

MRS Mentoring Scheme

Mentee Handbook

Effective from 2016



www.mrs.org.uk/Mentoring

With members in more than 50 countries, MRS is the world's leading authority on research and business intelligence.

MRS Mentoring Scheme – Mentee Handbook
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Sections within this handbook are shared resources from www.getMentoring.org

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1. About MRS

The Market Research Society (MRS) is the world's leading research association. For all those who need, use, generate or interpret the evidence essential to making good decisions for commercial and public policy.

The quality standards, suitability and sustainability of evidence is important because evidence matters to decision makers.

MRS is dedicated to the support, promotion and enrichment of the research and business world.

With members in more than 50 countries, MRS is the world's leading research association serving all those with professional equity in provision or use of market, social and opinion research, and in business intelligence, market analysis, customer insight and consultancy.

2. MRS Mentoring

The MRS Mentoring scheme has been developed to support your learning and development throughout your career. It is as important at all stages of your career and many senior professionals rely on executive Mentors to help them think through strategic decisions.

The MRS Mentoring Scheme has been developed by MRS to complement its already extensive professional development portfolio, with the aim of assisting you to plan your future career needs and to maximise the benefits of your MRS membership. MRS Mentoring is also recognised within the MRS Continuous Professional Development Scheme (CPD).

3. What is Mentoring?

Mentoring is a process that supports and encourages Mentees to develop their knowledge and skills and increase their confidence to help them achieve their goals.

It is a supportive, one to one relationship, where Mentors act as a confidant and encourages Mentees to collate their thoughts and feelings to assist them in developing approaches to achieve their goals, within a confidential and supportive environment.

Mentors are experienced individuals who are willing to share their knowledge and experience with someone who is less experienced, and/or requires access to a different skill set to their own, in a relationship of mutual trust.

Mentoring is about helping someone to develop over a longer period of time and addresses different issues which impact on them in their professional life and/or career development as they arise.

4. Who is the MRS Mentoring Scheme available to?

The MRS Mentoring Scheme is a free membership benefit available to individual MRS Members.

There is a matching service to ensure mentees are connected to the right mentor. Places are limited and are allocated on the basis of location, match and mentoring needs and ambitions, as well as availability.

All MRS Mentoring Scheme Mentees will be asked to watch a webinar. The webinar will include: how to manage expectations; setting objectives; and how to determine goals and objectives from the monitoring.

5. Who are The MRS Mentors?

MRS Mentors must be members of MRS, at Certified grade or Fellows of the Society. They are experienced practitioners who want to give something back to their profession. All MRS Mentors receive comprehensive training from a Mentoring specialist before becoming an MRS Mentor.

6. What are the benefits of Mentoring?

For the Mentee

- Individualised development and support.
- Improved self-confidence and motivation.
- Broadening horizons and experience.
- Raised achievements and aspirations.
- Access to experience, knowledge and a sounding board.

For the Mentor

- Satisfaction from developing others.
- Deeper and broader knowledge of working environment.
- Development of self-knowledge and self-awareness.
- Opportunity to build wider networks.
- Broaden skill set.

For the employer

- Shared learning and shared good practice.
- Sustained, long-term organisational success.
- Enhanced transfer of skills.
- Development and retention of quality staff.
- Cost-effective method to enhance staff satisfaction.

7. What do you need to ask yourself before applying to be a Mentee?

- What outcomes or performance improvements am I looking for?
- What am I prepared to put in to the programme in order to achieve these outcomes?

- How will I manage my time and energy to put into practice the changes I identify through the scheme?
- How will I ensure my employer will support me to make the changes I want to achieve?

8. How to apply to become a Mentee

If you are interested in becoming a Mentee, please contact the MRS Membership Department which will send you a MRS Mentoring Scheme application form.

9. How to claim CPD hours as a Mentee

You can claim CPD hours for participating in the MRS Mentoring Scheme if the sessions are:

- Structured
- Involve professional development
- Are more than 20 minutes long
- Have written aims and objectives
- Are documented showing an outcome and reflection

A maximum of one MRS CPD Hour can be claimed per session. For more information on the MRS CPD Programme, please refer to the MRS CPD Programme Handbook.

10. Roles and Responsibilities of Mentors and Mentees

Mentor

The Mentor's role is to:

- Support Mentees in defining their own development needs and setting objectives; fostering independent learning.
- Allow Mentees to raise and talk about their issues and to listen, clarify, reflect back, challenge and give appropriate feedback.
- Help Mentees to reflect on their beliefs, feelings, thoughts and behaviours, and to view issues from multiple perspectives.
- Guide and encourage Mentees in their own analysis and to reach solutions to their problems and opportunities by asking questions.
- Enable Mentees to become effective decision makers.
- Share stories from their experiences, both successes and failures.
- Help Mentees define precise objectives and commit to action points.
- Help monitor Mentees progress towards their objectives.

