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**Purpose**

The purpose of the Mentoring Resource Guide is to:

- Provide an overview of the University of Texas at Arlington Career Development Center Mentoring Program
- Define the mission and describe benefits of the mentorship program
- Describe the roles and responsibilities of the mentor and mentee
- Provide tools and tips to guide and help create an effective mentoring relationship

**Program Goals**

- Provide insight and coaching to help make informed and ethical career decisions
- Help develop leadership, teamwork, and interpersonal skills
- Provide advice on personal growth, academics, and career topics
- Develop meaningful and lasting connections

**Mission**

The mission of the University of Texas at Arlington Mentorship Program is to connect professional business or industry alumni (mentors) with current UTA students (mentees) creating a mutually beneficial and inspirational career development partnership and growth opportunity for both alumni and students.

**Benefits**

Mentors share knowledge, guidance, wisdom and expertise, ensuring the next UTA generation is well prepared for transitioning into post-graduation success. This is also an opportunity to experience a reconnection with the University of Texas at Arlington as an alumni. Alumni can expand professional networks with other UT Arlington alumni and develop meaningful connections with students. Alumni have the opportunity to share their career development story and wisdom with eager up and coming students starting their journey. Mentors make a difference. Mentors have an impact.

By connecting students with career professional alumni, the University of Texas at Arlington offers a new and innovative approach to providing students an interactive opportunity to develop networking skills, provide professional and personal growth, and creating an opportunity for students to envision post graduate professional success during the Mentor Program cycle.
Mentor Responsibilities

- Commit to regular interactions with your mentor. Interactions can be in person, phone, or online via Skype, email, or other platforms. This also applies to any virtual mentor pairs.
- Prepare a meeting plan and/or schedule with your mentee.
- Maintain contact with your mentee throughout the duration of the program. If you are or will be out of town for a period of time, and unable to meet with your mentee face-to-face, please define a schedule of skype and/or phone call conversations with your mentee.
- Model best practices for time management while remaining flexible
- Ensure communication is ongoing
- Be a positive role model for your mentee
- Provide career development advice only
- Be a good listener and maintain self-esteem for the mentee
- Avoid offering advice on all your experiences, instead offer your wisdom and knowledge on mutually agreed upon areas of career development
- You are not expected to offer your mentee an internship or job opportunity at any time

Mentee Responsibilities

- Commit to regular interactions with your mentor. Interactions can be in person, phone, or online via Skype, email, or other platforms. This also applies to any virtual mentor pairs.
- Prepare a meeting plan and/or schedule with your mentor.
- Maintain contact with your mentor throughout the duration of the program
- Be respectful of your mentor’s time - always be on time for calls or appointments
- Be prepared for each meeting
- Always end the conversation on time and do not expect your mentor to go over time
- Ensure communication is ongoing. Always use professional communication between you and your mentor written or verbal.
- Maintain a positive image at all times. If you are meeting face to face ensure you dress appropriately in business attire
- You should not ask your mentor for a job or internship opportunity but instead for career advice
Interaction Guidelines

To create and implement a successful mentoring program it takes active participation from both the mentors and mentees. To help ensure this success is reached, each selected mentee should follow the interaction guidelines:

- **Stay in Contact.** As a mentor/mentee you should be able to dedicate 4-6 hours between the start and end date of the mentoring program. These conversations may occur via phone, email, Skype, or in person. The Career Development Center does offer adequate space for you and your mentor to meet in a professional environment. For information on scheduling a room for you and your mentor, please contact your assigned advocate.

- **Establish your partnership.** During your initial conversation take some time to discuss the focus for your mentoring partnership and how you each would define a successful outcome.

- **Time and meetings.** As you initiate your mentorship, take some time to discuss how the meetings should take place, how long the meetings should be, including best times and days to connect. Flexibility will be key and each partnership can decide how to best schedule their time to ensure success.

- **Be proactive and responsive.** Mentors and mentees are expected to maintain communication with each other. Please return all calls and emails in a timely manner. If you make several attempts at contacting your mentor/mentee, please contact your advocate.

- **Accept feedback.** Mentees are expected to ask career development related questions and mentors are asked to provide the best support and advice possible from their perspectives. It is important that the mentee be open to receiving feedback from their mentor. The mentor should offer feedback in a respectful but constructive manner.

- **Commit to the program.** If you have to cancel a meeting with your mentor/mentee, please do your best to communicate in advance of the cancellation and reschedule.

- **Assess.** Throughout each semester, both mentor and mentee will be asked to complete an evaluation form.

- **Get Involved.** The Lockheed Martin Career Development Center will provide events and/or activities for each mentor/mentee pair to participate in. These events will vary between social and educational.

*Note: Mentors are not expected to offer internships or jobs*
Getting the Conversation Started

It is highly encouraged that your first meeting be in person, Skype, or a phone call. This will help you establish a more personal connection in your mentoring relationship. As with any conversation, the first and most important thing you should do is to introduce yourself. You can ask your mentor/mentee more open-ended questions that initiate conversation and encourage discussion about their background, UTA experiences and interests. This first interaction in your mentoring relationship will be an opportunity for you to not only get to know each other, but to also determine your goals and objectives you hope to receive from this program. It is important to understand the roles of both mentor and mentee and to clarify the expectations from both roles.

We have included a few suggested questions and resources to help you get the conversation started in your mentoring relationship. While these questions may be beneficial in the first meeting, keep in mind these are only a suggestion, be creative and authentic with your questions.

