



## **MAKE A DIFFERENCE! ..... BECOME A MENTOR**

## **PREPARE FOR THE FUTURE! ..... BECOME A MENTEE**

Dear IFMA OC Members,

Join our commitment to the next generation of facilities management leaders by becoming a Mentor or Mentee in one of IFMA OC's unique professional development programs.

The profession has a mission to find and retain facilities management professionals with *high potential*—those individuals who demonstrate leadership qualities—and guide them in ways that will enhance their ability to shape the future of the field.

The Mentor Program offers IFMA members the tools necessary to transition to higher level positions—a critical step in any individual's career. Through program participation, IFMA members will learn to reach outside their traditional network, fine-tune their inherent talent, and acquire the confidence to pursue bigger roles in their field.

### Benefits for Mentors and Mentees

There are many positive reasons to participate in the OC IFMA mentor program:

- Gaining professional development
- Giving back to make a difference
- Improving our profession
- Educating and training our future leaders
- Improving career prospects for our emerging leaders

I encourage you to become a mentor or a mentee at OC IFMA and participate in a professional learning experience of value.

To find out more about the Mentor Program, please read the attached document that explains the program, requirements of mentors and mentees and includes frequently asked questions.

Sincerely,

Diane Coles  
Mentor Program Chair, OC IFMA  
Past President, OC IFMA  
[mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org)



# **IFMA OC MENTOR PROGRAM**

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## **Mission and Goals**

The Mentor program is open to all OC IFMA professional members and students. IFMA OC's Mentor Program builds a foundation for the future of the field of facilities management by connecting emerging leaders with seasoned industry professionals. Local facilities management professionals and students have the opportunity to be matched up with a seasoned professional for one year to gain insight and advice about their career in facilities management. OC IFMA members have the opportunity to share their experience and inspire those who are either emerging leaders or plan to enter the field.

The purpose of the Mentor program is to continue the tradition of success and innovation within the facilities management (FM) industry and helps strengthen the future work force of FM professional through the passing on of lessons, experiences and career options.

The program pairs mentees with FM professionals who have 10 or more years of experience in order to provide feedback and offer ongoing encouragement and advice. Mentees can have the benefit of having a "friend in the business" at IFMA. Mentors can help those with less experience work on professional projects, develop skills or simply be a source of guidance and information.

Current and aspiring facility managers will have an opportunity to gain knowledge and skills that will assist them in moving up to the next level

### ***Program Participation***

To participate either as a mentor or mentee in the OC IFMA Mentor Program, the following is required

- Complete an application and submit to OC IFMA Mentor Program Chair
- Attend a 1-hour online training session explaining the program
- Make a 1-year commitment to be a mentor or mentee.

### ***The matching process***

Mentees initiate the matching process by searching for mentors. This search criterion is based on a mentor's area of expertise, type of company he or she works for, professional development goals and location.

A list of mentors is provided to mentees that lists the mentors' company name, job title, and years of industry experience, location, short biography and picture if provided. Mentees submit their top three choices for a mentor. The matching process is usually completed in 2-3 weeks.

All Mentors and Mentees will be required to attend a 1-hour online web meeting, which explains the program and tips for establishing a successful learning experience.

OC IFMA will contact you at the end of your relationship to inquire if you would like to continue in the program. You may request a new mentor or mentee at any time.

Mentors and Mentees will be recognized at the annual IFMA OC Awards Banquet.

### **Beginning your Mentoring relationship**

As soon as a mentor and mentee has been matched, OC IFMA will send each the contact information. Mentors should initiate the communication.

We recommend that communication between mentors and mentees occur at least every other week. Having a consistent schedule of when and how to communicate will help establish a positive experience. Conversations should always remain respectful.

Frequent communication will help both parties benefit from the mentoring experience. Here are some ideas for topics of discussion:

- Career path and advancement
- Choosing a specialization
- Working through challenges with managers
- Interviewing techniques
- Training and educational opportunities

First communication should be introductory, discussing background, career and educational aspirations. Expectations should be outlined and Mentees should have some ideas as to what it is they want to learn from their mentors.

If either party chooses to dissolve the relationship at any time within the year, be courteous and inform both your mentor/mentee and the OC IFMA Mentoring Program Chair. OC IFMA will match your program participants with other mentors or mentees.