Mentee

The Mentee's role is to "own" the relationship. Whilst the Mentors are interested and supportive, Mentees' development is their responsibility and Mentees need to manage the relationship by:

- Taking the initiative and arranging meetings.
- Managing the agenda.
- Setting objectives to work to and reviewing these regularly with their Mentor.
- Taking action based on agreed action points during Mentoring discussions.

- Reviewing the action that they have taken and the results with Mentors.
- Being open to feedback.

11. What are the key skills of a Mentee?

- Listening in order to understand.
- Questioning to clarify and make sure to understand correctly.
- Questioning to explore additional options and consequences.

12. Mentoring Journey

Throughout the Mentoring Journey, MRS are here to support both Mentees and Mentors. The journey includes:

- Initial profiling of suitable Mentors.
- Mentor and Mentee matching.
- The Mentoring process (first meeting and sessions).
- End of relationship.

13. Mentee Training

You will be provided with details of how to access the MRS Mentee training webinar online. Once you have participated in the Mentee Webinar, you will:

- have a clear idea of what mentoring is about.
- know what you can reasonably expect from your Mentor in terms of support.
- know what you need to commit to in signing up for the programme.
- be equipped with documentation to use and reflect on throughout your relationship with your Mentor.

14. Mentor and Mentee matching

To begin with you will complete your Mentee Application Form. Once completed, the MRS Membership Team will review your application and arrange for you to access the Mentee Webinar, and start the process of finding you a good match.

How it works

1. MRS look at the interests and research specialisms of both Mentors and Mentee, their skills and the mentoring objectives of both parties in terms of aims and desired outcomes. MRS also takes into consideration location of both Mentors and Mentees.
2. Once MRS has made a good match we will get in touch with both you and your prospective Mentor to let you both know about each other. MRS will check that you're both happy and that there are no conflicts of interest, we will then ask you both to sign and return the Mentoring Contract. Once MRS has received a signed contract from both parties we will then forward your details to your Mentor. It is then up to the Mentor to make the initial contact to arrange your first meeting.

3. MRS will be in touch again after your first meeting to make sure it went well and answer any questions you have.

Throughout the process MRS will be on hand to support you wherever possible.

15. Establishing a successful relationship with your Mentor

Once you have been matched to your Mentor, there is **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. Keep notes of your meetings, and use these as the basis for ongoing discussions.
3. Work towards developing a trusting relationship and establishing a good rapport with your Mentor.
4. Aim at maintaining the relationship for at least 12 sessions. Effective Mentoring meetings provide a sense of purpose and achievement.

If you are worried about anything after the first meeting, contact the MRS.

16. The Mentoring process

The Introductory Meeting (First Session)

When arranging your initial meeting with your Mentor we recommend that, if possible, the first meeting is conducted face-to-face, to give you a better chance to build a rapport.

Think carefully about where the meeting should take place, ideally not in your own office; shared meeting spaces, quiet coffee shops etc. are all suitable.

It is not permissible to have Mentoring sessions at a home address of either Mentor or Mentee.

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.

Meetings work best if there is an agreed agenda, although this does not imply a rigid structure or approach. Your Mentor will encourage you to plan an agenda in advance of each session and to discuss it with him / her at the beginning of each one; effective Mentoring meetings provide a sense of purpose and achievement.

Subsequent sessions

The frequency of meetings/contact is expected to be monthly, but you may need to meet more often if it is felt to be beneficial to you or indeed less frequently if this meets requirements. This will need to be agreed by both parties.

Early Exit

Although every effort will be made to ensure a close match between you and your Mentor, on occasion these relationships may not work out. This is no reflection on either party. Either party may finish the relationship, and exit the Mentoring Contract.

At this stage, the Mentor and Mentee will be asked to complete the Early Exit Form, and return to MRS, to assist MRS in re-matching both Mentees and Mentors.

Both parties will be contacted to confirm the situation and given support if required; another suitable Mentor/Mentee may be arranged for both parties going forward.

17. Monitoring documentation

Both you and your Mentor are at liberty to conduct the Mentoring relationship as you see fit. However, to ensure the effectiveness of the process as a whole, MRS will expect all Mentors and Mentees to review and complete the following documentation as a minimum:

Mentoring Contract

The Mentoring Contract will be issued following successful matching and prior to the start of your Mentoring relationship. This document will be signed by you, designed to define the limits of your role and protect your liability as a Mentee.