**Mentees:** You can begin by asking your mentor....
- Tell me about what you do for a living.
- How did you become interested in your career field?
- Tell me about your experience at UTA?
- What do you wish you did while you were at UTA?
- What are some challenges you have faced in your career development journey?
- What do you do for your own growth and development?
- As the mentee you should also utilize this time to begin to plan how often you and your mentor will be meeting and how long you would like each meeting to last.
- You should utilize this time to tell your mentor about the skills and situations where you think you need the most development and coaching

**Mentors:** You can begin by asking your mentee....
- How did you become interested in your major?
- Tell me about what values drive your actions?
- What are your strongest attributes?
- This is an opportunity for you to share some insightful information about your education, your first job, and any specialized skills or trainings you may have had to help make you successful.
- As part of the goals of this program you should offer to help your mentee to develop their resume, talk about interviewing techniques, and sharing any websites you believe might be useful or interesting for your mentee.

For your one on one meetings we encourage mentors and mentees to use the Career Development Center Facilities.

If you would like to schedule a meeting time please contact the Career Development Center at 817-272-2932.
Developing Your Mentoring Relationship

Every mentoring relationship is different and unique. Follow these tips to help you ensure you are gaining the most from your mentoring relationship:

- Set long and short term goals with one another
- Set expectations with each other
- Get to know your mentor and mentee
- Share your story
- Coordinate schedules

In the following pages of this resource guide you will find additional information that may be beneficial for both the mentor and mentee in developing this professional relationship.
GO WITH A PURPOSE AND PLAN AHEAD
Understand why you are going and what you hope to accomplish. Prepare your “30-Second Commercial” to use when introducing yourself.

DRESS APPROPRIATELY
Make sure you understand what the expected attire is for an event. When in doubt, err on the side of “Business Professional”. Remember, your name tag goes on your right, near your shoulder.

EAT BEFORE YOU GO
Although most networking events do include food, this is not why you are attending. Loading your plate with food is not appropriate and sends the wrong signal. If you are eating and/or drinking, keep your right hand free for shaking hands.

WATCH YOUR NON-VERBALS
Approach others with a firm handshake and a smile and maintain eye contact while conversing with them. It is rude to look around the room. Stay within arm’s length of someone you just met. Watch for signals that it is time to make a polite exit. You don’t want to monopolize anyone’s time.

BRING BUSINESS CARDS, BUT DO NOT FORCE THEM ON PEOPLE
If you’re having a productive conversation with a new connection, it may be appropriate to exchange business cards. Make sure you have your business cards handy, and make sure they are in pristine condition.

STAY POSITIVE AND AVOID INAPPROPRIATE TOPICS OF CONVERSATION
Be complementary, but sincere when conversing with others. Do not criticize the event in any way. Avoid discussing personal issues, health problems, and controversial topics such as religion or politics. Do not gossip.

BE A GOOD CONVERSATIONALIST
This means you should be engaging. Listen more than you speak and do not spend the entire time talking about yourself. Avoid asking questions with “yes” or “no” answers. For example: “How are you enjoying this conference?” rather than “Are you enjoying this conference?” Leave the high-pressure sales pitch at home.

FOLLOW UP AFTER THE MEETING
Within a day or two of making a new contact, remember to send a nice, polite thank-you note or email. Connect on LinkedIn with a personalized message. Remember that networking is all about building relationships!
PHONE ETIQUETTE
• Return phone calls and emails within 24 hrs. Even if only to say that you will provide the requested information at a later date.
• Ask before putting someone on speakerphone.
• Personalize your office voice mail.
• Call during business hours. Don’t call when you know someone isn’t in the office.

EMAIL ETIQUETTE
• Emails should be grammatically correct and free of spelling errors. Business email should not be treated as personal email.
• Use the subject box and make the purpose of your message clear.
• Don’t say anything in an email you wouldn’t say to a person’s face.
• Underlining, italicizing, bolding, coloring and changing font size can change the tone of your email message.
• Make your emails short and clear.
• Avoid text talk or emoticons.
• Don’t overuse the “Reply All” email function and make sure you are sending your email to the correct person before sending it.

MEETING ETIQUETTE
• If a meeting is in someone’s office, don’t be more than 5 minutes early.
• Don’t ever be late for a meeting, conference call, or appointment.
• Do not interrupt others.
• Do not be argumentative or confrontational in a meeting.
• Don’t check your phone during meals or meetings.
“So, tell me about yourself.”

What seems like such a simple question can really make you sweat, especially in an interview. What, exactly, should you share—not just to build rapport, but to show that you’re the perfect fit for the job?

Fear not, job seekers: There’s a super-simple formula that will help you answer this question with ease.

**How to Answer “Tell Me About Yourself”**

The first question you are probably going to get in an interview is, “Tell me about yourself.” Now, this is not an invitation to recite your entire life story or even to go bullet by bullet through your resume. Instead, it’s probably your first and best chance to pitch the hiring manager on why you are the right one for the job.

A formula we really like to use is called the **Present-Past-Future Formula**. First, you start with the present—where you are right now. Then, segue into the past—a little bit about the experiences you’ve had and the skills you gained at the previous position. Finally, finish with the future—why you are really excited for this particular opportunity.

Let me give you an example:

If someone asked, “tell me about yourself,” you could say:

“Well, I’m currently an account executive at Smith, where I handle our top performing client. Before that, I worked at an agency where I was on three different major national healthcare brands. And while I really enjoyed the work that I did, I’d love the chance to dig in much deeper with one specific healthcare company, which is why I’m so excited about this opportunity with Metro Health Center.”

Remember throughout your answer to focus on the experiences and skills that are going to be most relevant for the hiring manager when they’re thinking about this particular position and this company. And ultimately, don’t be afraid to relax a little bit, tell stories and anecdotes—the hiring manager already has your resume, so they also want to know a little more about you.

Try the Present-Past-Future formula during your interviews.
Online Resources