

THE COUNTY OF YOLO

MENTORING PROGRAM HANDBOOK

Success Needs a Plan







Table of Contents

Introduction

A Message from the Yolo County Administrator	1
Defining the Mentoring Program	2
Goals	
Core Values	
Benefits of Mentoring.	4
Characteristics of Successful Mentoring Relationships	4
Requirements for Participation	5
Roles and Responsibilities	6-7
Mentor	
What is a Mentor?	3
Getting Started as a Mentor	g
How to Be a Good Mentor	
Discussions and Activities	11
Mentee	
Mentee Best Practices	12-13

Appendixes

Mentoring Program Application—Mentor

Mentoring Program Application—Mentee

Mentoring Program Agreement

Mentoring Program Professional Development—Mentee Self-Assessment Worksheet

Mentoring Program Meeting Log Worksheet

Mentoring Program Graduation Verification



A Message from Gerardo Pinedo

Our organization is committed to the professional development of all Yolo County employees. The YES Team has developed a phenomenal program that supports our culture of learning and has something to offer both Mentees and Mentors alike. The Mentorship Program is a fantastic opportunity to increase your skill set and leadership ability through the development of meaningful and productive relationships with other committed County employees. A number of County employees have benefitted from this program, and I encourage you to join them by taking this next step of continued investment in your careers.

Gerardo Pinedo Yolo County Administrator

Derando Pinedo

YOLO ENGOURAGES SUCCESS

For more information please email Mentor@yolocounty.org



Introduction

Defining the Mentoring Program

Mentoring is a professional relationship in which an experienced person (the mentor) assists another person (the mentee) in developing specific skills and knowledge that will enhance the less experienced person's professional growth.

The County of Yolo recognizes that a key component to career development is the transfer of knowledge and experience between employees. The mentor program will provide a systematic approach for employees to enhance the development of leadership and professional skills while fulfilling their career paths.

The Mentoring Program will provide guidance and specific objectives to ensure that all of the critical components of the mentoring process are met for all participants. This program is designed to assist career and skill development in participants by transfer of knowledge and experience as well as activities to further enhance the skill building process.

The Mentoring Program will allow the mentees to gain knowledge resulting from one-on-one relationships with mentors. In this capacity, the mentor may give the mentee assignments to further build the mentee's skill set.



WE MAKE A LIVING BY WHAT WE GET; WE MAKE A LIFE BY WHAT WE GIVE."

-WINSTON CHURCHILL

Goals

The goals of the program are to:

- Provide a program employees will find useful to connect the importance of institutional knowledge and experience with professional development
- · Retain highly qualified and experienced employees
- Motivate employees to pursue avenues for promotion and inform employees about the agency's organizational structure
- · Create a culture of learning, sharing, and networking
- · Guide employees in achieving their career goals
- Develop mentees into future mentors

Yolo County Core Values

Service

Performance

Integrity

Responsibility

Innovation

Teamwork

Benefits of Mentoring

Benefits to Mentees: Increased self-esteem and confidence

Professional maturity Career development

Learned leadership/Managerial skills

Benefits to Mentors: Professional accomplishment

Satisfaction of helping someone else Refined leadership and managerial skills Recognition for participation in a job-related

volunteer activity

Benefits to Yolo: Recruitment and Retention

Knowledge transfer

Workforce development Motivated employees Cost effectiveness Succession planning



"It's not hard to make decisions when you know what your values are."

- Roy Disney

Characteristics of Successful Mentoring Relationships

The key characteristic of a successful mentoring relationship includes having a mentor and mentee that are both open and willing to accept change. Mentoring is a two-way relationship; both mentors and mentees should experience benefits. Often the role of mentor and mentee will change as the relationship develops. Mentors should view a mentoring relationship as both an opportunity to teach mentees and to learn from them. This relationship is built on trust, open communication, and respect.

A successful mentoring relationship allows individuals the ability to gain personal and professional growth. It is important for all participating individuals to be committed to the relationship and professional development of the mentee.

