BUILDING MENTORCITY

INTRODUCTION

Building a mentoring program is more than just building a home; it's more like building a vibrant city. In this city, every resident values helping everyone achieve their goals, and every resident is engaged and passionate about creating give-and-take mentoring relationships.

This series of guides will help you to build that dynamic city and create a mentoring program that achieves both individual and organizational results:

- **Foundation - Determining how mentoring will help you solve business need(s).**
  - Identifying business needs
  - Understanding the benefits of mentoring
  - Defining participants
  - Building a mentoring culture
  - Supporting the program
- **Design - Planning your mentoring program.**
  - Designing the mentoring program
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GUIDE 1:

FOUNDATION

The first step to building a solid foundation is to identify your business's needs, determine how a mentoring program can address those needs and select participants and program champions.

Identifying Business Needs

It's important to not only determine how a mentoring program can add value to your business but also its return on investment.

For companies, mentoring increases employee engagement, assists with succession planning and aids with leadership development and diversity and inclusion strategies. A successful mentoring program typically leads to increased employee retention rates, which lessens the financial load of losing productive employees.

For schools, mentoring keeps students and alumni connected to each other and the school they are passionate about. Mentoring programs can be built into a school's fundraising campaign, offering donors a hands-on way to give back to their school. A successful mentoring program can attract new donors and increase the amount of money that a donor gives.

For associations, mentoring offers an opportunity for increased member engagement and can act as a re-certification activity. As an additional membership benefit, mentoring increases the value of belonging to an organization and increases annual renewal rates.

Once you have clearly defined the business case for mentoring, it will be easier to get buy-in from your leadership team.

What is the anticipated ROI?

Additional Resource:

- Understanding how to measure the ROI of your mentoring program
- Maximizing ROI with MentorCity

Understanding the Benefits of Mentoring

A mentoring program is essential for both personal and professional development. Everyone goes through stages in life and in their career where they can benefit from the guidance and support of a mentoring relationship. In a mentoring program:

- Mentees learn about the corporate culture, develop skills and have someone who can act as a sounding board.
- Mentors develop their leadership skills, pay it forward and build their network of colleagues.
- Organizations transfer knowledge, develop future leaders and increase employee/member loyalty.

Once established, the benefits to mentors, mentees and to the overall business should be communicated often to ensure everyone fully understands the purpose and the goals of the program.

What are the mentee's benefits?	What are the mentor's benefits?	What are the organization's benefits?

Defining Participants

At the beginning stages of your mentoring program, it's important to decide on the type of ideal participants for your mentoring program. As the program evolves, the scope of participants can be broadened.

Here are a few examples:
Companies: The mentees are high potential employees, and the mentors are senior executives.
Schools: The mentees are current students, and the mentors are alumni.
Associations: The mentees are new members, and the mentors are long-standing members.

Some participants may be both a mentor and mentee because everyone can benefit from having a mentor throughout their career.

Who are the mentees?	Who are the mentors?	Who are both mentees and mentors?
How many:	How many:	How many:

Building a Mentoring Culture

The success of a mentoring program depends on how well it is established into the culture of the organization. To entrench the view that mentoring is important to your organization, build in ways to recognize people for participating.

For Example:

- Companies can include mentoring as a part of their performance review process. While mentoring doesn't have to be considered mandatory, its inclusion turns it into a corporate expectation, which can be properly planned for and discussed.
- Schools can include mentoring in course curriculums.
- Associations can include mentoring hours as part of their re-certification process.

Additional Resource:

- Creating a mentoring culture

Supporting the Program

For a mentoring program to be successful, it needs to be supported by a business's senior levels. It's a good idea to identify a few leaders as the program champions and ambassadors by publicly endorsing the mentoring program, speaking about it at every opportunity and actively participating.

Who are the program ambassadors?	What is their role?

Additional Resources:

- Promoting the value of mentorship to senior management
- Mentoring program readiness quiz
- Mentoring program proposal template

Guide 2

DESIGN

A well-designed mentoring program, which has clearly defined expectations and timelines, will keep participants engaged and make it easier to measure results.

Designing the Mentoring Program

The ideal design for a mentoring program is to have an orientation session at the beginning, check-in meetings throughout and a wrap-up celebration at the end. To give the program even more structure, you can also designate the number of meetings each relationship will have and how long each meeting should last. (e.g., 1 hour a month for five months.)

