



Mentorship: Wisdom of Giving and Getting

Presented by

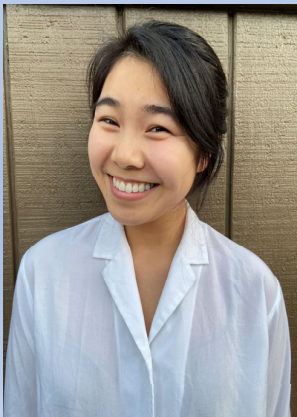
Dr. Laura Wittcoff & Stephanie Tran, MSW Intern

Introductions



Dr. Laura Wittcoff is the principal of the Intrinsic Group, and is an Adjunct Instructor at USC. She consults to organizations and presents at business conferences in the areas of strategic thinking, creative problem solving, change and culture. Laura has developed a method, Gamifying Engagement®, for organizations to capitalize on better understanding and delivering their message to increase their visibility. Laura mentors and is mentored and advocates it as one of her key professional development goals.

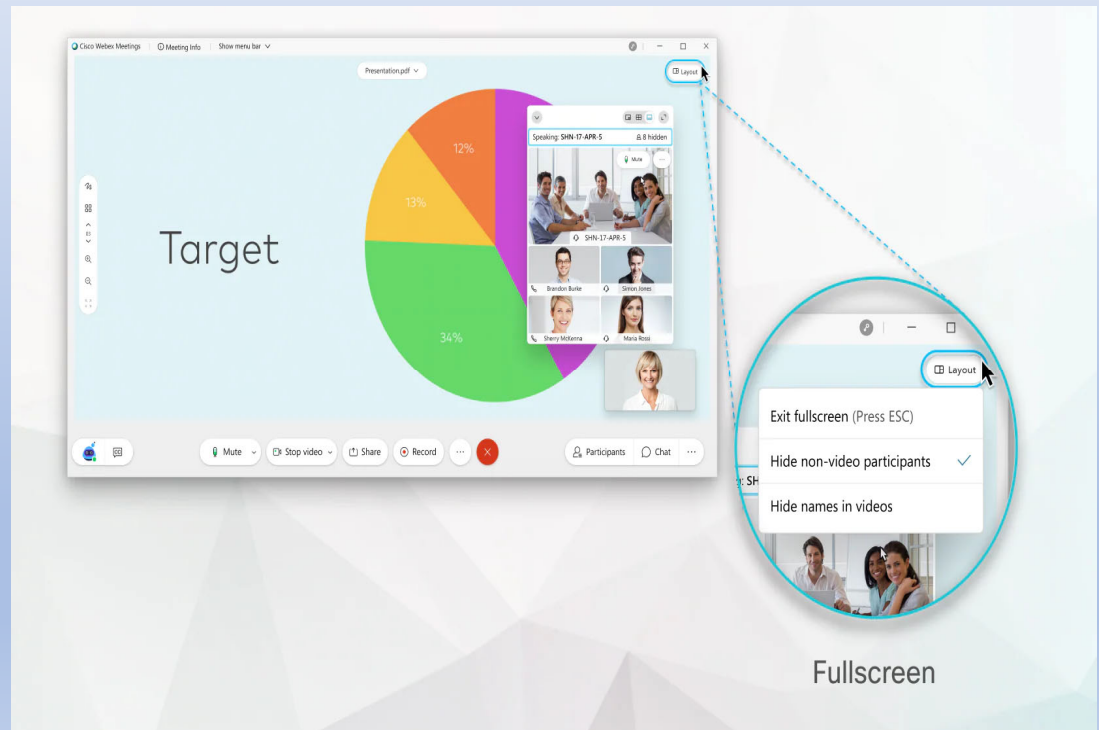
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Stephanie Tran, MSW Intern attends the Diana R. Garland School of Social Work at Baylor University. She is passionate about having a positive social impact and believes in working alongside non-profits and social impact organizations to reimagine opportunities for their sustainability. Mental health advocacy and mental health policy spark her passion for collaborating with organizations to support change in innovative and impactful ways.

Logistics

- Q & A Function for responses and comments
- Chat Function for any technical difficulties
- During our live demonstration, please:
 - Click on the layout at the top right of your screen
 - Under full screen
 - Click Hide non-video participants
- Delighted to engage with you!



