



MyMentor

Global Mentoring Programme

A Guide for Mentors

Introduction to the programme

Getting started

Code of Conduct

FAQs



PLEASE READ THIS DOCUMENT
BEFORE ENROLLING ONTO THE
PROGRAMME



GLOBAL
WELSH

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WHY HAVE WE DEVELOPED MYMENTOR?

GlobalWelsh has a unique global network of individuals and business professionals with skills, talents and opportunities waiting to be shared.

Mentoring is a way to give back, connect with and learn from others in the global community.

The objective of the MyMentor/FyMentor programme is to facilitate meaningful connections that enables diverse Welsh talent around the world to learn, excel, connect and grow.

Ultimately, we want to have a tangible and positive impact on our members, their development and their future.



WHAT'S UNIQUE?

MyMentor is the first digital diaspora mentoring programme of its kind in the world. Mentors and Mentees can be from any industry and located anywhere in the world. Members can join the programme anytime and have control and flexibility over when, why and who they match with.

The Welsh connection brings with it a shared affinity and mutual ambition for Wales and Welsh people to excel.

OUR ROLE

The programme is member-led with GlobalWelsh as facilitator of the programme.

We ask that all participants adhere to our guidelines to ensure the best experience and outcomes for all parties during the mentoring process.

From time to time we will check in to check on progress and offer additional support.

If you require any help, or have any questions at any point during the process, you can get in touch with us at mymentor@globalwelsh.com.

Please refer to the membership terms and conditions for more information on GlobalWelsh's liabilities.



GETTING STARTED

This is a new process for you and your Mentee and so you will need to work together to agree how you can ensure you will both get the most out of the process.

For mentoring to be successful, the Mentor and Mentee need to feel comfortable with each other and have a trusting relationship; confidentiality around discussions is extremely important. It is therefore sensible to check mentor and mentee compatibility.

The prospective Mentee will contact you to introduce themselves and request a match. Once you've matched the Mentee will be in touch to arrange the first meeting.

During this meeting, you will get to know each other and agree how and when you will meet, how long each meeting should last, how frequently they should be and any boundaries that you each have for the discussion. Be open and honest with them about what you feel you can help with and discuss what you can't.

HOW DOES IT WORK?

- Voluntary participation - self-nominated Mentors (approved by GlobalWelsh) and Mentees (Pathfinder or Pioneer members)
- Mentees and Mentors can join the programme and match at any time
- Mentors and Mentees can be from any industry, anywhere in the world
- Mentees search and request to connect with a Mentor based on needs and experience sought via Connect
- The process is owned and driven by the Mentee - they will take responsibility for keeping documents up-to-date
- Mentoring sessions can be conducted virtually via video call or face-to-face, if practical and comfortable for both parties
- **We advise mentorship lasts six months, meeting for a minimum one hour per month (can be shorter or longer if needed)**
- **Mentors can have a max of two Mentees at any one time**

WHO CAN BECOME A MENTOR/MENTEE?

To ensure commitment from those participating in the programme currently only Pioneers and Pathfinder members can apply to enrol as Mentors on the programme.

Pioneers (28+) and Pathfinder (aged 18-27) members can also access the programme as a Mentee.



WHAT IS MENTORING?

Being a Mentor can be very rewarding for both the Mentor and Mentee. It is an opportunity for the Mentor to support the development of others who have less experience and can be an environment where the Mentor and Mentee learn from each other and challenge each other's thinking.

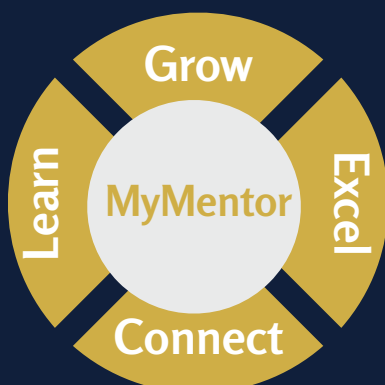
Mentoring is a distinct activity where a more experienced individual (the Mentor) helps a less experienced individual (the Mentee) and guides them to be better able to address the challenges they are facing.

Key to the process is that mentoring is a partnership, but one where one person (the Mentor) has more experience and uses it to help another (the mentee) to develop and grow over time, in their work, and personal effectiveness. This is done within a safe, supportive and challenging environment.

The Mentee's wishes, needs and aspirations, combined with the skills and experience of the Mentor, shape the relationship.