For a mentoring program with continuous intake, you can offer monthly orientation sessions so that new members can join while ongoing mentoring relationships continue.

Start date	End date	Length of relationship	Monthly time commitment

Sending Invitations

To start a program, first, invite potential mentors to participate and ask them to complete a profile. Then invite mentees to participate.

Invite mentors	Mentors complete profiles	Invite mentees	Mentees complete profiles	Start searching or admin matching
Date:	Due date:	Date:	Due date:	Dates:

Example invitation message:

We are pleased to announce that we have started a mentoring program. We would be honoured to have you join us.

You will be receiving an email from on (enter date) with login instructions (or you can copy and paste the Invitation Link into this Message). The following provides an overview of how to get started and the timelines:

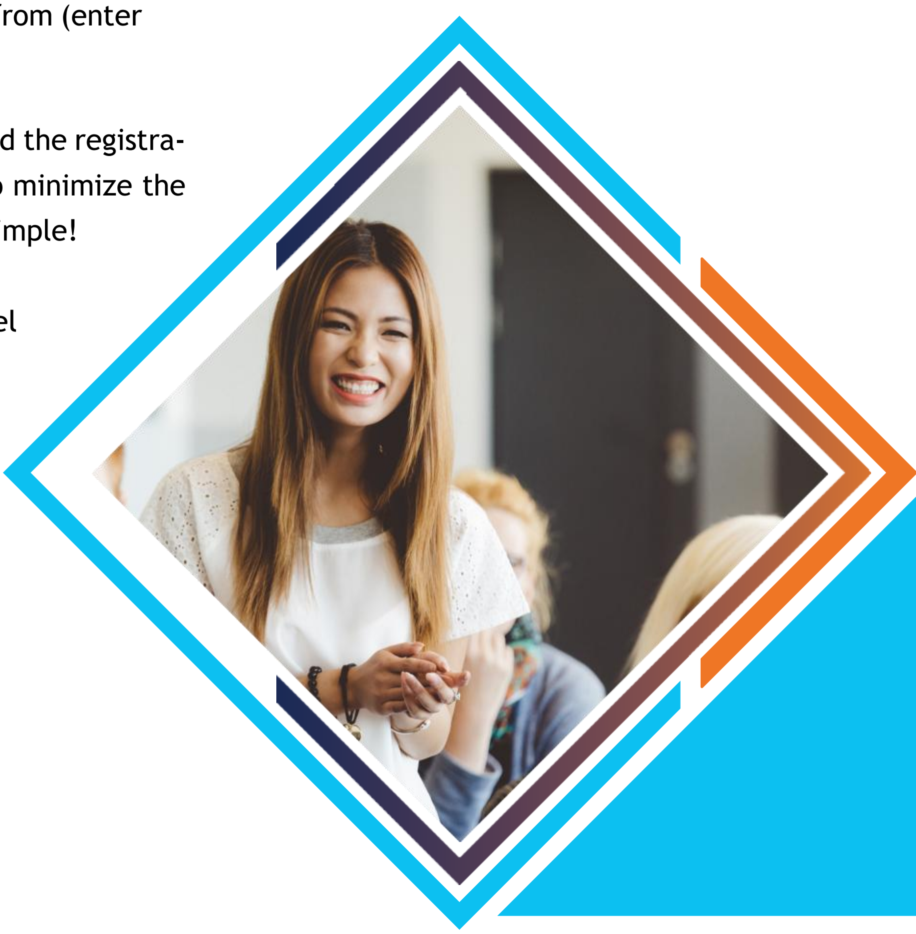
- Attend the orientation session on (enter date)
- Log in and build your profile Due date:
- Mentees to search for a mentor from (enter start date) to (enter end date)

All instructions are easy to follow, and the registration process has been streamlined to minimize the amount of time required. It's really simple!

If you have any questions, please feel free to contact us.

Additional Resources:

- Example marketing letter
- Quick Reference Guide – Self-Directed Match
- Quick Reference Guide – Admin Match



Providing Orientation Sessions/Training

"Training the mentor, mentee, and direct supervisors pushes the program success rate to 90%."
- David Clutterbuck, UK mentoring expert

A key component of every successful mentoring program is to provide an orientation session to help participants to fully understand the program's purpose, benefits, structure and their role within it.