## Information for Mentors

As a Mentor, you are in a unique position to help guide facilities management professionals and students to reach their career potential, find the right niche in the industry, and gain insight from your professional experiences. You will have the satisfaction of sharing your knowledge and better preparing the next generation of facility managers.

### *Who can be a mentor?*

Mentors must have a minimum of 10 years of experience in the field of Facilities Management.

General personal qualifications include good communication skills, a solid understanding of professional knowledge, high standards for self and others, a desire for continued professional growth and an ability to nurture the growth of others.

### *What is the application process to become a mentor?*

Those who meet the minimum number of years' experience can begin the application process. This process includes filling out a simple form with background information and attaching a picture.

### *The Matching Process*

Choosing to mentor a facilities management professional or student is an important decision. You are committing 1-year of your time to helping a person reach his or her potential. We ask that you provide information on your areas of expertise, your work experience, and your education. This helps mentees choose a potential mentor.

Each mentor can work with up to three individuals if they choose.

Once you join the program, you will be placed in our pool of mentors. Mentees select mentors based on the information you provide about yourself and the criteria selected by the mentee. We encourage you to communicate with your mentee in a manner that suits both you and the mentee.

The mentees in this program can be college students or facilities management professionals with less than 10 years experience. Each mentoring experience is unique to the individual needs of the mentee and the effort made by both parties.

Please know that once you have registered as a mentor, you may not hear from OC IFMA for some time. Once a mentee has selected criteria that matches your profile, OC IFMA will contact you to discuss the potential relationship. Once matched, you are committed to the relationship for 1 year.

### *Mentor Training*

Mentors will receive a 1-hour online training session (via Go-to Meeting) and a kit of resources to share with mentees to use in the performance of their role.

Mentors will be recognized at the IFMA OC Annual Awards Banquet for doing their part to sustain the profession and the industry by helping an emerging leader navigate the industry

### *Beginning your Mentoring relationship*

As soon as you have been assigned a mentee, OC IFMA will send you his or her contact information. OC IFMA will also send your contact information to the mentee.

As the mentor, we ask you to initiate the relationship through a phone call or introductory email with information about your education, career path, and present role within the industry, as well as your expectations for the relationship. Some mentees might be uncomfortable initiating contact, not knowing where to begin.

In this initial communication, you should also ask your mentee to respond with information about his or her background, career goals, and expectations for the relationship. Spend some time in the first few weeks getting to know your mentee.

### *Your role as a mentor*

You have made a 1-year commitment to your mentoring relationship. Mentors are encouraged to communicate with mentees on a regular basis. We feel that weekly or biweekly communication is best, as schedules permit. Communication can take place in person, by phone, email or a combination of all three . It's up to the Mentor and Mentee to decide. Make a plan with your mentee for a consistent schedule of when and how to communicate.

One of the most important attributes of a mentor is good listening skills. However, at times, you will need to initiate discussions. It is through frequent communication that you will foster a trusting relationship where your mentee feels that his or her questions are carefully considered. Good communication will help you both benefit from the mentoring experience.

Some of the questions you receive might be on the following topics:

- Career path
- Working through challenges with managers
- Career advancement
- Educational opportunities
- Interviewing techniques
- Educational and training opportunities
- Choosing a specialization

You are not expected or obligated to have an answer to every question. If you are not comfortable providing advice on certain subjects, be honest with your mentee.

If you choose to dissolve the relationship at anytime within the first year, be courteous and inform both your mentee and the OC IFMA Mentor Program Chair. OC IFMA will update your availability and match your mentee with a new mentor.

### *Tips for a meaningful mentor relationship*

- Keep a positive attitude.
- Ask questions and take the time to get to know each other.
- Communication should be open and consistent. If you need to use a personal email address, let your mentee know right away. You should also consistently check the email account or other form of communication that you have both agreed to use. This way you do not inadvertently miss responding to a communication.
- Respect each other, be professional, and set limits. If you are working with confidential or proprietary information, let your mentee know.
- Be courteous of time; if you can't respond right away because of a previous commitment, acknowledge the communication and inform the other person when you will be able to respond. It is a good idea to let each other know if you have any travel plans that would impede communications.

### *Questions or concerns*

If at any time you have any questions or concerns regarding the program, contact the Mentor Program Chair at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org).

