

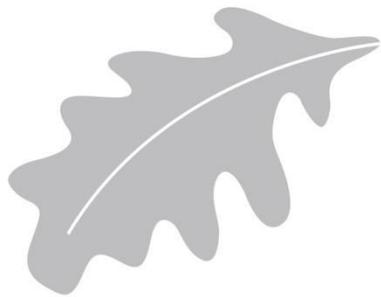
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INNIS ALUMNI MENTORSHIP PROGRAM



UNIVERSITY OF TORONTO
INNIS COLLEGE

HANDBOOK

COMPILED BY SARAH BURLEY HOLLOWS,
ASSISTANT DEAN - STUDENT LIFE, INNIS COLLEGE, 2016

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2016-17 PROGRAM DESCRIPTION & TIMELINE

The Innis Alumni Mentorship Program is a unique opportunity at the College, in which upper-year student Mentees are matched in one-to-one pairings with Mentors from the Innis Alumni & Friends Community.

Each pair has been carefully brought together by a committee representing the Offices of Advancement, the Registrar, and Student Life, here at Innis College. This collaborative matching process focused on compatibility between Mentees' career interests and Mentors' career experiences. In an effort to expand the program to meet the needs of students transitioning into their upper years and graduate programs, the 2016-17 program now includes Young Alumni pairings with 2nd and 3rd year Innis Students.

Once participants are suitably matched, the Mentors and Mentees set the agenda and expectations moving forward. The Mentorship Committee remains available in a supporting role as the Mentorship relationship progresses.

By the end of the program, it is the hope that Mentees have been able to explore career and graduate school paths, set goals and have learned tips to better network, promote and advance themselves after graduation. Who better to aid in this important transition than those who have worn the same shoes before? This is also a community building opportunity for Innis College, by creating a new and meaningful means of engagement for our valued alumni and friends.

TIMELINE (FLEXIBLE)

- **October 27 | Mentorship Launch**
- **November 30 | Mentorship Agreements Due**
- **January | Mid-Point Survey & Check-In**
- **January | Mentorship Reception and Professional Development Opportunity**
- **April | Mentorship Graduation & Gratitude Reception**
- **May | Program Feedback**

GOALS & LEARNING OUTCOMES:

Goal # 1 - Build leadership capacity within our students.

Learning Outcomes:

Within the mentorship cycle, participants will be able to...

- Demonstrate a developing ability to self-reflect, seek feedback, and assess experiences in order to set goals and manage change.
- Identify transferrable skills in order to inform personal and career goals.

Goal #2 - Develop and nurture an engaged alumni base for Innis College.

Learning Outcomes :

Within the mentorship cycle, participants will be able to...

- Feel prepared to engage in conversation with Innis and University of Toronto community members about their academic and co-curricular experiences at Innis College and beyond.
- Articulate the connection between studies at the University of Toronto and career/academic goals and achievements.

Goal #3 - Promote community engagement & civic responsibility.

Learning Outcomes:

Within the mentorship cycle, participants will be able to...

- Think critically about their role (consider own values and motivations) within the University of Toronto community and beyond.
- Feel mutually empowered to get involved in community roles and initiatives.

BEING A MENTEE/MENTOR:

QUESTIONS, ANSWERS AND ETIQUETTE

What does it mean to be a Mentee? For the most part, there are no secrets to being mentored. Our Mentors in the Innis Mentorship Program are alumni and friends of the College, who are just as enthusiastic and interested in the experience as you. This means that you should feel comfortable being your inquisitive, attentive and respectful self. With that said, there are nuances to being mentored that can generate a more meaningful relationship. We've included a list of strategies, tips and explanations of etiquette to help start you off.

What does it mean to be a Mentor? We hope that as a Mentor you provide Mentees with opportunities to reflect on their own experiences and to learn from the multiple paths you have taken and choose to share with your Mentee. Mentors should, like Mentees, be willing to listen, be inquisitive and respectful. We've included strategies, tips and explanations of etiquette to help boost the relationship!