Data Points

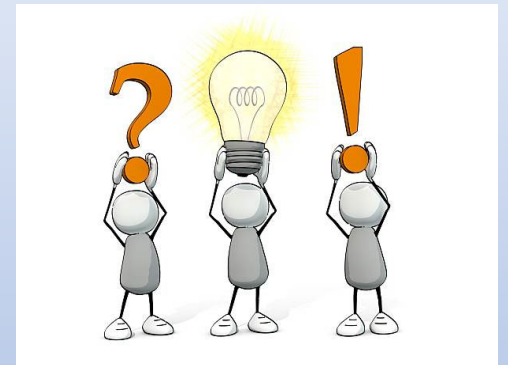
- In a survey by Olivet Nazarene University, [56% of respondents](#) said they've had a mentor
- For those who had a mentor, 76% say the relationship was important
- According to *Harvard Business Review*, [84% of CEOs](#) who have mentors said they've avoided costly mistakes and became proficient in their roles faster
- 69% said mentors helped them make better decisions.
(Stephanie Voza, Fast Company 2020)
- Anyone who takes responsibility for finding the potential in people and processes and has the courage to develop that potential is a leader (Brené Brown, *Dare to Lead*)
- Being a great leader is about mentorship



Burning Question

Typical Questions that I will answer:

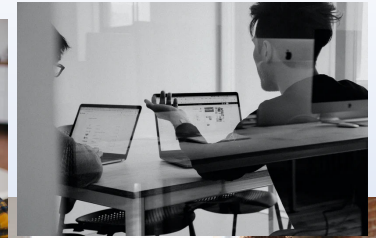
- What is mentorship?
- How does a relationship start?
- How do we have a virtual mentoring relationship?
- What if I cannot meet a Mentee's needs in a certain area
- How do we set a monthly agenda?



What's your burning question? (put it in the Q & A)

What is Mentorship?

- Partnership
- Reciprocal learning
- Active listening
- Network building
- Inspiring
- Develops potential
- Positively impacts workplace
- Untapped wisdom (access to expertise)
- Learning Curve
- Impartial environment – removal from daily chain of command



What is/is not A Mentor?



IS

- Invested
- An experienced person – young or old
- Interested

NOT

- Not necessarily an old person 😊
- Not direct boss
- Not a therapist

Mentoring



iM PROVE
DEVELOP
TRAINING
MOTIVATE
COACHING
iNSPIRE

The Basics:

- ✓ Believes in the relationship and specifically in the Mentee
- ✓ Encouraging
- ✓ Accessible
- ✓ Gives feedback (positive approach)
- ✓ Patient
- ✓ Tolerant
- ✓ Honest/Trust/vulnerable
- ✓ Maintains confidentiality (some exceptions)
- ✓ Sees the big picture – *been there, done that*
- ✓ Shares successes and failures for the benefit of the Mentee's learning 😊

Teaching & Learning Style

How do you teach? How do you learn?

For Mentors:

- Can you remember a time in which you facilitated another person's learning?
- What factors positively or negatively impacted your efforts?
- What did you feel or learn as a result of that experience?
- What would you have done differently?
- What are specific things that you can and are willing to do to help the individual you are mentoring?

For Mentees:

- How do you typically learn?
- Describe a time when you learned something successfully.
- Describe a time when it was difficult for you to learn something.
- What are some ways that you have tried to increase your knowledge of or stay current with trends in your field?
- What are some examples of ways that you can gain knowledge from more knowledgeable people?

Virtual Mentoring (COVID-19 Silver Lining?)

Environment

- Saves time
- Maintain boundaries
- Honor the space
- Create a ritual (coffee, mindfulness)
- Welcome (as if in person)
 - Check-in
- Have a running agenda
- Plus/Delta

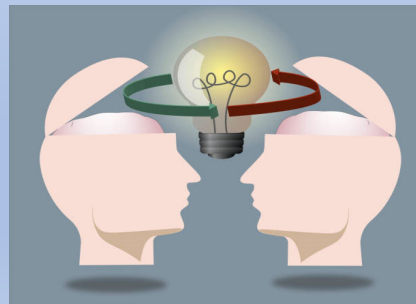


The Mentorship



Initial Meeting – Initial Learning

- Engagement Guidelines (create a list)
- Share initial response to questions



Mentor or Mentee

Take a moment and write down your responses to the following:

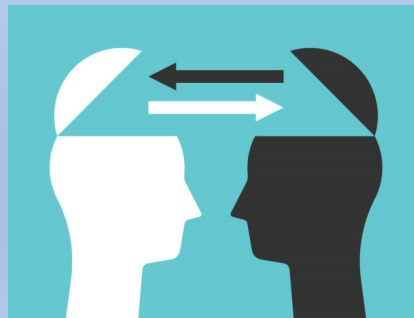
- Mentee
 - 3-5 expectations
 - Why are the above important to you?
 - Describe an ideal mentoring relationship
- Mentor
 - 3-5 reasons why you are/want to be a mentor
 - What are the motivations that are underlying the reasons you wrote
 - Name one major expectation of the relationship

The Mentorship



2nd Meeting (month later) - Implementation

- Review responses to questions
- Create plan together based on needs of Mentee



Tips to Keep in Mind

- Find a good match - research
- Good communication – honesty, trust and vulnerability
- Clear goals and expectations
- Respect (mutual)
- Confirm logistics – make it real and regular
- Help each other clarify needs and best approaches ; find the best ways to communicate the what and the how
- Shared commitment to the Mentor/Mentee Relationship
- Work collaboratively to achieve results
- Respect time limits of mentor and mentee
- Be present & Prepared
- Have fun!
- Appreciation – a thank you goes a long way...

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Adapted from:
Traqq team
Forbes, Dr. Pragya Agarwal, 2018
Forbes, Caroline Ceniza-Levine, 2019

Boundaries

- Confidentiality
- Time availability
- Emergency situations
- Alternative Options
- Pressured reciprocity



Bumps

What if something isn't working?

- Have you had an experience in which you received advice that did not match your needs or situation?
- Guidelines should include:
 - What if's
 - What if I don't follow the advice I'm given?
 - What if either of us miss multiple meetings?
 - What if we don't carve out the agreed to time?

What is your What If?

Sample Agenda

Mentee often Initiates

- Date
- Check-in or some ritual
- Guidelines (review if needed)
- Discussion
 - Current professional interests (goals)
 - Future Aspirations
 - Access to opportunities/networks/resources (books, articles, videos, trainings, etc.)
- Plan
 - set SMART mini goals for each meeting (can be organic – things happen)
 - GROW model (Sir John Whitmore et al.)
- Plus/Delta
- Schedule next meeting

SMART(ER) GOALS

Specific
measurable
Achievable
Realistic
Timely

GOALS TO FOLLOW

S SPECIFIC
M MEASURABLE
A ACHIEVABLE
R REALISTIC
T TIMELY
E ETHICAL
R REASONABLE



Goal Setting Discussion



- What do you want?
- How will you know when you have what you want?
- What will that look like? What will be the same and what will be different?
- What prevents you from having it right now?

GROW Model

Sir John Whitmore (1980's)



G: goals and aspirations

R: current situation, internal and external obstacles

O: possibilities, strengths and resources

W: actions and accountability

Ibarra, H., & Scoular, A. (2019). The leader as coach. *Harvard Business Review*, 97(6), 110-119.

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Unlocking Obstacles

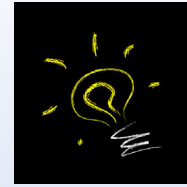
- What if you knew the answer?
- What would it be?
- What if the obstacle didn't exist?
- What would you do then?
- What might you be afraid of?





- What are you going to do?
- When are you going to do it?
- Will this action meet your goal?
- What obstacles might you meet along the way?
- Who needs to know?
- What support do you need?
- How and when are you going to get that support?
- What other considerations do you have?
- On a scale of 1-10 how confident are you that will carry out the actions agreed?
- What prevents it from being a 10?
- What would make it a 10 for you?

Some Ideas to Try



- Discuss a book addressing career development/another skill set: communication, personality style, conflict, creativity, management
- Discuss any generational differences that may come into play in the workplace.
- Conduct informal networking by introducing mentee to at least two people who could prove helpful to their careers. Before, provide tips on issues to address or avoid, and review afterwards.

Phillips-Jones, L. (75). Things to Do with Your Mentees: Practical and Effective Development Activities You can Try. *Grass Valley, CA: Coalition of Counseling Centers (CCC)/The Mentoring Group.*

Some More Ideas to Try



- Invite mentee to one of Mentor's key meetings. Debrief with mentee afterward.
- Discuss a quote that has certain meaning or inspiration for each.
- Discuss any cultural values that each of you hold onto. Has culture come into play at all in adjusting to the work setting?
- Mentee can invite a Mentor to a presentation s/he is delivering or a meeting s/he is facilitating (with permission from mentee's supervisor). Debrief afterwards, or in the next session.
- Discuss some of the "unwritten rules" each of you have observed or learned about success in your organization. How has this differed from other organizations? What other lessons have been learned?

