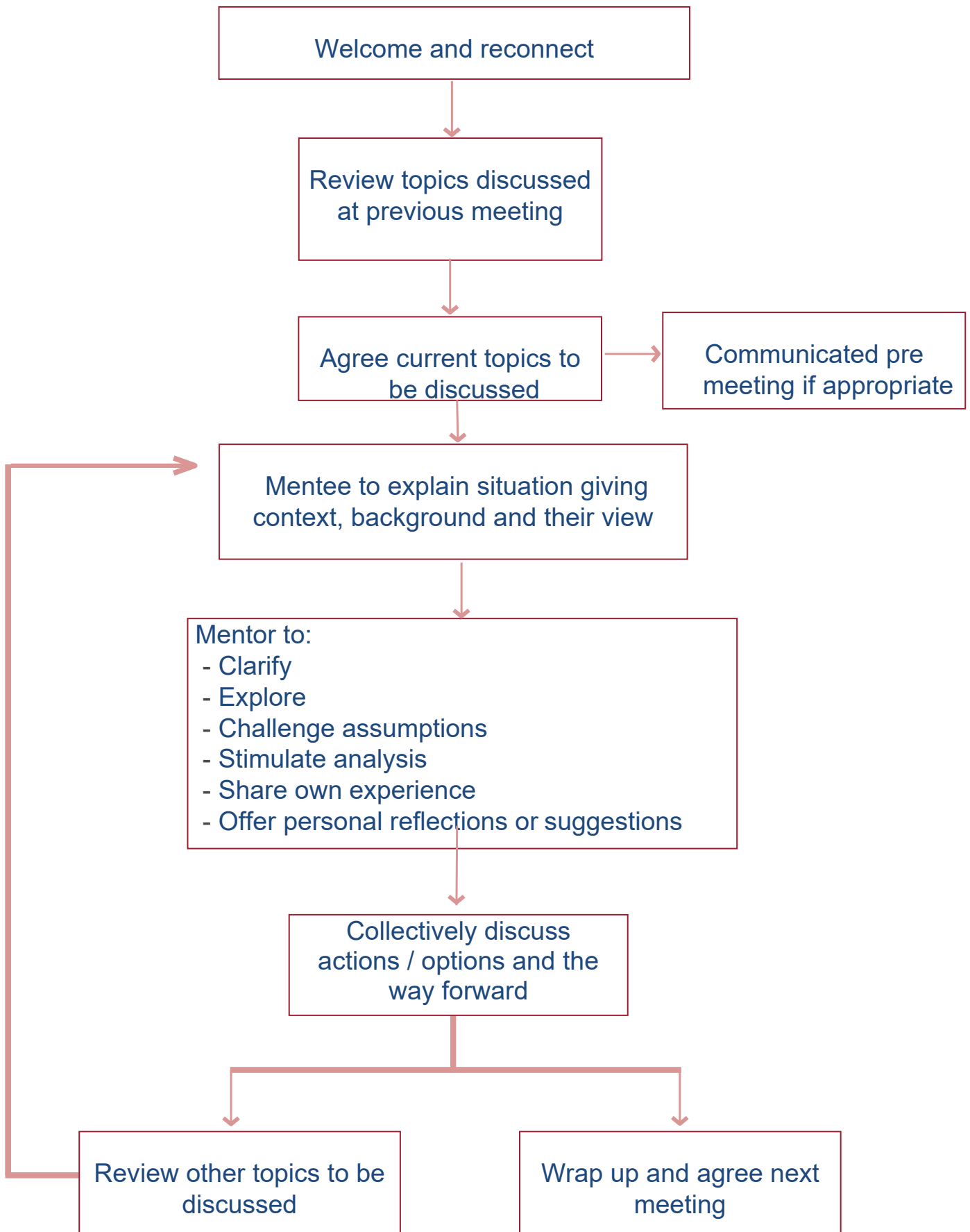
DMU Safeguarding, Students at Risk and Disability Policies

Mentors are also required to be aware of DMU's Safeguarding, Student's at Risk, and Disability policies:

<http://www.dmu.ac.uk/dmu-staff/people-and-organisational-development/safeguarding/policy-and-procedure.aspx>

If you would like a copy of the relevant policy please email d2bmentors@dmu.ac.uk

Mentoring Conversations



Guidelines for Mentoring Meetings

Frequency of meetings

- Ideally, meetings should take place once per month wherever possible. We understand that this may not be possible in all cases, and that in some instances more frequent meetings may be agreed to.
- Meeting monthly allows for continuity of contact during the relationship as well as allowing adequate time to implement any actions agreed at the previous meetings.
- Monthly meetings should also allow mentee and mentor to review how successful the action was in achieving goals and objectives, and plan future actions as appropriate

Duration of meetings

- Meetings should last for approximately one hour per session
- This should allow time to cover issues that you wish to raise and adequate discussion time without feeling rushed.

