MENTOR ME

MENTEE INTRODUCTION

TRAINING AND ADVICE
New grad? Up-and-coming manager?

You’re part of a growing global industry that can provide many opportunities, but who do you trust to provide careers advice for advancement?

- Friends and family
- Former tutors / lecturers
- A careers advisor
- A trusted colleague
- Your professional body
- An industry mentor.
Mentoring defined

- Mentoring “involves the use of the same models and skills of questioning, listening, clarifying and reframing associated with coaching.”
- Mentoring is “a relationship in which a more experienced colleague uses his or her greater knowledge and understanding of the work or workplace to support the development of a more junior or inexperienced member of staff.”

(Source: CIPD [http://www.cipd.co.uk/hr-resources/factsheets/coaching-mentoring.aspx](http://www.cipd.co.uk/hr-resources/factsheets/coaching-mentoring.aspx))
Mentor Me helps you connect

Mentor me?
Mentoring is one of the most important and potentially fulfilling ways to grow your career. As your professional body, the Institute of Hospitality (IoH) offers mentoring to help you:

- Build a professional relationship with an industry expert
- Define some realistic career goals and examine your likes and dislikes
- Understand how hospitality can be a career for life
- Realise that if something in your career doesn’t ‘work’, you can change it or build on it through another avenue within the industry
- Learn how to create and develop a professional network.

Mentor Me participation that is supported by your university / employer confirms their commitment to you and support for your career growth.
Mentor Me overview

- By becoming a mentee, you fully commit to six months of mentoring
- Achieved via six one-hour monthly meetings with your mentor
  - A virtual or real life meeting
  - Each meeting is a 1:1 discussion with your mentor about a different management topic. You will need to research the topic in advance using the links we provide.
- IoH take responsibility for matching mentors and mentees
  - Mentors: Members (MIH) and Fellows (FIH)
  - Mentees: Students, Apprentices, Affiliates and Associates (AIH)
- There is an anonymous questionnaire at the end of month six topics. By both you and your mentor completing this it helps us to monitor and improve the scheme
- Our Mentor Me Policy provides more detailed scheme information.
The mentoring process

IoH and your mentor want to support you in the development of your career.

- As a mentee, you will have the benefit of meeting with an industry professional from outside your organisation on a regular basis.
- Mentor Me is less formal than a work-based coaching or mentoring programme but you still need to invest time and effort in it.
- Recognise the commitment your mentor is making on your behalf.
- Equally, your mentor will be learning from you by undertaking their own continuing professional development (CPD).
- Mentees will probably spend a couple of hours a month on Mentor Me.
- Remember, you get out of the process what you put in!
- Mentor Me can help lay the groundwork for a more rewarding career in hospitality.
Mentor Me format

- In month one, you will set two to three career goals with your mentor.
- Learning materials – there is a schedule for each month’s learning materials – perhaps articles and videos - on topical industry or management issues. These topics can act as ‘ice breakers’ at each meeting and also provide a little structured learning during mentoring. (NB please don’t share mentoring materials as that would break copyright rules)
- Discuss your progress - After discussing a monthly topic, discuss your progression towards your goals, then talk about the industry and continuing professional development (CPD) generally
- Update your goals – if your goals change, that’s okay, just talk with your mentor to adapt the goals
Being a mentee

Sally Beck FIH, GM at the Royal Lancaster Hotel, London shares insights with young professionals at the Institute’s Passion4Hospitality event
Your role as Menti

Discretion and trust
- Show maturity in this, an important professional relationship
- Understand that discretion and confidentiality are a mutual responsibility in the mentoring process and uphold the confidentiality of the process

As a mentee, you should:
- Share information with the mentor about your education and work experience which will allow the mentor to develop insights about you and your goals
- Apply the SMART technique to help you define your Mentor Me goals with your mentor (guidance on SMART is contained on the Mentoring Goals Form)
- Define your realistic aspirations and stay motivated
- Become aware of abilities and potential – and be prepared to challenge yourself with goal-attaining activities and then discuss the activities and any methods you’ve used or discovered to overcome any barriers
- Undertake any assigned activities, learning and reading
- If you have a professional problem, talk with your mentor. They may be able to provide some insights.
- Build your confidence through attainable activities...get outside your ‘comfort zone’
Seems obvious, but...

