



Mentor Her Biz Guide Book

Welcome to our Women in Biz Network Mentor Guide Book.

Research has shown that of those new starts, 25% are more likely to succeed if they're involved in a structured development program such as mentoring. Your support is invaluable!

Will I get anything from it?

Not only will you be helping someone else develop their skills but you'll get a lot from it, too. Mentoring can give you new skills and allow you the opportunity to develop your existing skills.

About Us

Women in Biz Network strives to increase the overall happiness, well being and financial success of Canadian business owners. We achieve this through education, mentorship, advocacy and support with both on-line and in-person opportunities. We are a national organization supporting a community of 32,000 influential and collaborative women in business, we are an online hub for business advice and advancement. With over 1500 members we are strong network of women changing the face of Canadian business. We are online globally, with In-Person locations in Toronto, London, Calgary and Vancouver. We assist our community through [advice](#), [events](#), [small business perks](#), [education](#) and [mentorship services](#).

Additional Resources on Mentoring:

- Mentorherbiz.com | | [Mentoring Blog: http://bit.ly/mentorherbiz](http://bit.ly/mentorherbiz)
- <http://getmentoring.org/mentoring-resources/>

What is mentoring?

To us, the term 'mentoring' describes a relationship supporting someone through a learning or developmental journey. It's about reflecting, encouraging and supporting the new or existing business owner to make the most of themselves and their business.

Mentoring is about mutual trust and respect. It's a two way relationship - you both get the chance to learn new things. Don't think you're the only one getting something from this. You'll both further your personal development. You've probably got lots of life experiences that your mentor can learn from. It's also a great way for them to develop and improve communication and planning skills.

Every mentoring relationship is different, but each will present the opportunity for both mentor and mentee to learn from each other.

You and your mentee

As a mentor, you're the person who guides and supports your mentee. Your mentee is the person that is supported and encouraged to achieve their goals.

What should a mentor do?

A mentor is normally someone who has more entrepreneurial business experience and who acts as a trusted confidante over a flexible period of time. It is a closer and more meaningful relationship than is seen in coaching. 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. A mentor **should**:

- Provide an outside perspective on both the business owner and their business
- Listen, confidentially, to the things that are worrying the business owner about their business
- Help by sharing their own experience of both failures and successes
- Give friendly, unbiased support and guidance

- Provide honest and constructive feedback
- Be a sounding board for ideas
- Facilitate decision making by suggesting alternatives based on personal experience
- Provide contacts and networks to further personal and business development
- Inspire the business owner to realise their potential
- Provide ongoing support and encouragement

What shouldn't a mentor do?

There are many different business support roles which all have their distinct place in the world of business development and improvement. As described above, mentoring is only one aspect of business support and therefore a mentor **will not** be expected to:

- Give advice – this would normally be provided by a qualified business adviser
- Provide a counselling service
- Provide a training service
- Provide a coaching service (relating to specific business related tasks, goals and objectives)
- Provide therapeutic interventions
- Sort out all problems
- Take the responsibility for making the business successful – the ultimate responsibility for making the business successful is down to the business owner.

You should be prepared to commit to at least two hours a month. We recommend that your mentoring relationship usually lasts for about twelve months - this is the time we think it takes to work with your mentee to be able to achieve their goals - it might be shorter or longer. Whatever is best for you and your mentee.

Establishing a Successful Relationship with your Mentee

Now you have been matched to your mentee, we have a **4 step process** to help create an effective relationship.

1. Draw up a timetable in advance of regularly spaced meetings and establish a set of ground rules to which you will both abide.
2. Maintain a session log, including session sheets and action plans (all included in this toolkit) which will act as the basis for ongoing discussion.
3. Work towards developing a trusting relationship and establishing a good rapport with your mentee.
4. Aim at maintaining the relationship for at least 6 sessions and adopt the attitude that over that period you can both benefit from it.

Meetings need to follow a formal agenda, although this does not imply a rigid structure or approach. Effective mentoring meetings provide a sense of purpose and achievement.

When arranging a meeting with your mentee, please ensure this is in a suitable environment. This could be at a shared meeting venue, offices, etc. Ideally out of your clients direct working environment, but a meeting room nearby may be suitable. It could also be done over the phone or Skype.

It is never a good idea to have mentoring sessions at a home address of either Mentor or Mentee.

The mentoring process

The Introductory Meeting (First session)

The relationship that evolves over a period of time is crucial to the success of the mentoring journey. Although your mentee will control what they get out of the relationship you are the guardian of the relationship because of your experience and knowledge. The first meeting is vital because it will set the tone of the relationship which will, ideally, get off to a swift and productive start.