Location of meetings

The location of meetings should be agreed between you and your mentor depending on convenience for both parties. It is entirely acceptable to alternate venues.

However, wherever you meet should:

- Preferably be on 'neutral ground' (e.g. in a coffee shop or other public space) but private enough to have a confidential and open meeting (i.e. not in an open plan office).
- Be conducive to the meeting, e.g. with facilities for any paperwork that may need to be spread out; enough space to avoid feeling cramped or 'too close for comfort!'
- Ideally all meetings should be face to face, but this may not be possible. However, the first meeting should be face to face as this will help to:
 - Establish a rapport between mentor and mentee
 - Establish a sense of common purpose
 - Build an understanding of what each party should expect of the other

If it is not feasible on some occasions to have a face to face meeting (e.g. due to work commitments), it is fine to hold a telephone or video call (e.g. Skype or Facetime) meeting, but remember to ensure you treat the telephone/video meeting as if it was face to face in that you:

- Establish that both parties have access to the appropriate technology
- Plan a fixed time
- Determine who will call who
- Prepare for the meeting as for other meetings

Contact between meetings

- Remember – although your mentoring meetings may only take place once every month, your contact with your mentor shouldn't be limited to just these meetings – regular contact is important for building up rapport.
- Methods of keeping in contact should be discussed and agreed at your first meeting to ensure that both mentee and mentor are happy with the arrangements
- Email contact is not an ideal medium for your actual meetings, as it is limited as a discussion forum
- However – it is useful for keeping in contact between mentoring meetings, e.g. to update your mentor on how your action plan is progressing, and how things are going generally
- If both mentor and mentee are happy using email in this way – go for it!

Preparation for meetings

Preparation is essential to ensure that your meetings are as productive as possible, and some preparation methods are as follows:

- Mentees should draft an agenda for the meeting – and agree it with your mentor before the meeting – to ensure that it is structured. Please see **Appendix B** in this document for example **Mentoring Meeting Agenda Templates** to plan and structure what format the meeting should take.
- Mentees should draft a list of your expectations of the meeting and the relationship itself (this is particularly important for your first meeting)
- Mentees should prepare a list of goals that you want to achieve
- Be prepared to be creative and open minded, and also – prepared to listen to another point of view
- Mentees should consider any questions that you might have for your mentor
- Mentors should consider what was discussed in the previous meeting and anticipate possible directions for the next.

The meeting itself

- Consider using a development plan as a way of setting objectives, and planning the actions you might take to achieve these objectives.
- Mentees - make note of any actions that you agree, take the required action after the meeting, and don't forget to review your progress on the agreed action during your next meetings
- Mentors and mentees should agree what general issues the mentee may have raised for the mentors to take forward
- If possible, at the end of the meeting, set the date for your next meeting, as this will give you a timescale to work to in terms of the actions you have agreed.

Signposting

Supporting your mentee with issues outside of your area of expertise **Quick Guide for all Mentors**

Is your mentee feeling unhappy at university?

Is your mentee at risk, or do you have serious concerns about them?

Contact Student and Academic Services **(0116) 257 7612** (9am-5pm) out of hours phone Security on **(0116) 257 7642** (24 hours a day, 7 days a week) or email **sar@dmu.ac.uk**.

(Refer to Students at Risk Policy for additional details)

DSU - getting students involved with sporting clubs/societies/social events/volunteering opportunities/getting

Student Gateway

Provides students with information, advice and guidance on finance, welfare, jobs/careers, disability issues, counselling, mental health, well-being.

☎ **(0116) 257 7595**

@ **studentgateway@dmu.ac.uk**

For 1-2-1 appointments, booking through My Gateway:

<https://mygateway.dmu.ac.uk>

DMU Chaplaincy

Offers spiritual support advice and encouragement to students

@ **chaplaincy@dmu.ac.uk**

Mandala Project

Offers students with support arising from sexual harassment or assault

☎ **(0116) 207 8309** (office hours only)

@ **themandalaproject@dmu.ac.uk**

Security can be contacted 24/7 on

☎ **(0116) 257 7642**

DMU Legal Clinic

Free legal advice clinics for students and staff every Wednesday (during term time) from 1- 2.30 in HU 0.76. Appointments must be booked via

@ **vhall@dmu.ac.uk**

There is no drop in facility

International Support

International students can access support, social activities advice.