A Mentor ISN'T a coach or line manager, they are an impartial supporter or adviser with the experience, influence, time and enthusiasm to commit to the relationship.

Confidentiality is key to the relationship between a Mentor and Mentee. The preparedness of the Mentee to share not only successes but aspirations, concerns, weaknesses, worries, and doubts depends on there being trust and confidence that the discussions are kept confidential. It is essential that a Mentor does not share details of what they have discussed with their Mentee. See Code of Conduct for more information.



GETTING STARTED

2 ENROL AS A MENTOR

Login to Connect and head to the MyMentor section. Click on 'Apply to be a mentor'.

Complete the form and submit for approval. You will be alerted via email once your application has been reviewed. Please allow 3 working days.

3 BECOMING A MENTOR

Once approved, you will automatically appear on the MyMentor section of Connect. Mentees will be able to find you and send you direct requests to become their Mentor.

You will receive these requests via email. Please keep an eye on your junk folder.

You have the ability to turn your Mentor availability off and on yourself on the 'Check my MyMentor space' section. Once you have reached the maximum of two Mentee matches your availability will automatically be switched off.



IMPORTANT: ALL MATCH REQUESTS COME VIA EMAIL ONLY.

PLEASE DO NOT ACCEPT REQUESTS FROM MEMBERS WHO DO NOT FOLLOW THIS MATCHING PROCESS.

6 ENDING THE MENTORSHIP

Once you've completed the mentoring period, or mutually agreed to end the mentoring, please 'End the relationship' via Connect.

To do this simply log in to Connect, head to the MyMentor 'Check my MyMentor space' and click the (...) on the Mentee's card and select 'End the relationship'. You will also have the opportunity to send a note to the Mentee.

This will automatically open up another available mentoring slot for you.

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UPDATE YOUR CONNECT PROFILE

Before enrolling, it's important to ensure that your profile on GlobalWelsh Connect is up to date and visible to other members (Check via My Settings > Privacy).

Add a profile picture and ensure the Industries, Skills and Experience sections of your profile are complete (at least).

This will ensure that Mentees know as much about you as possible when searching for a suitable Mentor.

4

RESPONDING TO MATCH REQUESTS

When you receive a match request log in to Connect and head over to the MyMentor section, and click on 'Check my MyMentor space' to see requests and approve or decline a request. Please respond within 10 working days.

If you decide to decline a request, please provide honest feedback explaining why you don't think you will be a suitable match.

If you approve the request, it is the Mentee's responsibility to reach out and arrange the first meeting via the GlobalWelsh Connect message function. Please ensure you are checking Connect and have email settings switched on.

See next page for details on the content of this meeting.

5

STAYING ON TRACK

GlobalWelsh has put together some supporting materials to help you and your Mentee clearly outline objectives and track progress and we advise that these are used throughout the mentorship.

These documents will be shared with your Mentee via email once you have been matched. It is the responsibility of the Mentee to keep these documents safe and up to date.

MAKING THE MOST OF YOUR TIME TOGETHER

Mentoring should last six months per mentee, (it can be longer or shorter if the Mentee requires and the Mentor can support). We recommend meeting at least six times or once a month. Meetings between Mentors and Mentees typically last one hour. This time goes very quickly and so it is important to use it effectively.

It is the Mentee's responsibility to drive the relationship and set these meetings up and update documentation.

To get the most out of this time, follow these simple steps:

GETTING STARTED

FIRST MEETING: BUILDING RAPPORT AND AGREEING OBJECTIVES

- Introduce yourself
- Agree how long the meeting will last
- Agree what the objective is for the meeting
- Agree any personal or professional boundaries and confidentiality
- Mentee to share their aims and objectives of the mentoring
- Mentor to help mentee clarify initial focus areas, actions and next steps

It's at this stage that if either party doesn't think that it will work this is the time to let each other know in an honest and constructive manner.

If you mutually agree not to proceed the Mentor can then formally end the relationship via the Connect platform.