Mentors are also required to sign a Mentoring Contract.

Please ensure you have read and understood the Mentoring Contract.

If, for whatever reason, it is felt by either party that they are not suited for the Mentoring relationship, MRS will look to rematch.

Mentoring Session Record

The Mentoring Session Record is completed by Mentees and is a vital part of the process for the following reasons:-

- It is a written record of what you have learnt and achieved over the specified period.
- It forms a basis of discussion and comment during your meetings with the Mentor.
- It will act as a reference point for later use in your mentoring journey

Once each session is completed, the Mentoring Session Sheet should be kept on file by the Mentor and may be required by MRS for confidential review at any stage. Your Mentor undertakes to ensure that this is stored securely so that only you and he / she will see it.

Early Exit Form

The Early Exit Form is issued if a Mentoring relationship ends before the conclusion of the recommended 12 sessions.

18. Boundaries

All relationships need boundaries and a Mentoring relationship is no different. It's down to both the Mentor and Mentee to be consistent and respectful.

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 or library. It's MRS policy that you should not meet at each other's homes.

Getting in touch - it's up to you both to decide how best to keep in touch. Let your Mentor know your telephone and email contact details. Don't forget to chat about which times you'd both prefer to be contacted.

Money - you are not obliged to pay for food or drinks for your Mentor. Do not accept gifts from your Mentor. You should also never be asked for payment from your Mentor for their services. Entering into a financial arrangement is outside of the boundaries of this Mentoring relationship.

If your Mentor is behaving inappropriately or other issues arise that you're unsure about please contact MRS as soon as is possible.

19. Confidentiality

It's really important that you respect each other's confidentiality. Anything that you discuss is between Mentor and Mentee and should not be discussed with anyone else.

Four things to think about:

Concerns - if you have any, speak to MRS as soon as is possible.

Secrets - don't promise to keep secrets. Make this clear from the beginning.

Information - keep any information about your Mentor, personal contact details etc., 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 Mentor.

20. Is the relationship working?

Don't worry if meeting some of the goals seems to be going slowly. It often takes time before you see a change. Concentrate on the little things and remember they can make a big difference.

If things don't seem to be going too well, speak to MRS and we'll see how we can help.

You might want to try:

- Contacting your Mentor before meetings to confirm them (if it's a case of missing sessions).
- Reviewing your initial plan to see if you can agree more tangible or realistic goals.

21. End of relationship

When the Mentoring relationship is coming to an end it will then become your responsibility to put into practice what you have learnt.

Let MRS know when you've arranged your last session so that we can arrange a final review of both you and your Mentor's experience.

Here are some tips for successfully ending your Mentoring relationship:

Fixing a date for your last meeting - Have a chat to your Mentor beforehand and decide on a date. Remind each other of the date of the last session in the meeting before this so that you can prepare for it.

Other ways to support - Your Mentor might encourage you to look at ways to continue your learning/development without their regular support.

Celebrating your success - Have a look back at the goals you set when you first met to see what you've achieved.

Saying goodbye - End the session on a positive note. You could have a chat about what aspect you most enjoyed, something you'll remember or the most important things you've learned.

Evaluating - MRS will contact you to ask for your feedback on the scheme. It won't take long and it's really helpful for MRS to see how you got on and for us to identify any improvements we can make to the Mentee journey/process.

22. Disclaimer

MRS agrees to facilitate a Mentoring scheme through the voluntary and non-compulsory introduction of parties, and provision of a suggested non-obligatory framework within which to conduct a Mentoring relationship. MRS takes reasonable steps to ensure the quality and accuracy of the information provided to the parties during the Mentoring scheme but MRS will not be responsible for the suitability of the introductions or the framework, nor of the completeness or accuracy of any information whether provided by MRS or by a third party.

Further, MRS and its employees will not be responsible for the success or otherwise of any Mentoring partnership or relationship, nor any loss, damage, cost, expenses or claims for compensation howsoever arising from the performance or non-performance of the Mentoring relationship. Except in respect of death or personal injury caused by MRS's negligence, MRS shall not be liable to any Mentor or Mentee by reason of any representation (unless fraudulent) for any indirect, special or consequential loss or any other loss however caused under the Mentoring scheme.

If a Mentee has a complaint about a Mentor or vice versa, we would encourage you to try and resolve the issue before contacting MRS. However, if you wish to raise a complaint please contact michelle.denslow@mrs.org.uk detailing fully the nature of the complaint. MRS will act as a facilitator if this is helpful.



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