You might feel a bit nervous about your first meeting but don't worry about it, a lot of people do. You might be thinking 'how will we start'? or 'what are we going to talk about?'

It's a good idea to have a think about your first meeting because it's really important. If you get off to a good start, you'll find everything else much easier.

So, to get started you could:

- Make yourselves comfortable, grab a tea or coffee and sit down and get to know each other.
- Tell your mentee something about yourself, this could include information about both your professional and your personal life. Whatever feels right for you.
- Explain why you got involved in the Mentor Programme, what you think you might be doing and what you both might get out of it.

Remember - if you don't hit it off straight away don't panic. It takes time to build any relationship and it will get easier the more you meet because you'll build up trust and get used to each other.

Again, if you're worried about anything after the first meeting just get in touch with us. We're here to provide you with all of the support you need at those early stages.

Before the session

Before your first Mentoring Session, spend a little time making sure you have all the basic information you need about your mentee, including:

- Contact details
- Background
- Any special needs or circumstances
- Venue for the first meeting

During the session

The first session is all about getting the relationship off to a good start by establishing some ground rules and acknowledging that the relationship is two-way. It's also the best time to agree what you hope to achieve and share your expectations of one another. You will need to mention confidentiality, responsibility, when you would like to meet and for how long, how you'll keep in touch to arrange other meetings and the best way to remind each other of your meeting.

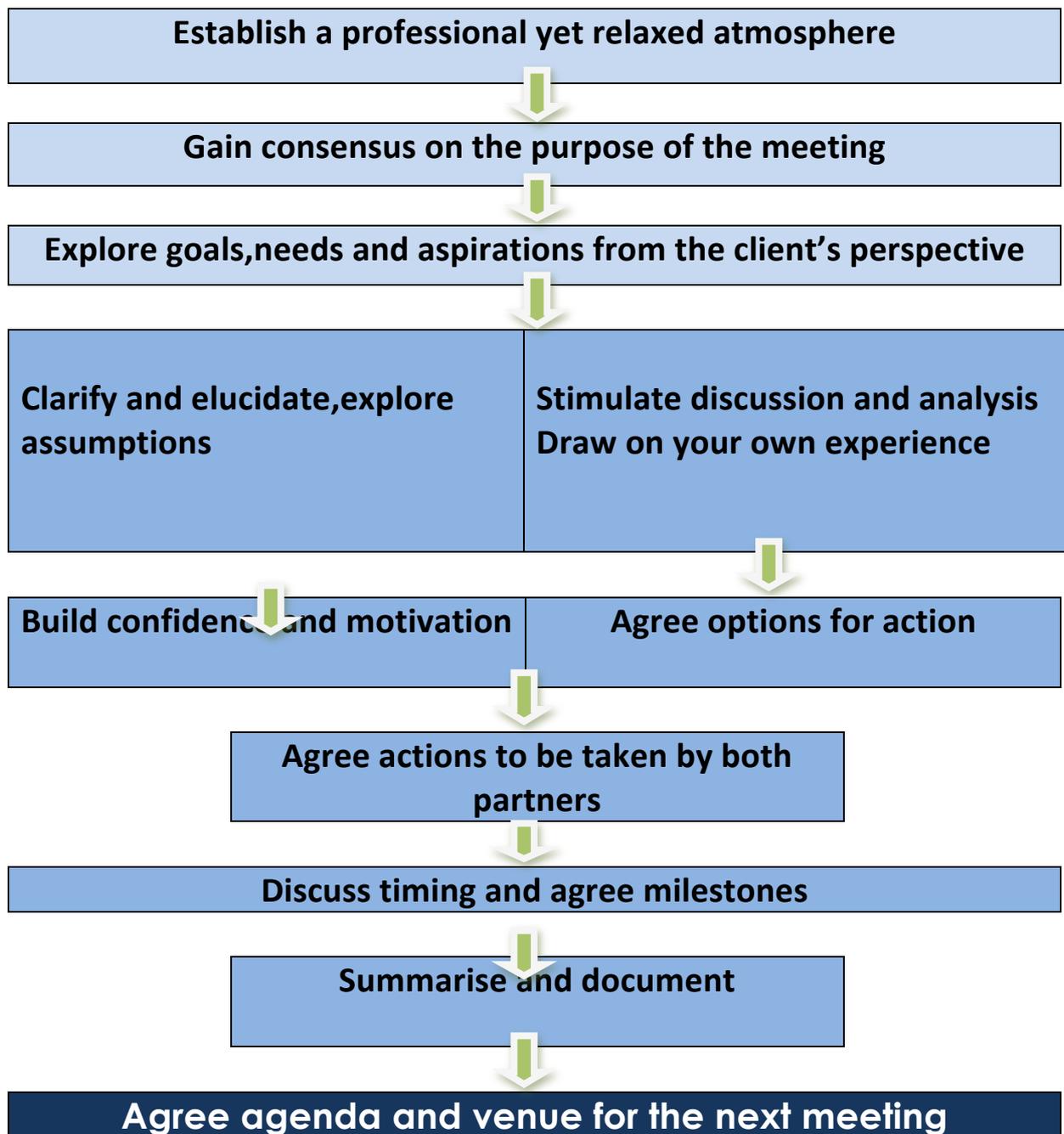
As a 'starter for ten' we recommend you cover:

- Your mentee's ambitions and goals in relation to:
 - particular issues being faced
 - achievements so far and how to build on them
 - realistic expectations
 - scale of priorities
 - areas on which your mentee would find input most useful

And a few basic essentials:

- frequency of meetings
- venue or phone call/skype for follow up meetings
- decision about email and/or telephone contact
- discussing and signing an agreement
- confidentiality
- how you will record progress and issues/targets for further development

Session overview



Based on Clutterbuck 'Everyone needs a Mentor' 2001

Monitoring and documentation

Both you and your mentee are at liberty to conduct the mentoring relationship as you see fit. However, to ensure the effectiveness of the process as a whole, we will expect all mentors and mentees to review and complete the following documentation as a minimum:

Code of Conduct

The Code of Conduct sets out the professional standards required by us as a condition of mentor status. Before you begin your mentor relationship please review this document and make sure you understand and agree to adhere to its contents.

Boundaries

All relationships need boundaries (even though you might not have thought about them) and a mentoring relationship is no different. It's down to you both to be consistent and respectful. You should think about:

Time - mentoring works best when you've talked about how many hours you'll undertake and when it's best to meet. That way, you're both clear about timings.

Place - we recommend that you meet in public places, such as a coffee shop, library or over the phone.

Getting in touch - it's up to you both to decide how it's best to keep in touch. Let your mentee know which number or email address is easiest to get hold of you on. Don't forget to chat about which times you'd both prefer to be contacted.

Money - don't feel that you have to pay for food or drinks for your mentee. Do not accept gifts from your mentee. You should also never ask for payment for your mentoring services. Entering into a financial arrangement is outside of the boundaries of this mentoring relationship.

Confidentiality

It's really important that you respect each other's confidentiality. Remember that anything you talk about when you meet up is between the two of you so you shouldn't talk about it to someone else.

Confidentiality - four things to think about:

Secrets - don't promise to keep secrets. Make that clear from the beginning and remember to ask your mentee if situations arise that may involve you sharing confidential information with anyone else.

Information - keep any information about your mentee, like a phone number, somewhere secure. Do not share any financial details.

You - confidentiality works both ways. Be aware of which personal areas of your life you're prepared to share with your mentee.

How do I know if I'm being a good mentor?

You might wonder before you start if you'll be any good at it. Don't worry, remember, you don't need to be a business expert to be a good mentor. You just need to be patient, open-minded, good at listening, positive and, of course, enthusiastic.

Unfortunately, there's not a test that can tell you if you're getting it right, apart from your mentee telling you that you are. You are probably getting things right if:

- Your mentee is meeting up with you (that might sound silly but if they didn't want to they wouldn't turn up).
- You have good rapport.
- You feel like your mentee has opened up about their goals and objectives.
- Your mentee has learned new things from your sessions.
- You're really listening to them (not just pretending to).
- Your mentee appears to be developing both personal and business skills.

Is it working?

Don't worry if meeting some of the goals seems to be going slowly. This doesn't mean you're not a good mentor. Things take time, often it takes a while before you see a change. Concentrate on the little things and remember they can make a big difference.

Calling your mentee before meetings to confirm them

Reviewing your initial plan to see if you can agree more tangible or realistic goals.

End of Relationship

There will be a time when the relationship will begin to draw to an end. At this point you must both 'let go' so that the mentee can maintain their independence.

It will then become the responsibility of the mentee to put what they have learnt into practice. Although the two of you will probably continue to have some form of interaction, it should be on a more casual basis, where you consider each other as equals.

Here are some tips for successfully ending your mentoring relationship:

Other ways to support - You might like to encourage your mentee to look at ways that they can continue their learning.

Celebrating your success - have a look back at the goals you set when you first met - you can pat yourselves on the back when you see how far you've come.

Saying goodbye - imagine how you can end the session on a positive note so it's not awkward. You could have a chat about the thing you most enjoyed, something you'll remember or the most important things you've learned.

Evaluating - don't forget to complete your final session evaluation form. It shouldn't take too long and it's really helpful to see how you got on and for us to identify any improvements we can make to the mentoring journey.