WORKING TOGETHER

MEETINGS 2 – 5: LISTEN, SUPPORT AND ADVISE

- Review progress since the last meeting - documentation is provided
- Explore what is going well and which working relationships are good
- Listen, the Mentee should do most of the talking
- Challenge the Mentee, ask questions and take note of what they say
- Take notes so you can review what had been discussed

FINAL REVIEW

MEETING 6: REVIEWING PROGRESS

- Review progress since the last meeting
- Discuss what worked well and what didn't
- Was the objective achieved, if not why not and what will you do differently next time?
- Agree what happens next, what you do before the next meeting? Agree an action plan for going forward.
- If you both wish to continue, agree the time frame and schedule the next meeting

WHEN MENTORING HAS CONCLUDED THE MENTOR WILL THEN NEEDS TO FORMALLY END THE MENTORING RELATIONSHIP VIA THE CONNECT PLATFORM.

IMPACT FOCUSED

As a diaspora community we are focused on cultivating meaningful connections and impactful experiences between our members, home and away.

At the end of each mentoring period, we will be asking Mentors and Mentees to complete a short follow-up survey to understand the outcomes and impact the experience has had on them and/or their business.

The survey is part of a wider academic research project being conducted by Dr. Sarah Louisa Birchley, a professor at Toyo Gakuen University, Tokyo, (and GlobalWelsh board member) looking at the impact of the programme. This research will also help us to evolve and focus the programme as we move forward.

A link to the survey will be emailed to you after you have concluded each mentoring period and it should only take you a few minutes to complete.

If you have any questions about the research, please contact Dr Sarah Louisa Birchley at sarah@globalwelsh.com.



MYMENTOR CODE OF CONDUCT

Mentoring is a distinct activity and is where a more experienced individual (the mentor) helps a less experienced individual (the Mentee) and guides them to be better able to address the challenges they are facing. Key to the process is that mentoring is a partnership, but one where one person (the Mentor) has more experience and uses it to help another (the Mentee) to develop and grow over time, in their work, and personal effectiveness. This is done within a safe, supportive and challenging environment.

Mentoring is specifically focused on aiding the development of an individual and the intent should not be use the opportunity as a business development or recruitment method.

THE CODE **Please read this code and abide by it at all times throughout the mentoring relationship**

The Mentor's role is to respond to the Mentee's needs and agenda; it is not to impose their own agenda.

Mentors will agree with the Mentee how they wish the relationship to work adopting the most appropriate level of confidentiality.

Mentors and Mentees will respond to each other in a timely manner whilst appreciating each others boundaries.

Mentors and Mentees will respect each other's time and other responsibilities, ensuring they do not impose beyond what is reasonable.

The Mentor will ensure the Mentee accepts increasing responsibility for managing the relationship; the Mentor will empower them to do so and will promote the Mentee's autonomy.

Either party may choose to end the mentoring relationship at any time. This must be done in an honest, constructive and respectful manner. If you require any support or guidance in doing so contact us at mymentor@globalwelsh.com.

The Mentor will not intrude into areas the Mentee wishes to keep private until invited to do so. They should, however, help the Mentee to recognise how other issues may relate to these areas.

Mentors will be open and truthful with themselves and their Mentee whilst participating in the mentoring relationship

Mentors will share the responsibility for the smooth winding down of the relationship with the Mentee, once it has achieved its purpose – they must avoid creating dependency.

The mentoring relationship should not be exploitative in any way, neither may it be open to misinterpretation.

Mentors should never work beyond the bounds of their capability, experience and expertise to the point where they do not feel confident in providing the Mentee with proper support. Where appropriate, Mentors should seek advice or refer mentees to another point of contact or support professional.

The confidentiality of both parties remains paramount at all times. At no time will a Mentor or Mentee disclose any part of the relationship to any person whosoever, without the explicit agreement of the other. Notes may, for convenience, be retained by the Mentor but may be requested by the Mentee at any time.

Mentors have a responsibility to highlight any ethical issues (such as conflicts of interest) that may arise during a mentoring relationship at the earliest opportunity.

Mentors should not attempt to do the Mentees job for them - the Mentee has the ability and the potential, the Mentor's job is to help them realise it.

Mentors will maintain their professional competence through participation in continuous professional development.

FREQUENTLY ASKED QUESTIONS

WHAT IS THE ROLE OF A MENTOR?

A Mentor:

- Offers to give time as a Mentor
- Identifies areas of expertise they can offer as a Mentor
- Commits to giving time
- Attends meetings
- Holds mentee accountable for development actions

WHAT MAKES A GOOD MENTEE?