A successful mentoring relationship requires that the individuals be capable of confronting and constructively resolving conflicts. The mentee will need the ability to accept feedback to ensure development. A mentee is not expected to accept the mentor's advice without questioning it. By questioning beliefs, assumptions, and past practices, the mentee will understand values and determine validity. The mentee is given an opportunity to learn and grow from the mentor by being exposed to mistakes and successes.

All mentoring relationships evolve and change with time. As time passes, the needs and goals of the mentee may change. As the mentee grows and completes set goals, the mentor may identify new challenges for the mentee that further enhance the mentee's development and professional growth.

Requirements for Participation

Mentor Requirements

- · One year program commitment
- · No current performance issues
- Willingness to provide feedback during and at the conclusion of the program
- Log 12 meetings throughout the one year partnership
- Must sign the Mentoring Program Graduation Verification certifying the mentee has met the expectation of the program before the mentee is eligible to participate in the graduation ceremony
- Supervisor's approval to participate in the program

Mentee Requirements

- One year program commitment
- Must have obtained permanent status in current position
- No current performance issues
- · Willingness to provide feedback during and at the conclusion of the program
- Meet 12 times throughout the one year partnership and complete agreed upon assignments
- Must obtain signature of the mentor on the Mentoring Program Graduation Verification certifying the mentee has met the expectation of the program before the mentee is eligible to participate in the graduation ceremony
- Supervisor's approval to participate in the program



The ultimate leader
is not afraid to develop
people to the point they
surpass him or her in
knowledge and ability."

- Fred A. Manske, Jr.

Roles and Responsibilities

Mentor

The mentor is a knowledgeable and trusted leader who will assist the mentee by sharing knowledge, experiences, and resources. Mentors may perform many different roles. However, their main role is to listen, support, and guide the mentee's professional development.

The mentor is responsible for guiding the mentoring relationship, which entails:

- · Providing opportunities for mentee to learn new skills
- · Tracking meetings on the Mentoring Program Meeting Log Worksheet
- · Actively listening and encouraging mentee
- Assisting mentee with developing alternatives to work out a problem or situation
- · Maintaining confidentiality
- · Sharing professional lessons learned
- · Following the handbook ground rules
- · Providing feedback to mentee
- · Completing evaluations

Mentee

The mentee is responsible for being proactive in their professional growth and development. The mentee is responsible for attending meetings and completing assignments. The mentee needs to be willing to learn through constructive feedback and following the example of the mentor.

The mentee is responsible for actively participating in his/her own professional growth, which entails:

- · Identifying the specific skills and knowledge to be obtained
- · Candidly discussing issues and considering advice
- Maintaining confidentiality
- · Attending required meetings with mentor
- · Following handbook ground rules
- · Completing evaluations
- · Completing development assignments agreed upon with the mentor

Supervisor

The supervisor's role is to support and consent to participation in the program. The supervisor also allows time for monthly mentee meetings and for related assignments for up to 3 to 4 hours per month.

The supervisor's role entails:

- · Being supportive of the Mentoring Program
- Acknowledging employee's participation by signing the Mentor/Mentee Application
- · Allowing reasonable time to participate
- Respecting the confidentiality of the mentoring relationship

The Yes Team

The YES Team provides oversight and administration of the Mentoring Program. The YES Team works to continually improve the Mentoring Program to ensure that it will be a success for all participating employees. The section will act as the program's coordinator and provide mentoring resources.

In addition, the YES Team will also:

- · Track and maintain Mentoring Program files
- · Review mentor and mentee applications
- Maintain confidentiality
- · Match mentor and mentee
- · Provide Kick Off Orientation for mentee and mentor
- Organize Graduation Ceremony
- Survey participants for data
- · Maintain handbook, forms, and webpage

"Tell me and I forget,
teach me and I may
remember, involve me
and I learn."

-Benjamin Franklin



Mentor

What is a Mentor?