Mentor/mentee training and orientation sessions should cover:

- What mentoring is and its benefits
- How to be an effective mentor and mentee
- How to use the MentorCity platfrom
- Timelines for building profiles, inviting someone to be their mentor, program length and time commitment

PowerPoint

- A generic orientation session presentation that can be edited to reflect your specific program.

MentorCity On Demand is the perfect complement to your MentorCity software subscription. It saves you time, offers broad access, ensures solid mentorship training and ignites the spark that will get your organization from here to there that much faster.

Creating Matches

There are several options on how you can create mentoring matches:

- You can allow mentees and mentors to find one another by themselves.
- As the administrator, you can create relationships.
- You can do a combination of both.

Additional Resource:

- Matching Options. This video showcases the various ways that mentees can establish mentoring relationships in MentorCity and how the following areas work: Find Mentor, Find Mentee, Speed Match, and Matching Members.

How will the matches be made?
How many mentoring relationships would you like to establish?

Structuring Mentoring Relationships

Some mentoring relationships will not require a structure for each meeting to be successful, whereas others may need to know exactly what to do during each meeting.

- For non-structured mentoring relationships, here is a list of suggested mentoring activities to help the relationship along
- For structured mentoring relationships, here is a suggested meeting plan to guide the relationship

Maintaining Program Momentum

As the program administrator, it's your role to keep participants engaged in their mentoring relationships and to ensure that the mentoring program remains top of mind. The following is an example of some of the activities a program administrator can conduct during a mentoring program.

Month 1
Write a follow-up communication to mentees and mentors about creating their profiles, establishing mentoring relationships and filling out a mentoring agreement.

Month 2
Send a mentoring tip, program highlights (e.g., number of matches) and any positive feedback received from participants.

Month 3
Host a check-in meeting.

Month 4
Distribute a survey to assess mentoring relationships.

Month 5
Share the survey results, any success stories, and a mentoring tip.

Month 6
Host a wrap-up celebration and a debriefing event. Participants to complete their program evaluation.

Additional Resources:

- Engagement messages
- Mentoring program survey examples
- Ideas to enhance your mentoring initiative
- Using incentives
- Recognizing members for reaching milestones
- Measuring and tracking success
- MentorCity's incentive and recognition overview – how members earn points, badges and medals
- Top 5 strategies for achieving greater engagement

Success Stories and Case Studies:

- MentorCity program promotes learning
- Two generations of pipeliners share knowledge
- Engagement tactics inspire mentoring community
- Program champions making a lasting impression
- Power Mentoring Program Spotlight: Indspire's Rivers to Success
- Power Mentoring Program Spotlight: Big Brothers Big Sisters Saskatoon
- Power Mentoring Program Spotlight: Looking Glass Foundation for Eating Disorders
- Power Mentoring Program Spotlight: Hyundai Canada
- MentorCity Podcast Series

Guide 3

RENOVATIONS

Now it's time to add some final touches to your mentoring program by renovating your MentorCity community to suit your organizational needs.

Organization Profile

On the top left-hand side of the Admin Dashboard, click on 'Organization Profile' to upload your logo. Your logo will be displayed on every page and in all email communications.

Profile

In this section, you can change the program name, the email from name and email from ad- dress (e.g., ABC@mentorcity.com).

There is also the option to create a new Invitation/Registration link. When you do this, it will de-active the previous links for your program.

You can hide the French language option for your program and the accessibility widget. The accessibility widget provides your members with more options to view the platform based on their preferences such as in night mode.

By connecting your Microsoft Teams Account, if your members select that they would like to meet using Teams, it will generate a Teams meeting link for their meetings.

Colors & Style

Select colors or input a hex code for the menu bar, the active color (when a member clicks on a menu item), the font color and the link color to reflect your brand.

Members Settings

You can also change role/program names. For example, you can change the name mentor into coach, mentee into protégé, and you can change the program name from mentoring to advising.

By adding a check-mark, you can enable your members to do the following:

- Create Events
- Start Discussions and Spaces
- Share Resources
- Create Courses

You can turn on or off the following features:
Mentor/Mentee Self-Directed Search Sections - Members can search for a mentor/mentee and send an invitation

- This turns on the ability for mentees and mentors to conduct a search and to send an invitation for a mentoring relationship.