We garner valuable feedback from all participants and continue to expand our *Mentorship Handbook*. This document will be published online, at <http://alumni.innis.utoronto.ca/mentorship-handbook>. Thanks in advance for helping foster growth in our collective understanding of what mentorship means at Innis College!

MENTORSHIP Q & A

What should we talk about?

- Get to know each other
 - What do you like most about your work?
 - What do you do in your free time?
 - Do you have a mentor?
 - What's your favourite book/film etc.?
 - How do you define success?
 - How did you choose your career?
- Create an agenda, communicate goals (think of what yours are before your first meeting!)
- Career paths

- Academic paths
- Studying abroad
- How to network
- Co-Curricular Involvement
- Industry/Professional standards
- How to promote oneself
- How to manage work/life balance
- Professional Development and Associations

What are qualities of good mentees and mentors?

- Genuine enthusiasm and commitment to the program
- Good communication skills
- Ability to reflect on experiences
- Reliability and responsiveness
- Ethical behaviour
- Patience and positivity
- Discretion
- Invest in time and experience
- Good telephone/in person/email etiquette

What are mentors expected to do?

- Meet regularly (at least once a month) with mentees
- Provide feedback, goal setting, advice
- Speak to their own academic and career journeys
- Model professional behaviour
- Speak to their own academic and career journeys

What are mentors NOT expected to do?

- Tutor around specific academic subjects
- Provide internships or job opportunities
- Provide references and/or networking opportunities (not prohibited but not expected)

MAINTAINING A POSITIVE RELATIONSHIP

Follow up & Follow Through

- Be on time & keep commitments.
- Be present and consistent.
- Set boundaries.
- Accommodate each other while also being respectful of time and roles.
- Reply to opportunities and communications in a timely manner.
- Ask for feedback and show growth.
- Demonstrate that you actively reflect between interactions.

Maintain Confidentiality & Discretion

- Mentors and mentees will share stories about the own paths and lives. These are to be honored as advice and their own stories and not to be shared unless advised that it is ok to do so.
- Please note: Should there be a safety concern, or concern for well-being, it is expected that the individual contact a Mentorship Coordinator for advice and therefore, confidentiality may not always be promised.

Be Engaged

- Be willing to step out of your comfort zone.
- Demonstrate interest through active listening.
- Take initiative - whether that be finding a new coffee shop for a meeting, setting the date/agenda, etc.
- Be honest about your goals and aspirations.
- Speak up if you need clarification.
- Show gratitude and stay positive!

EMAIL ETIQUETTE

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Be brief and to the point	Do not write a long detailed Email when a few lines can make your point.
Pay attention to your spelling, grammar, and punctuation	Errors in writing can give a poor impression and raise questions about your performance as a businessperson. It is also not appropriate to use short-form or emoticons in professional Emails.
Answer Emails quickly	Responding quickly lets people know you are responsible. Procrastinating indicates a lack of professionalism.
Take care with attachments	If it is very large, break it into several parts or compress it.
Take care with attachments	No one likes to be shouted at.
Always proofread every message before you send it	You will catch any typos, errors in grammar and make certain your ideas come across in the way you intended. One tip is to only fill in the recipient's Email after you proofread the document, that way you avoid accidentally sending a half-finished or unchecked note.
Watch your use of "reply to all"	Only use the "reply to all" when every person on the list needs to see your response.
Make the subject line meaningful	The right words will prompt the reader to open your message quickly; however, do not abuse the use of "Important", "Urgent", or flagging Emails as high priority.
Do not forward joke Emails	Do not forward any email that contains offensive or derogatory remarks of any kind, even if they are jokes in a professional environment.
Do not send angry Emails	Do not respond to or send an Email message when you are angry or upset, it is best to wait until you have had a chance to cool down before responding.
Be careful what you write	Email is not private and it is permanent. Be responsible with what you write. Never write anything that you would not want printed and shared among co-workers and friends.