The Yolo County defines a mentor as someone who imparts wisdom to and shares knowledge with a less-experienced colleague. The mentor's knowledge, experience, and skills based on their personal life experience may provide the mentee guidance, advice, and hands-on training to build the required competencies for professional growth and development. The mentor may share information about his or her own career path, and provide guidance, motivation, and role modeling. A mentor will assist the mentee with setting and achieving goals, networking, and identifying resources in moving forward down the career path.

Six roles of a mentor:

Guide: The mentor guides the mentee by providing specialized knowledge that leads the mentee through skill enhancement and development. The mentor listens actively to the mentee to demonstrate respect and encourages the mentee to develop problem-solving skills by having the mentee demonstrate how she or he would attempt to solve the problem. The mentor offers guidance by demonstrating or sharing an approach to solve the problem.

Motivator: The mentor will motivate the mentee through encouragement and support. The mentor can also motivate the mentee by utilizing assignments. The Discussions and Activities section of the handbook is another useful tool to consider.

Sponsor: As a sponsor, the mentor may present and create opportunities to assist the mentee with developing networks and establishing resources. This can be done by making recommendations of relevant resources and introducing the mentee to the knowledge required within their department as well as introducing the mentee to other Yolo County employees, as appropriate.

Coach: The mentor provides positive and constructive feedback. Positive feedback increases self-esteem and provides a sense of accomplishment. It is important that feedback be frequent and directly linked to an observation made by the mentor.

Advisor: The mentor advises and assists with setting realistic career goals that have a reasonable time frame and relevant outcome based on the mentee's promotional pattern interest.

Role Model: The mentor acts as a role model for the mentee by demonstrating behaviors that can be emulated by the mentee. The mentee's sessions should be kept confidential, to ensure trust and communication. The mentor displays interactions with others, advises how to handle certain situations, and provides an example of values, ethics, and professional practices considered important for self-development.

Getting Started as a Mentor

At the beginning of the mentoring relationship, the focus is on getting to know each other. The introductory period is important for building trust in the relationship and developing an understanding of one another.

The introductory phase will start at the kick-off meeting where you will meet for the first time—a good time to spend a few minutes getting to know one another, and scheduling your first mentoring meeting.

First meeting steps:

- Complete the Mentoring Program Agreement
- · Identify your individual expectations for participating in the program
- Obtain information on the mentee's job experience, and share your career history
- · Identify the mentee's short and long term goals
- Set the ground rules for the mentoring relationship; for example,
 - Tentative re-occurring meeting schedule and location
 - Best ways to communicate between meetings
 - Protocol for canceling a scheduled meeting
 - Being timely and prepared for the meetings

Get to know one another and keep it fun!





"Mentoring is a brain to pick, an ear to listen, and a push in the right direction."

- John Crosby

Mentor (continued)

How to be a Good Mentor

There is not a specific way to be a good mentor. Every mentoring relationship is different, and the goals and expectations will vary depending on the individuals. Here are tips to help guide you:

- · Be yourself
- · Listen to your mentee and then share your knowledge that relates to their wants and needs
- · Learn what is important to your mentee by asking questions
- · Understand their expectations
- Focus your mentoring approach to meet the needs of your mentee.
 If your mentee is not clear on their career goals, assist in exploring options and developing a career path.
 Encourage them to make a plan, put it into action, and follow through.
- If your mentee needs help with self-confidence, then that could be an area that you assist in developing
- Reflect on your experiences. Were there mentors that helped develop your career? If so, what methods did they use, and were they successful?
- Understand that good relationships take time to develop
- · Ask powerful questions and provide insight, if needed
- Be empathetic to any issues that your mentee may be addressing, but stay neutral and do not get caught up in the issues
- · Understand your own personal vision and goals
- · Maintain and respect privacy, honesty, and integrity
- Ask the mentee to express thoughts, ideas, and concerns
- · Remember to be positive



Discussions and Activities

The mentoring relationship will be based on your own personal style and personal expectations. Below are ideas on topics to discuss and activities in which to engage with your mentee.