Remove the ability to send mentoring invitations for a formal or informal mentoring relationship. Instead, your members will be able to search for mentees/mentors and message them

- This removes the mentoring invitation and it replaces it with the ability to start a conversation. Some programs that don't want a mentoring structure in place will keep this turned on as away to network. Other programs may keep this on temporarily to allow for a 'dating/shopping around' period. And then at some point turn this off and people can send mentoring invitations.

Members Search Section - Members can search for others on the platform and message them

- This allows members to search for anyone on the platform by entering their name or email address. They can view profiles and start a conversation

Enable collaborative Spaces – for discussions, resources, courses, and events about specific a specific topic, theme, or project

- With Spaces enabled, you can hide Groups and Discussions because Spaces brings everything together with an enhanced design and functionality.

Organizational Switches

Set your preferences for how people can meet:

- MentorCity's video conferencing functionality
- Calling a mobile or landline phone number
- In-person meetings
- Microsoft Teams video conferencing (you will only see this if your Microsoft Teams account is synced)

Manage Administrators

- The main program administrator has the special rights of assigning and removing program administrators and member/relationship administrator access.
- Program Administrators have access to the entire admin section of the program.
- Member/Relationship Administrators will be able to see all the members and relationships assigned to them. They will be able to send messages to those individuals and see their engagement stats.

Additional Resources:

- Member/Relationship Administrator
- Admin in action in MentorCity
- Fast-track your mentoring program

Role	Responsibility	Person Responsible
Lead	Overseeing the mentoring program.	
Orientation/Training Sessions	Help members to understand the impact that mentoring can have on them, how the program works and how to be an effective mentee and mentor.	
Mentoring Coach	Keeping members on track, answering questions, and supporting them throughout the mentoring process (ensuring that invitations are accepted, mentoring agreements and evaluations are completed).	
Communications	Sending messages to the community (e.g., mentoring tips, success stories, and surveys).	
Marketing	Developing marketing materials and promoting the program.	
Resources Section / Discussion Forum	Adding new resources (articles, publications, and videos). Starting discussions, contributing to them and monitoring them.	

Invitation Link

Administrators can send participants an invitation link to register on your program. By clinking on 'Link Info', you will be able to generate role specific links.

To import participants and/or update participants information on the platform, please click here. Once an import has been conducted, participants willreceive an email with their login credentials. An email isn't sent when participants' information is being updated.

Matching

Searches turn to Active if mentees/mentors can find one another. Turn searches Inactive if the administrator will be solely responsible for the matching.

Matching Members allows admins to select the mentee that you would like to match and then filter mentors based on their name, specialized skills, job functions, industries, meeting locations and the custom fields that you create.

Speed Match will automatically recommend the top matches based on the search criteria that you set. Here's how it works:

- Set the search criteria that are important for your mentoring program such as the custom fields that you have created (values, gender, interests, etc.), specialized skills/development areas, job functions, industries, meeting locations, languages, and the competencies section. Speed Match will take everything into account when recommending matches.
- Click on Speed Match which is in the Matching section of the Admin Dashboard, and we will get the matches ready for you to review. Once they are ready, we will send you an email.
- All the matches will have a compatibility percentage, the areas that they have in common will be highlighted, and a competencies rating - making the process very transparent.
- Review the recommendations and deselect the ones that you do not agree with. Your work will be saved, so you can always come back to where you are.
- When you are happy with the matches, click on Match Relationships, and an email will be sent to everyone notifying them about their new mentoring relationship.
- **Tip:** You can customize the email that's sent in the Send Messages section's System Generated Messages.
- The next time that you click on Speed Match, we will give you a whole new set of recommended matches to review.

Try this best practice for your mentoring program. Set a deadline for members to self-select their mentoring relationships and then use Speed Match to match the remaining people.

Profile Field: Select the custom field and the option for the Mentees that you would like to match. Please note that once this is set, that the Mentees will only be displayed who have selected this option in their profile field. The available Mentors will be displayed as matches – it is not taking into account the custom field responses for Mentors - only for the Mentees.

Add/Remove Participants: This allows you to match specific people in your mentoring program. Speed Match will recommend the best mentoring partners. There needs to be an equal number of participants for this process to work correctly, as it will match everyone that you have added to the list.

Event Registrants: This allows you to Speed Match the participants who register for an event on the platform.

- You would like to match the people in the next mentoring program cohort.
- You are conducting a mentoring program training session, and you would like people to put the skills they learned into action. &, you would like them to experience sitting on both sides of the table as a mentee and mentor. With the process, you can have 2 to 3 rounds of matches.
- You have an event (virtual or in-person), and you would like everyone in attendance to be matched for a mentoring conversation.