@ **internationalsupport@dmu.ac.uk**

Transitions Team

Helping students that are finding it difficult to adjust to a new environment

@ **transitions@dmu.ac.uk**

☎ **(0116) 257 7595**

fit/ peer mentoring **www.dsu.ac.uk**

Is your tutee in need of additional advice?

Careers and Employability

Help with courses/ careers advice/ job applications/ CV preparation/ interview skills/ researching career ideas.

For more information access **www.dmu.ac.uk/careers**

Student Advice Centres

Provides advice on all queries in relation to academic matters/finances

ADH students

@ **adhadvice@dmu.ac.uk**

BAL students

@ **studentadvicecentre@dmu.ac.uk**

HLS students

@ **hls.advice.centre@dmu.ac.uk**

TECH students

@ **fotadvice@dmu.ac.uk**

Centre for Learning and Study Support (CLaSS)

Based in Kimberlin library, CLaSS provide dedicated help and support for students with their studies such as tutorials, on line publications, writing development advice.

class@dmu.ac.uk

(0116) 257 7042

Review and Support

- At any point during the mentoring scheme, support can be provided for both mentor and mentee to ensure the mentoring conversations are effective and impactful.
- A mid-way review point will be organised to provide an opportunity for mentors to share best practice, reflect on the progress of their mentoring relationships and identify any support they may require.
- A similar review will be organised for the mentees.
- Evaluation of the mentoring scheme will take place at different points throughout the mentoring process.
- Continuing the mentoring relationship beyond the end of the scheme can be discussed and agreed between mentor and mentee.

Notes and Reflections

Appendix A: Dare to Be Mentoring Agreement

DARE TO BE MENTORING AGREEMENT

Parties to this agreement

Name of mentee

Name of Mentor

Purpose of the scheme

Dare to Be mentoring brings together experienced academic staff, DMU alumni, and other distinguished partners to mentor DMU students. *Dare to Be* mentoring aims to improve student confidence, self-belief and motivation. At the heart of the scheme is a focus on attainment – to do well at university and working towards achieving life goals more broadly.

The mentoring relationship

In this scheme, mentoring is primarily a one-to-one relationship. The mentoring partnerships are expected to last until the end of the academic year (the scheme formally closes on Friday 15 June 2018), depending on the agreement between the mentor and the mentee. You are encouraged to meet on a monthly basis, although in some cases that won't be possible.

Apart from general feedback on broad issues, the relationship is *strictly confidential* and its contents must not be discussed with any outside individuals, without the express permission of both the mentee *and* mentor. Neither party would offer confidentiality if a matter that needed to be disclosed to a third party is mentioned.

Features of the relationship (this section is for amendment by the mentor and mentee. Please edit as appropriate and submit to d2bmentors@dmu.ac.uk)

- Contact guidelines (e.g. we agree that contact can be made by telephone and email. In the first instance, contact should be within normal working hours)
- Confidentiality (e.g. we both agree that information discussed during our mentoring meetings will remain confidential)
- Duration of the relationship (in the first instance, this relationship will last for x months, and is due to end on the xth of x month. If both of us wish to continue the relationship after this date, we will renegotiate the terms of the relationship)
- Frequency and duration of meetings (e.g. our meetings will take place on a monthly basis and will last for a minimum of one hour each time. We will keep in contact in between meetings by phone call or e mail)
- Specific role of the mentor (e.g. guide, observe and give feedback, recommend developmental activities, and so on.....)
- Termination (e.g. we agree to a non-fault conclusion of this relationship if, for any reason, it seems appropriate)
- Additional points

DMU Safeguarding, Students at Risk and Disability Policies

Mentors indicate that they are familiar with DMU's Safeguarding, Student's at Risk, and Disability policies:

<http://www.dmu.ac.uk/dmu-staff/people-and-organisational-development/safeguarding/policy-and-procedure.aspx>

DMU Staff – for more information visit the staff Blackboard site (MyCommunities>MyDevelopment) or email d2bmentors@dmu.ac.uk for a copy of the relevant policy.

Non-DMU staff, please refer to the attached documents.

Mentee signature:

Date:

Mentor signature:

Date:

Scheme co-ordinator signature:

Date:

GUIDELINES FOR SUCCESSFUL MENTORING MEETINGS

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Appendix B: Mentoring Meeting Agenda Template

Name of Mentor	
Name of Mentee	
Date / Time of mentoring meeting	
Update/ Report on last mentoring meeting	
Aims / Topics to be discussed in this meeting	
Notes from this meeting	
Agreed Actions from this meeting (for both mentor and mentee)	
Date / Confirmation of next mentoring meeting	