Questions to ask:

- Why did you decide to participate in the Mentoring Program?
- · What do you hope to get out of participating in the program?
- What career options do you wish to pursue?
- · What excites you about your job?
- · What does success look like for you?
- What are your goals for your current position?
- Is there an area you would like to work on?
 - Why is the area?
 - What are some possible techniques to help with development?

Activities to engage in:

- · Share your own experiences, successes, failures, and observations
- Introduce your mentee to other managers to help them network
- Bring the mentee to appropriate meetings with you, demonstrate how you conduct meetings
- Work with your mentee to identify his or her strengths and weaknesses, then identify a plan of action to address those weaknesses
- · Share books or articles relating to the mentee's development
- Help mentee identify professional development opportunities
- Work on brainstorming solutions for current challenges the mentee is facing
- Role play to resolve a difficult situation
- Ask your mentee to teach you something
- Check in on your mentee and see how they are doing
- · Discuss work and personal life balance
- · Assign the mentee to interview someone that currently works in their desired position/career
- Discuss "assignments" that can build your mentee's skills
- Make the meeting fun, enjoy your time together



Mentee

"We must open
the doors of opportunity.
But we must also equip
our people to walk
through those doors."

- LYNDON B. JOHNSON

Mentee Best Practices

It is a common misconception that the mentor provides advice and tells the mentee what to do. Actually, the mentee is an active participant, and defines the needed knowledge, skills, and abilities. It is essential that the mentee has a clear understanding of the goals and expectations so the mentor can assist the mentee with meeting them. In setting and defining these goals, it will help the mentoring relationship to stay on course.

To ensure success, the mentee must:

- · Set out to achieve new skills and knowledge
- Seek guidance and advice for professional development
- · Accept responsibility for decisions and actions
- Maintain confidentiality
- · Carry out tasks and projects by agreed times
- · Maintain trust and respect
- · Attend all scheduled meetings
- · Establish goals, objectives, and milestones required to achieve them
- · Identify training to help meet goals



Mentee Best Practices

- · Attend appointments with your mentor.
- · Complete the Mentoring Program Agreement.
- Discuss your individual expectations for participating in the program.
- Agree upon ground rules for your mentoring relationship:
 - How often will you meet, and for how long?
 - Are calls or emails between meetings acceptable?
 - What is the protocol for canceling a scheduled meeting?
 - Where are your meeting places?
- Prepare an agenda for your meetings.
- Discuss possible activities the mentor may provide you with to develop certain skills. If you accept an assignment, than complete it within the time frame determined by you and your mentor.
- Provide feedback to the mentor. This will assist your mentor in helping you.
- · Listen to the information and guidance provided by your mentor.
- Conduct a self-analysis of your skill sets. Look at your last project and the areas that you experienced difficulty.
- Expect support from your mentor, not miracles. The mentor is there
 to provide guidance, act as a sounding board to help you determine
 how to handle situations and put things in perspective.
- Communicate clearly. It is important to effectively communicate your needs to your mentor.
- Be teachable. In order to be an effective mentee, you must be willing to learn new things, obtain new perspectives, and be responsive to constructive criticism.
- Show appreciation and share credit for accomplishments with your mentor.
- Be sure to complete the required criteria for graduation
- Remember, this is your professional development. Be proactive and take initiative. Take responsibility for its progress and the outcomes.



Appendixes

- Mentoring Program Application—Mentor
- Mentoring Program Application—Mentee
- Mentoring Program Agreement
- Mentoring Program Professional Development Mentee Self-Assessment Worksheet
- Mentoring Program Meeting Log Worksheet
- Mentoring Program Graduation Verification



