



MENTORING PROGRAM FOR NEW STAFF

Mentoring is all about learning. The value and purpose of a mentoring program for new staff is to make the new employee feel welcome and included, increase employee retention and transition new staff into the college. Networking, whether formal or informal, is key to the transition and retention of employees. Staff who have mentors are more likely to have greater job satisfaction. Mentoring programs can also help eliminate obstacles, difficulties, or stumbling blocks new staff might encounter. Effective mentoring programs should allow new employees to freely ask questions and express themselves in order to gain the information necessary to effectively perform their jobs.

Additionally, the new hire mentor program aligns with the culture and mission of St. Norbert College by providing an opportunity for our staff to live out the Norbertine ideal of *communio* and practicing radical hospitality from the moment our new hires step foot on campus. All of this in turn will better equip our new hires to contribute to the college's ultimate goal of creating the best possible experiences for our students.

Goals

The goals of new employee mentoring are to:

- Accelerate an employee's perspective/understanding of the college and adaptation to a new position
- Increase employee loyalty
- Promote diversity
- Connect employees with one another (formal and informal/professional and social networking)
- Open the lines of communication
- Look after new employees' welfare and provide employees with a person to listen to concerns as well as successes
- Safeguard the college's new hire investment
- Enhance the welcoming and inclusion of new employees to enhance feelings of belonging.

Scope of Participation

All new staff with an FTE of .75 or greater will be paired up with a mentor.

Mentors & Choosing Mentors

It is vitally important that the relationship between a mentor and mentee be based on four key factors:

- Trust
- Respect
- Commitment
- Privacy

Individuals who are mentors should possess the following characteristics:

- Leadership qualities
- People oriented behavior
- Successful in the institution
- Knowledgeable and supportive of the college's mission
- Committed to increasing diversity and inclusivity on campus
- Committed to developing staff
- Willingness to share personal experiences
- Willingness to assist others to be successful

Qualifications for a Mentor

All mentors are required to:

- Be a full-time staff member (at least .75 FTE) and have at least two (2) years of continuous employment at SNC.
- Have familiarity with the policies and programs available at SNC.
- Convey a positive image of the college (committed to and exemplifies the college's mission and core values).
- Not be the new employee's supervisor .
- Have no disciplinary action over the past year (prior 12 months).
- Commit to a one-year mentoring relationship, allowing one (1) to four (4) hours per month to meet with the new employee.

- Be available to the new employee by phone, email, and in person.

Process

- The Mentoring Program will be coordinated through the Human Resources Office.
- New staff will be made aware of the Mentoring Program by a representative from Human Resources during the initial orientation session.
- Candidates for staff mentors must be approved by their supervisor and reviewed and approved by Human Resources.
- Human Resources will select a mentor for the new staff member from a pool of approved employees.
- New supervisors will be paired with a mentor who is also a supervisor.
- The mentor will make contact with the new employee to begin the mentoring relationship.
- The mentor and mentee will evaluate the mentoring relationship and program after a period of 1 month, 3 months and 1 year.

Guidelines for a Mentoring Relationship

- Mentors should provide a support network for the new employee. They should encourage participation in college meetings and activities, pass on information about the college and experiences the mentor has encountered, help the mentee navigate challenges and encourage professional development.
- The mentor should provide a campus tour, introductions to other college employees, and assistance with becoming familiar with college policies, programs, mission, strategic priorities, activities, events, etc.
- The mentor and mentee should meet twice during the new hire's first month of employment, and a minimum of once every month during months two - twelve to discuss the new employee's experience at SNC and to address any concerns or issues that the new employee has.
- The mentor and mentee will each be provided with one free meal per month from months one through twelve of the mentor/mentee relationship to be used at Ruth's Marketplace (can be traded in for custom cash to be used at Phil's or Ed's as well). These meals are for the mentor and mentee to use together for purposes of the new hire mentorship program.
- The mentor and mentee may wish to attend college meetings and events such as Staff Association meetings, athletic events, fine & performing arts events, lectures, or other activities offered on campus.
- The mentor should provide encouragement and inspire dedication to SNC and its mission.

- If either the mentor of the mentee is not experiencing a positive relationship, both have the option of selecting another partner and are to contact Human Resources.

Coordinating Program & Training

Human Resources will be responsible for:

- Coordinating the Mentoring Program.
- Communicating the program to current staff.
- Maintaining a list of potential, qualified mentors.
- Contacting the chosen mentor to gain his/her agreement to be a mentor and follow-up with a confirmation notice.
- Communicating the program to new staff during orientation.
- Conducting an informal introductory meeting to the program with the mentor to provide the necessary information and forms. If a face-to-face meeting is not possible, provide written direction as well as the appropriate documents to the mentor.
- Evaluate and assess the Mentoring Program (distribute, collect, log, and analyze participant feedback) and make recommendations for refinement and improvement.

Measuring Success

- To assess the value of the Mentoring Program, mentees and mentors will be asked to complete evaluation forms.
- Activities that have promoted successful mentor relationships will be referenced in future training sessions and orientations.