- Has enthusiasm
- Is not defensive
- Isn't afraid to ask for help
- Seeks assistance in a timely manner
- Has realistic expectations of Mentors
- Is open to feedback and has a desire to share and learn
- Is committed to confidentiality
- Takes risks and accepts challenges
- Follows through to achieve partnership goals
- Is a good listener
- Knows where he/she is going – goal oriented
- Is authentic and respects personal boundaries

HOW MANY MENTEES CAN I HAVE AT ANY ONE TIME?

No more than two Mentees at any one time. This is to ensure that the Mentor is able to focus and give quality time and attention to their Mentee(s). If your availability/capacity changes or you just want to have one Mentee at a time you can turn your availability off and on when you choose.

When Mentors accepts two Mentee matches the system will automatically delist you until you formally end the relationships.

CAN I ARRANGE TRAINING FOR MY MENTEE?

A Mentor can discuss development and suggest areas for future development but cannot arrange training. It is the responsibility of the mentee to follow up on development actions agreed at meetings.

WHAT MAKES A GOOD MENTOR?

- Available and dedicated to others
- Leads and teaches by example
- Offers encouragement/builds self-confidence
- Inspires others/triggers self-awareness
- Stands by others in critical situations
- Shares knowledge/explains how the business works
- Challenges the Mentee's growth
- Offers help and guidance
- Helps Mentee overcome limiting behaviour
- Commits to confidentiality
- Is willing to take risks and accept challenges
- Commits to follow through and to achieve partnership goals
- Is authentic and respects personal boundaries

HOW OFTEN SHOULD WE MEET?

We recommend a one hour meeting per month but it may be that longer and less frequent meetings work better for both parties.

In any case no less than 3 times during the mentoring period.

HOW LONG SHOULD THE MENTORING LAST?

We recommend around six months. No longer than 12 months is advisable.

However, if both parties are happy the mentoring can be as short or as long as necessary to meet the needs of the Mentee.

WHAT DO I DO IF I AM UNHAPPY WITH THE RELATIONSHIP?

The first thing to do is to speak to your Mentee if you do not feel it is working well. It is not always easy to develop relationships with individuals who think differently to us.

It can be a great learning process for both parties to work through issues. The key is to address issues as they arise – don't let them fester.

If you feel your Mentee has behaved inappropriately please do let us know in confidence
mymentor@globalwelsh.com.

FREQUENTLY ASKED QUESTIONS (CONT...)

CAN OTHER MEMBERS SEE WHO I AM MATCHED WITH?

No, other members cannot see who is matched, only the Mentee, Mentor and GlobalWelsh can see this.

ARE MENTORS APPROVED BY GLOBALWELSH?

Yes, GlobalWelsh ask all Mentor applicants a series of questions and approve all those that are enrolled on the programme.

WHAT CAN I EXPECT FROM A MENTEE MATCH REQUEST?

Essentially the Mentee is 'applying' for you to be their Mentor. We have put together a top tips document to help Mentees craft their application to match with you.

We also ask that Mentees Connect profiles (and external links to other profiles) are complete and up to date before approaching a Mentor.

HOW MANY MENTORS CAN MENTEES HAVE AT ONE TIME?

So that Mentees can maximise the opportunity, we recommend that they have only one MyMentor Mentor at any one time. They could have other Mentors outside of this programme.

CAN MENTEES SEND MULTIPLE MATCH REQUESTS AT THE SAME TIME?

The system will allow Mentees to do this, however, to ensure no one is disappointed we ask Mentees to ensure only ONE match request is active at any one time and that Mentees receive a response before submitting another.

HOW DO I DECLINE A MENTEE REQUEST?

If for some reason you don't think that the Mentee is a suitable match or has provided enough information for you to match. You can decline the request.

There are a number of possible reasons why you may decline a request:

- You may not have time to support them at the moment (to avoid this please turn your availability off if you aren't available)
- You don't believe that you have the relevant skills or experience to support them
- The Mentee has not provided enough information about themselves
- The timezone difference probably won't work

Please provide honest and constructive feedback in the message box provided.

CAN I BE A MENTEE AND A MENTOR AT THE SAME TIME?

Yes, you can. However, we advise that you consider your capacity before taking this on.

ARE MY MENTOR MEETINGS CONFIDENTIAL?

Yes. Any communication or involving of others should be agreed between the Mentor and Mentee.

MORE QUESTIONS?

If there's anything else you need to know or if you require further clarity, drop the team a note via mymmentor@globalwelsh.com and we'll get back to you.



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Got a question?
Get in touch...

mymentor@globalwelsh.com