Additional Resources:

- Match Criteria Set-Up. As part of your mentoring program, you will need to set up the way that you would like the matching to work. This video explains how to customize the Compe- tencies and Profile Field sections in MentorCity.
- Matching Options. This video showcases the various ways that mentees can establish mentoring relationships in MentorCity and how the following areas work: Find Mentor, Find Mentee, Speed Match, and Matching Members.

Messages

Send Messages

Community Messages Tab

This section allows you to create, schedule and send messages to your members. You can send them to:

- All
- Mentors
- Mentees
- Mentors and Mentees
- Matched members
- Unmatched members
- Individual members
- Locations that members have entered in their profile
- Custom Fields that you have created
- Industries that your members have entered in the employment section of the profile
- Job Functions that your members have entered in the employment section of their profile
- Relationship Emails can be sent when the relationship length is set in the Mentoring Agreement (e.g., 6 months). This enables you to schedule a series of emails that are sent throughout every mentoring relationship that's established. For example, for week 4 of a mentoring relationship, you may want to send a discussion topic for their next meeting, introduce the next phase of the program, send a survey, provide encouragement, etc.

Here's how it works. If you select Mentors and the Location Toronto, then the Message will only be sent to Mentors who are in Toronto. Once a message is sent, you will see the number of members that the Message was sent to and you will be able to see this in the email logs.

System Generated Messages Tab

In this section, you will find a series of emails that help mentees and mentors progress throughout the platform. Everything from a welcome message, building profile reminders, filling in a program evaluation, when the admin person makes a match, entering goals, and much more.

You can customize these messages and deactivate the messages that you would prefer not to send. Also, your members are able select their preferences for the type of notifications that they receive via Email and Push Notifications through their account settings.

When editing, the system generated messages, each message has specific Tags that you can select from. The tags can be copied and pasted into your message. Here is what some of the common tags mean:

- {here} = the word ‘here’ is inserted into your Message and it becomes a clickable link taking the user to the proper page (e.g., mentoring agreement, program evaluation, profile, etc.)
- {relationship_link} = the actual link to the proper page would be displayed in the email message (e.g., http://mentorcity.com/en/relationships/.)
- {org_name} = your mentoring programs name + MentorCity (e.g. Sunville’s MentorCity)
- {user_goal}, {discussion_name}, etc. = the text that was entered by the user or administrator

Email Logs

Review a list of emails and notifications thathave been sent out through the platform. You willbe able to see the status of messages such as, opened, delivered, and bounced. There is also the option to download filtered email log reports.

Message Filter

We want to make sure everyone who uses our platform feels safe while communicating with their connections. This is the reason behind our Message Filter, which helps us to filter out and block content that can be harmful such as harassment, racism and bullying.

You can filter words, images, links to outside sites, email addresses, and phone numbers. As an administrator, you can choose to have messages with these items automatically blocked, you can choose to require an administrator approval before the message is posted, or you can allow the emails to be sent and flag the message to admins. You can set these filters differently on individual items – for example, you can allow email addresses to be posted, but not phone numbers.

Collaborate

Group Mentoring/Spaces

Through our Group Mentoring feature, admins can add as many mentees and mentors to each group that's created. Members can send messages, schedule meetings, and have video conferencing calls.

- Add a name for the group (e.g., Leadership Skills) and a description.
- Search for group members when editing a Space, by clicking on Find Mentor and Find Mentee, or through the Admin Dashboard by clicking on Members, Matching Members, and Speed Match.
- Click on Add to Group.
- Once you are satisfied with the mentors and mentees in the group, send a message to welcome everyone.

Discussions/Spaces

Start discussions for mentors only, mentees only and everyone. Discussions can also be created for people who selected certain custom profile field options. There is the option to allow members to start discussions or you as the admin can only start discussions. In each discussion room, members can send messages, reply to messages, and like messages. They can click on Join Meeting for a video conferencing call.

Promote Events

Promote upcoming events such as mentoring program orientation sessions.

Additional Resources:

- Enabling Spaces
- Creating a Space
- Managing a Space

Reports

There are various ways to track the progress and engagement level of participants and your program by filtering information, viewing statistics, downloading reports (full and customized). You can do this in the Members section, Relationships section, Statistics section, and the Generate Reports section.