NAME		DATE
CLASSIFICATION	DEPT	DIVISION
EMAIL		TELEPHONE NUMBER
SUPERVISOR'S NAME		TELEPHONE NUMBER
Program Team. Due to the unknown number of selected. The information gathered in this app To determine the eligibility of application of partication. To assist with the selection of partication. To establish mentee/mentor partne	of applicants, it is possible that those we lication will be used in the following cants cipants when the applicant pool excreships, if a list of preferred mentors that there are no current performance	eeds the maximum number of partnerships was not provided. issues and acknowledges the time commitment
Application Questions Please answer all of the following questions a	s completely as possible.	
Why are you interested in becoming a	a mentor?	
2. Are you able to commit to the Yolo Co	ounty Mentoring Program for 12 m	onths?
☐ Yes ☐ No		
3. Are you willing to participate in mento	oring events and activities?	
☐ Yes ☐ No		
	, or have you previously been invo	lved in the Yolo County Mentoring Program?
☐ Yes ☐ No If yes, please explain:		

	ou help o	others develop through mentoring?	(Check	all that apply)
☐ Assertiveness		Facilitating Meetings		People Issues
☐ Business Planning		Interviewing		Presentation Skills
☐ Career Development		Leadership		Problem Solving
☐ Change Management		Managerial Skills		Strategic Thinking
Communication		Meeting Minutes		Team Leadership
☐ Confidence Building		Motivation		Teamwork
☐ Decision Making		Negotiation		Time Management
☐ Delegation		Networking		Planning Work
☐ Developing Others		New Ways to Solve Old Problems		Writing
☐ Difficult People (Managing)		Organizing Self		Other:
☐ Difficult People (Working with)		Organizing Others		Other:
The Yolo County Mentoring Program app	reciates y	our interest in participating. We will rev	iew the c	completed application and send
The Yolo County Mentoring Program apply ou a letter informing you of the outcome	reciates y of your a	orior to signing: your interest in participating. We will rev. pplication.	iew the c	completed application and send
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NAME



NAME		DATE
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CLASSIFICATION	DEPARTMENT	DIVISION
EMAIL		TELEPHONE NUMBER
SUPERVISOR'S NAME		TELEPHONE NUMBER
full-time position and must hat applicants, it is possible that his application will be used to application will be used to a To determine the eliconomic of the supervisor signs this full time.	ave been employed by Yolo County for those who wish to participate in the pain the following ways: gibility of applicants election of participants when the application of participants when the application as verification that there are no common that the painting that the participate in the participate in the painting that the painting t	Program, applicants must be appointed to a permanent, a minimum of one year. Due to the unknown number of rogram may not be selected. The information gathered in policant pool exceeds the maximum number of ferred mentors was not provided. Sometimes are acknowledges the time esponsibilities section of the Yolo County Mentoring
Application Questions Pleas	se answer all of the following questions as	completely as possible.
2. Are you able to commit to	o the Yolo County Mentoring Program	for 12 months?
□Yes □ No		
3. Are you willing to particip □Yes □ No	ate in mentoring events and activities	?
4. Please state any relevant	information regarding your preferred	mentor selections as identified below.
Please list 5 preferred ment	ors that you would like to be mentored	d by (cannot be in your chain of command):
NAME		TELEPHONE NUMBER
NAME		TELEPHONE NUMBER
NAME		TELEPHONE NUMBER

TELEPHONE NUMBER

Which areas v	vould you like to develop through mentoring? (C	Check all that apply)
Assertiveness	☐ Facilitating Meetings	People Issues
☐ Business Planning	☐ Interviewing	Presentation Skills
Career Development	Leadership	☐ Problem Solving
Change Management	. Managerial Skills	Strategic Thinking
☐ Communication	☐ Meeting Minutes	☐ Team Leadership
Confidence Building	☐ Motivation	Teamwork
Decision Making	☐ Negotiation	☐ Time Management
Delegation	☐ Networking	☐ Planning Work
☐ Developing Others	New Ways to Solve Old Problems	Writing
☐ Difficult People (Managing)	Organizing Self	Other:
Difficult People (Working with)	☐ Organizing Others	Other:
	CERTIFICATION	
letter informing you of the outcome of your se initial each of the following and si I agree to follow the Yolo County Me I agree to complete all evaluations for	reciates your interest in participating. We will recour application. gn below: ntoring Program Handbook.	
signing below, I agree to all of the ab	ove terms and conditions.	DATE
UPERVISOR'S NAME (please print)	SUPERVISOR'S SIGNATURE	DATE