Be yourself. Authenticity is essential to becoming a trusted manager and leader.
Displaying professionalism...

- Adjust your schedule to suit your mentor’s whenever possible - they are busy executives who have committed to helping you
- Attend every meeting. Contact your mentor if a meeting must be rearranged. *Never* fail to show up or to ring your mentor if an emergency crops up
- Remember that a mentor doesn’t provide advice on personal matters
- Mentoring is built on trust and confidentiality: don’t gossip, name drop or brag about your mentor or discuss with others the content of your meetings
- Complete the learning activities to make the most of a session and your mentor’s time. If you’re struggling to manage your time, talk with your mentor who’s probably experienced this issue before, or contact Alistair Sandall, Head of Professional Development on +44 (0)20 8661 4925
- Mentors’ comments are not advice: you’re responsible for your own decisions
- Meetings should ideally take place in person (business setting or public place) though of course lockdown and geographic barriers apply
- Please don’t give or accept gifts during the mentoring process. Remember, a handwritten note of thanks never fails to impress!
Mentor Me materials
Mentor Me support and tools

Mentor Me provides some tools to help with the six month mentoring process:

- **Mentor Me Resources** - this document provides an overview and links to the suggested topics
- **Mentor Me Policy** - use this policy for guidance about the programme
- **Mentoring Goals Form** - goals can be agreed and discussed during mentoring meetings. Refer to the Mentoring Goals Form which explains how to create some SMART Goals.
Mentoring schedule and topics

The topics are carefully selected to focus on your career growth and continuing professional development (CPD). The topics will be aimed at your management level and your mentor can help you with these:

<table>
<thead>
<tr>
<th>Period</th>
<th>Topic / Materials</th>
<th>Meeting Reminder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introductory email</td>
<td>Get ready to start your first meeting.</td>
<td>Famiilarise yourself with the: Mentoring Goals Form, Training Slides Mentor Me Policy and on line library</td>
</tr>
<tr>
<td>1</td>
<td>Setting goals, career development</td>
<td>Hold meeting 1</td>
</tr>
<tr>
<td>2</td>
<td>Emotional Intelligence (EQ)</td>
<td>Hold meeting 2</td>
</tr>
<tr>
<td>3</td>
<td>Networking</td>
<td>Hold meeting 3</td>
</tr>
<tr>
<td>4</td>
<td>Leadership</td>
<td>Hold meeting 4</td>
</tr>
<tr>
<td>5</td>
<td>Reverse mentoring</td>
<td>Hold meeting 5</td>
</tr>
<tr>
<td>6</td>
<td>Wrap-up</td>
<td>Hold final meeting 6 and complete questionnaire</td>
</tr>
</tbody>
</table>
Goal setting: some examples

- Learn about a particular sector – like foodservice – or roles within that sector
- Better understand hospitality employers' expectations for their managers
- Polish professional networking skills for use in person or online
- Discover how to connect with more mid-level and senior managers
- Find out how to obtain international experience.
Advice

- Be aware of your mentor’s background prior to meeting.
- Prepare questions suitable to the topics you would like covered during the mentoring period. Preparation before each meeting will ensure the best use of both your and your mentor’s valuable time.
- Prepare to be challenged in the mentoring process. You will be speaking with a seasoned professional who is used to getting right to the point and managing their own and other people’s time efficiently. Mentors may ask probing questions in a direct manner. Don’t be offended or become defensive. It is the mentor’s role to challenge a mentee, perhaps asking them for personal reflection, or through constructive criticism in order to help the mentee grow and understand corporate settings.
- Carefully consider the mentor’s advice and support. Some may be applicable, some not, but as a new manager, using your critical skills for evaluation will serve you well.
Time to meet

Your mentor is really looking forward to meeting you!

So, get ready for your first meeting by looking at the Mentor Me SMART goals form and begin thinking about a couple of career goals.

If you ‘get stuck’ on your goals - or anywhere in the mentoring process - remember, your mentor has been in your shoes! Talk to your mentor. They know you are the future of our industry and they are in this process to help you learn about achieving your career goals.
Mentoring support

If you need any help or have any questions or issues, please don’t hesitate to contact us. We want you to enjoy the mentoring process.

Alistair Sandall FIH, Head of Professional Development

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