The following is a summary of some of the data that you can dive into for your program.

- Participant: profile information (e.g. summary, specialized skills, development areas, location and meeting locations, current industry and job function, languages, relationship role - mentor, mentee or both, custom profile field responses, etc.), searches, search criteria, mentoring requests, mentoring agreements, program evaluations, surveys, goals, goals achieved, mentoring hours, number of meetings, meeting detailsand rating, points/medals/badges received, number of messages sent/notes taken, last sign-in date, last activity performed date/time, profile updated date, date of most recent relationship, resources clicked on, events viewed/booked, course modules viewed, summary of all their mentoring relationships, and more.
- Mentoring program: goals entered, goals achieved, percentage of people in more than one mentoring relationship, mentoring agreements and program evaluations completed, active participants, profile completeness, searches, invitations, available mentors and mentees.

Content

Consent Page

You can add program guidelines, expectations, privacy policy and terms of use that your members must agree to before entering your mentoring program. Here is an example message:

Thank you for joining the (organization name) ‘s mentoring program. By accepting this agreement, you are committed to being an active member in our mentoring program by responding to mentoring requests and scheduling meetings. Also, that you agree to our Terms of Use which can be accessed by clicking on the link below.

To use MentorCity’s Terms of Use, please save and upload this file.

Mentoring Agreement

You can customize the Mentoring Agreement to suit the structure of your mentoring program.

The Length of Relationship field can only be used for that. If you have a set relationship length then you can insert it (e.g., 6) for a 6-month mentoring relationship. Or you can allow your members to select the length by providing options (e.g., 0,1,2,3,4,5,6). Please note that a 0 indicates an ongoing relationship length.

When you set the length of your mentoring program or your members set it for their mentoring relationship, then emails will be sent at the half-way mark for check-in purposes and at the end of the program asking participants to complete the Program Evaluation.

Additional Resource:

- Mentoring agreements guide relationships

Courses

Include a series of courses that your members progress through. Each course can have several modules, and each module can have content, videos, documents, surveys, and you can award your members with badges throughout.

Resources

Upload or create links to publications, articles, and videos for mentors only, mentees only and everyone.

Events

Promote upcoming events such as mentoring program orientation sessions.

Content Categories

Create categories for Event Types and Resource Types such as Webinars, Videos, Books, etc. This will help you to identify and organize the events and resources sections.

Medals and Badges

Your members receive medals and badges to recognize them for their contributions to the program. You can customize the titles, descriptions and upload new images.

Archives

When you select an End Date for a Resource that you have shared, it will automatically go to the archives section on that date. Emails and Discussions are also archived.

Member Dashboard

Dashboard Settings: This section allows you to customize the widgets displayed on your member's dashboard.

Sponsors: Do you have sponsors supporting your program? If so, you can add a carousel of sponsor logos. In the Dashboard Settings, add Sponsors as one of the widgets to enable this.

Custom Widget: You can add custom widgets tothe first row. Some examples of this would be a quick access button to a specific resource, or a website you want your members to visit.

Announcements: On the dashboard, you can display a moving carousel of inspirational quotes, upcoming events, and other important announcements for your members.

Additional Resources:

- To see how the member's dashboard works
- To plan out the widgets that you would like to display
- Overview of how to customize the widgets

Relationship Dashboard

The relationship section can be customized to reflect how your program works. You can change the widgets and the next steps section.

Additional Resources:

- To see how the relationship section works
- An overview of the relationship dashboard widgets and how to edit the next steps section

Profiles & Feedback

Profile Fields

Manage Custom Fields Tab

Add New Field: to help you collect information that is important for your mentoring program such as values, interests, and seniority levels. When creating fields, here are a few things to keep in mind:

- Name: ideally should be 1 to 2 words (e.g., Office Experience).
- Description: Is displayed below the name (e.g., Indicate the years of experience that you have work-ing in an office environment).
- Field Type: The field can be a single-select, multi-select, multi-select with options, text response, a file, or a YouTube video link.
- Editing Rules: The field can be set as optional, mandatory or a read only.
- Options: Use a comma to separate the options that your members select from (e.g., No experience, 1to 5 years, 6 to 10 years). If you would like members to write their own response, then leave this section blank.
- Tips: Are displayed on the right-hand side of the profile page. These tips remind your members of the sections that they need to complete (e.g., Enter your office experience).
- Position: Provides you with the ability to set an order to how the custom fields are displayed.
- Location: The top section of the profile is after the member’s name, and the bottom section of the profile is typically after the specialized skills/development areas fields.
- Applies to Role: Who you would like to fill in the field, such as participants who are a mentor and mentee, mentor only, or mentee only.