MENTEE'S NAME (please print)



MENTOR'S NAME	MENIEE'S NAME	
 MENTOR'S RESPONSIBILITIES Provide opportunities for mentee to learn Attend at least 12 monthly meetings with and track on Yolo County Mentoring Prog Meeting Log Worksheet Actively listen and encourage mentee Maintain confidentiality Share professional lessons learned Follow handbook ground rules 	mentee	kills and knowledge to be obtained es and consider advice by nthly meetings with mentor and rules
Provide feedback to mentee Complete evaluations Areas of development mentee would like to mo	del and practice:	
Elements of the mentee's development plan to	be worked on:	
	SIGNATURES	
We have read and understand the guidelines for men	ntoring relationships. MENTOR'S SIGNATURE	DATE

DATE

MENTEE'S SIGNATURE



Write your goals, objectives, and developmental needs. Examining these areas will be the foundation for your professional development. Please complete and give to your mentor.

Goals Define what you would like your professional life to be like over the next 5–10 years.	Objectives For each goal, identify how you will accomplish it and what specific steps you will take.	Developmental Needs For each objective, list the skills you will need.
1.	a.	•
	b.	•
	c.	•
		•
2.	a.	•
	b.	•
	c.	•
		•
3.	a.	•
	b.	•
	c.	•
		•
ENTEE SIGNATURE		DATE



MENTOR'S NAME	MENTEE'S NAME	DATE	NUMBER OF HOURS MET
Make copies of this page to use for each r required to substantiate completion of the p the signed Yolo County Mentoring Progr of the program to meet eligibility for gra	orogram. The twelve completed Yolo ram Graduation Verification must be	County Mentoring Program M	leeting Log Worksheets with
GOAL/TOPIC(S) DISCUSSED:			
GOAL THAT DISCUSSION/ACTIVITY RELATED TO:			
COMPETENCY WORKED ON:			
OBSERVATIONS/COMMENTS:			
AGREED UPON FOLLOW-UP ITEMS AND OR ASSIGNMENTS	S:		



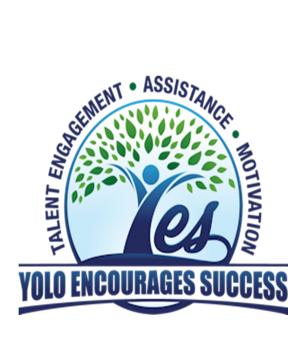
MENTOR'S NAME	MENTEE'S NAME	
	in order to graduate and/or attend the gn as verification that the mentee has n	Yolo County Mentoring Program Graduation net the requirements for graduation.
	GRADUATION CHECKLIST	
I certify that the mentee complete	d the following requirements:	
☐ The mentee met with me 1 Program Meeting Log Wor	12 times during the full 12 month period. ksheets are required.)	(Twelve Yolo County Mentoring
☐ The mentee completed the	e leadership activities and/or assignmen	its given.
☐ The mentee took initiative	and was proactive in his/her profession	al growth.
☐ The mentee was willing to consider advice.	learn through constructive feedback an	d was open to discuss issues and
☐ I certify, to the best of my be eligible for graduation.	knowledge, that the mentee completed	the program requirements and should
	SIGNATURES	
MENTOR'S NAME (please print)	MENTOR'S SIGNATURE	DATE
MENTEE'S NAME (please print)	MENTEE'S SIGNATURE	DATE

Upon completion of the program, please submit this form to $\underline{\textit{Mentor@yolocounty.org}}$ to meet eligibility for graduation.

Notes:		

Notes:	

Notes:	



The YES Team would like extend a thank you to the Board of Equalization, whose own mentoring plan assisted in the development of Yolo County's Mentorship Program