Even More Ideas to Try



- Mentee can identify risks, difficulties or stress s/he is facing in the next few months (deadline, anticipated conflicts, fears, etc.), and plan with mentor way to minimize them.
- Discuss a situation of interpersonal conflict that the mentee has experienced or successfully avoided.
- Discuss a situation of miscommunication that the mentee has experienced or successfully avoided.
- If possible, serve on a committee together on or off the job.

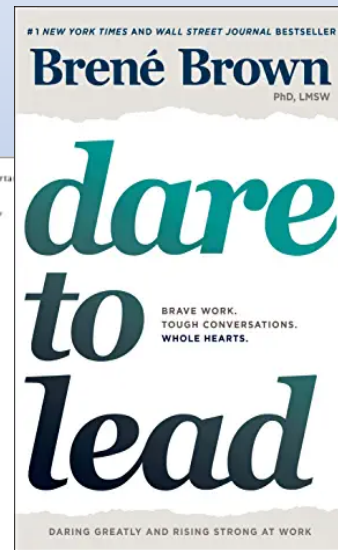
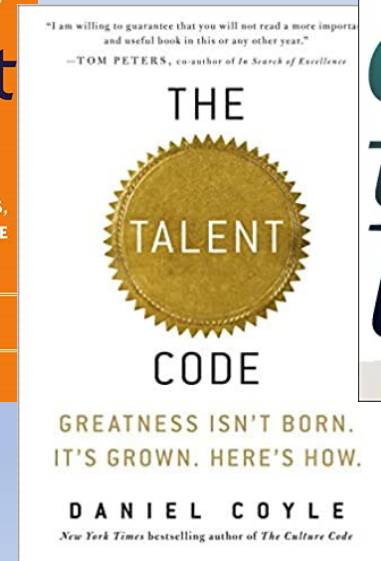
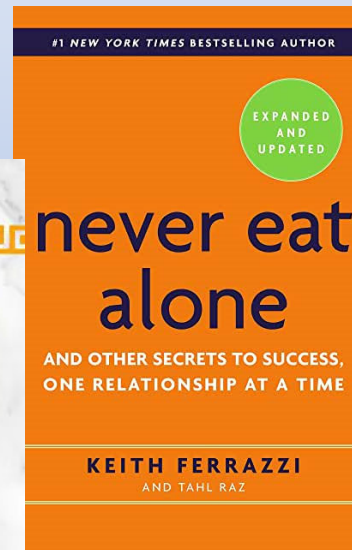
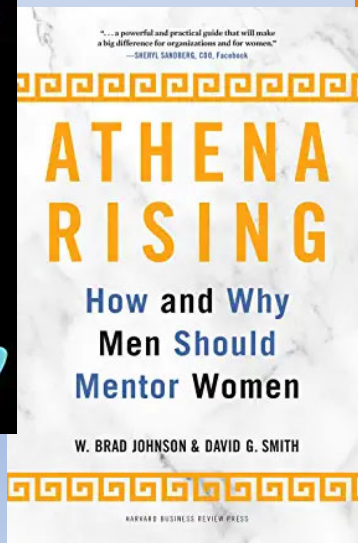
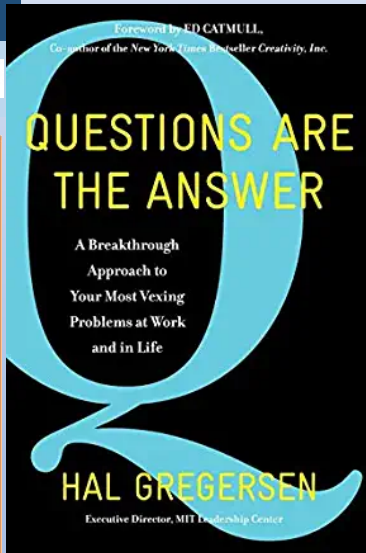
Prepare for the end of your formal mentoring relationship: take stock of lessons learned, directions taken, and what is still needed to be accomplished.



LACMC Mentorship Program Handbook



Resources



Questions or Comments?

Thank You



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