- Appear in Search: select this if you would like the field to be searchable in the Find Mentor, Find Mentee, and the Admin Dashboard's Matching Members and Speed Match features.
- Search Rules: when you create a field that is for both mentors and mentees, it's optional to create rules that will impact the search functionality. For example, you may want an employee with a seniority level of 1 to be matched with an employee with a seniority level of 2. Please speak with your account manager to enable this feature.
- Admin Only: Select this if the profile field will can only be viewed and edited by an administrator.
- Display in Public Profile: Select this if the information isn't confidential and if it would be beneficial to other program participants. If the information is confidential (e.g., phone number, birth date), then do not add a check mark.
- Connect Profile Field: When a member selects an option within a profile field, other profile fields are displayed.

Manage Profile Fields Tab

- Deactivate profile sections such as the employment, and competencies section from the profile section and turn off our built-in incentive and rewards program where users receive points that turn into medals and badges throughout the process. The search by name or email address is displayed in the find mentors and mentees search. For members can choose to be both Mentor and Mentee at the same time: Unselect this if you would prefer your members to either be a mentor or a mentee.
- Show in Profile: Unselect this if you would like to hide some of the set profile fields. For example, when you hide the profile field 'Languages', then it will also be hidden from the Find a Mentor and Find a Mentee section.

- Name: You can change profile fields names. For example, in the Employment section of the Profile, the name 'Job Function' may not make sense for your company, you may want to rename it as 'Department'. Please note that the fields need to perform the same function (e.g. 'Meeting Formats' will display options such as in-person, video conferencing, over the phone, etc.). If you would like a different function to occur, please hide the field and create a Custom Field.

Recalculate Profile Completion Tab

- When you add or remove profile fields, click on this tab to recalculate your members profile completion percentages.

Industries

Review the industry list. Revise the list by adding new industries and deleting ones that aren't relevant to your region. When filling out the employment section of the profile, your members will indicate the industries that they have experience in, which will be helpful during the matching process.

Additional Resource:

- Excel document that contains the out-of-box lists for industries, functions, competencies, specialized skills, the program evaluation and mentoring agreement

Industry	Industry	Industry
Financial Services		
Health Care		

Functions

Review the job functions list. Revise the list by adding new job functions and deleting ones that aren't relevant to your business. When filling out the employment section of the profile, your members will indicate the job functions that they have experience in, which will be helpful during the matching process.

Job Function	Job Function	Job Function
Human Resources		
Information Technology		

Competencies

Review the competencies list and descriptions. Revise the list by adding new competencies and deleting ones that aren't relevant based on your organization's performance reviews and leadership capabilities. When filling out the competencies section of the profile, your members will rate themselves on each competency based on how they see themselves and how they believe others perceive them. The competencies will not be displayed on their public profile and will only be used by the system to recommend matches.

Competency	Description
Effective Communication	Verbal (what you say), non-verbal (how you look, e.g., eye contact, appearance), para-verbal (how you sound, e.g., tone, voice)

Specialized Skills / Development Areas

In this section, you can create a list of specialized skills/development areas that your members can select when creating a profile or during the search process. Members can also add a specialized skill/ development area if what they're looking for is not on the list.

Specialized Skill	Specialized Skill	Specialized Skill
Communication	Adaptability	
Collaboration	Networking	
Problem Solving	Self-Confidence	
Presentation Skills		
Leadership		
Innovation		
Proactivity		

Maximum Number of Mentors and Mentees

Set the maximum number of mentors and mentees for your mentoring program. Your members will not be able to exceed the number of mentors and mentees that you set.

Deactivate Members

Upload a CSV file to deactivate several members accounts at the same time. You can also deactivate members one-by-one in the Members section.

When you deactivate members, then all their information is retained. They won't be able to log in to use the services though.