TELEPHONE ETIQUETTE

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Have the right tools ready	Have your agenda, a pen, pencil, and notepaper ready to write down any pertinent information about the conversation.
Focus your attention on the caller	Once you pick up the phone, the individual on the other end is your primary concern. Do NOT get distracted by other conversations in your office or incoming Email messages. Never try to multi-task and do other work while on the phone. The caller will hear your keyboard clicking away.
Speak slowly, clearly, and distinctly	Make it easy for the caller to hear you and understand what it is you are saying.
Be an active listener	Do NOT assume you know what the caller is going to ask. Wait until they have finished speaking before replying. Ask questions or reiterate your understanding to clarify the caller's request.
Eliminate silence	If you need to take some time to look up information or retrieve a file, inform the caller of what is taking place. Do NOT just stop talking, if you leave the caller hanging, they might hang up.
No food or drink allowed!	Do NOT eat, drink or chew gum while you are on the phone.
Would you hold please?	If you must put the caller on hold ask their permission before doing so.
Close the conversation	Make sure you know what follow up is necessary before ending the call and always follow through on your commitments.
Thank you for your time	Always end the call on a positive note and call the caller by name.

13 TIPS FOR BETTER BUSINESS MANNERS

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Business is gender neutral	Unlike social etiquette, business etiquette is genderless or gender-neutral. Therefore, both men and women should always stand when introduced and offer a firm handshake.
Opening doors	The first person to the door opens it
Introductions	Always make introductions; if you forget someone's name, apologize and ask for the name again; Introduce people in business based on rank, not gender (introduce the person of lower rank to the person of higher rank). The client or customer is always the most important person. Begin the introduction by identifying the most important person - the client - first. Always refer to someone as Mr. or Ms. Until he or she asks you to use a first name.
Handshakes	First impressions develop in the first four to seven seconds. Make sure your handshake is firm. Hugs and kisses are inappropriate in the business environment (unless you are in Hollywood). The handshake is the only acceptable physical contact between men and women in a business setting.
Nametags	When attending business functions that require wearing a nametag, pin, or stick, the nametag on your right shoulder or lapel because the natural line of eyesight follows the right hand and arm. As you shake hands it will be easier for people to read.
Meetings	When entering an office or conference room for a meeting, do not sit down until you have asked the person who called the meeting where he/she wants you to sit. Do not put your briefcase, handbag, papers, or keys on the table during a meal or meeting. Place them on the floor beside or under your seat. Never let your cell phone ring during a meal or meeting; set the phone to vibrate if absolutely necessary to have it turned on.
Notes	A handwritten thank-you note to your customer will distinguish you from your competition.
Communication	Return voice-mail, Email, and phone calls within 24 hours

CONTACT US

Please know that the members of the Mentorship Committee are here to support you, with discretion, throughout your mentorship experience. While we have been quite thoughtful and rigorous in our matching process, an unanticipated issue between a Mentor and Mentee may arise. If you find yourself in such a position, we encourage you to contact any member of the Committee without delay. We would much rather circumvent an issue from happening in the first place, than for your mentorship relationship to be compromised altogether.

Innis Mentorship Coordinator & Committee Members

- **Marta Switzer | Mentorship Coordinator**
Office of Advancement
mentorship.innis@utoronto.ca
416-978-2713
- **Ben Weststrate | Communications Officer**
ben.weststrate@utoronto.ca
416-894-7315
- **Ennis Blentic | Associate Director, Advancement**
Office of Advancement
alumni.innis@utoronto.ca
416-978-3424
- **Donald Boere | Assistant Principal & Registrar**
Office of the Registrar
registrar.innis@utoronto.ca
- **Sarah Burley Hollows | Assistant Dean, Student Life**
Office of Student Life
sarah.burley@utoronto.ca
416-946-3332
- **Tim Worgan | Dean of Students & Residence**
Office of Student Life & Residence
studentlife.innis@utoronto.ca
416-978-2512