If you request that specific members are Permanently Deleted, then all the information is permanently deleted from our servers, the admin dashboard, and downloadable reports – the member records can't be restored. The following information is deleted:

Profile

- Name
- Email address
- Country, state/province, and city
- Time zone
- Languages spoken
- Gender
- Professional summary/bio
- Specialized skills
- Development areas
- LinkedIn, Twitter and Skype IDs
- Employment experience (company name, industry, job title, job function, start, and end date

All Mentoring Relationships that the members were in will also be deleted. Please note that the Relationship will also be deleted from their mentoring partner (even if that member still has an active account in MentorCity):

- Mentoring agreements (e.g., length of the relationship, meeting locations, etc.)
- Goals
- Hours spent
- Number of meetings
- Messages Sent
- Notes Taken
- Program evaluations

Program Evaluation

Review and edit the program evaluation questions. Remember to create at least one question that is tied to the business needs of your mentoring program. This will help you to track the ROI of your initiative (Example question: How likely are you to refer a friend to work here? Example options: Extremely Likely, Very Likely, Likely).

Additional Resource:

- Understanding how to measure the ROI of your mentoring program

Surveys

Create a series of surveys that you can send during the mentoring program and post-program to track the long-term success of the initiative. There are four types of survey questions that you can create:

1. Text responses
2. Single select
3. Multi-select
4. File attachments

You can set surveys to be completed one-time, multiple times, or as an editable survey/form. Each survey generates a link that you can share with your members through our Send Message functionality. You can also embed surveys in our courses, resources, and consent page. The survey responses can be viewed in the survey's section and the admin dashboard's members section (when viewing a member's profile), as well as in the downloadable member and survey reports.

Additional Resource:

- How surveys work

Implementation Plan

For our standard offering, it will take about a week to customize the platform and another week to become familiar with the platform by creating profiles, conducting searches, establishing mentoring relationships, etc.

Setting up MentorCity platform

What	Timelines	Who
Review the Customize section in the Admin Dashboard	Week 1	MentorCity and Program Administrators
Set up and roll out support	Ongoing	MentorCity
Review Building MentorCity guide	Week 1	Program Administrators
Upload logo and change colors	Week 1	Program Administrators
Review and edit the following lists: Industries Functions Competencies Specialized Skills	Week 1	Program Administrators
Set the number of mentors and mentees that a participant can have at one time	Week 1	Program Administrators
Review and edit profile fields and create customized fields and rules for them (if required)	Week 1	Program Administrators
Review and edit the mentoring agreement	Week 1	Program Administrators
Review and edit the program evaluation	Week 1	Program Administrators
Add a consent page that participants sign off on before entering the site	Week 1	Program Administrators

Experience Platform

What	Timelines	Who
Send Invitation Link to the mentoring team	Week 2	Program Administrators and Mentoring Team
Build profiles	Week 2	Program Administrators and Mentoring Team
Search/invite a mentor or mentee to a mentoring relationship or do an admin match	Week 2	Program Administrators and Mentoring Team
In the Relationships section schedule meetings, set availability, join meetings, complete the mentoring agreement, mentees to set goals, and to complete the relationship fill in the program evaluation	Week 2	Program Administrators and Mentoring Team
Start and contribute to Spaces	Week 2	Program Administrators and Mentoring Team
Upload Resources	Week 2	Program Administrators and Mentoring Team
Post an Event	Week 2	Program Administrators and Mentoring Team
Debrief experience and incorporate changes into the customizable sections	Week 2	Program Administrators and Mentoring Team

Recruitment and onboarding

Customize invitations to mentors and mentees	Week 2	Program Administrators
Prepare orientation and training session for participants	Week 3	Program Administrators

Engagement and maintenance

Implement monthly engagement tactics such as sending mentoring tips, program highlights (e.g. number of matches), success stories, and any positive feedback received from participants	Ongoing Post-Launch	Program Administrators
Follow up with participants who haven't completed their profile or accepted an invitation	Ongoing Post-Launch	Program Administrators
Answer participant's questions and/or concerns	Ongoing Post-Launch	Program Administrators
Moderate discussions	Ongoing Post-Launch	Program Administrators
Maintain resources	Ongoing Post-Launch	Program Administrators
Progress meetings with mentoring team	Ongoing Post-Launch	Program Administrators

Tutorials

[For Program Administrators]

[For Mentees]

[For Mentors]

Ready to Go

Now that all the renovations are complete, you're ready to get started! It's time to invite your members to participate in your new mentoring program.

We are here to support you in creating a successful mentoring program. If you have any questions, please contact us at 1.888.532.7503 and info@MentorCity.com.

MentorCity™