## Information for Mentees

If you are an emerging leader in facilities management or a student, then the OC IFMA mentoring program is for you.

Once you join the program, you will have the opportunity to choose a mentor who is a leader with over 10 years of experience in the field. Each mentor has unique experiences in the industry that can be matched to your goals and interests. The mentoring experience is tailored to your individual needs. You will be assigned a mentor based on the criteria you select.

You can ask about curriculum choices, interviewing techniques, career options, and more. A mentor can help you find the right training, introduce you to different aspects of the field, or help you to transition more easily into a new position. It is very important for you to clearly understand your preferences and goals for a mentor so that you chose the best match.

### *The matching process*

Mentees initiate the matching process by searching through a list of mentors. This list of mentors will then provide the potential mentors' company name, job title, years of industry experience, location, short biography, and, if provided, a photo.

Mentees submit their top three choices for a mentor. Once OC IFMA has confirmed active membership, the matching process is usually completed in 2-3 weeks.

Once a match is made, OC IFMA emails the name, email address, and country of residence for your mentor or mentee. Your mentoring relationship lasts for 1 year. SPE will contact you at the end of your relationship to inquire if you would like to continue in the program. You may request a new mentor at any time.

### *Beginning your Mentoring relationship*

As soon as you have been matched with a mentor, OC IFMA will send you the contact information for your mentor. While we have asked that your mentor initiate the communication, please feel free to make the first contact

Your first communication should be introductory, discussing your background and career and educational aspirations. You might also outline your expectations for your mentoring relationship. What is it you want to learn from your mentor?

Conversation might seem awkward at first, but as you get to know each other more, communication will become easier. If it helps and is possible, schedule a phone call or a face-to-face meeting with your mentor. While this program also encourages electronic communication, it puts no limits on the relationship.

### *Your role as a mentee*

Once matched with a mentor, you have committed to a 1-year relationship. If you choose to dissolve the relationship at anytime within the year, be courteous and

inform both your mentor and OC IFMA and they will assign your mentor with another mentee.

We recommend that you communicate with your mentor at least every other week. Communication can take place in person, by phone, email or a combination of all three. Make a plan with your mentor for a consistent schedule of when and how to communicate.

Please keep in mind that your mentor is volunteering to assist you. Conversations should always remain respectful.

Initiate discussions with your mentor and give some guidance on areas where you need advice and assistance. Frequent communication will help you both benefit from the mentoring experience.

Here are some ideas of topics you can discuss with your mentor:

- Career path and advancement
- Nontraditional careers
- Choosing a specialization
- Working through challenges with managers
- Curriculum choices
- Interviewing techniques
- Training opportunities
- Don't be afraid to ask tough questions, but please be respectful if your mentor declines to answer.

#### *Tips for a meaningful mentor relationship*

- Keep a positive attitude.
- Ask questions and take the time to get to know your mentor. You may discover that a mentor has more to share with you than what was listed in his or her profile.
- Communication should be open and consistent. If you need to use a personal email address, let your mentor know right away. You should also consistently check the email account or other form of communication that you have both agreed to use. This way you do not inadvertently miss responding to a communication.
- Respect each other, be professional, and set limits. If you are working with confidential or proprietary information, let your mentor know.
- Be courteous of time; if you can't respond right away because of a previous commitment, acknowledge the communication and inform the other person when you will be able to respond. It is a good idea to let your mentor know if you have any travel plans that would impede communications.

#### *Questions or concerns*

If at any time you have any questions or concerns regarding the program, contact the OC IFMA Mentor Program Chair at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org)

## **IFMA OC MENTORING PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ's)**

### **Guidelines and FAQ**

Thank you for your interest in applying for the OC IFMA Mentoring Program. Please read the following guidelines and Frequently Asked Questions

#### **Q: How does the program work?**

A: OC IFMA pairs up emerging leaders and students with people in the business. Mentees are encouraged to form a relationship with their mentors to get career, professional and even personal advice. OC IFMA will work with mentees to choose mentors based on a variety of factors including job description, experience and industry.

#### **Q: How will the relationship work?**

A: This is largely up to the mentees. OC IFMA encourages mentors and mentees to keep in regular contact – at least every other week. This could be by phone, e-mail, or even personal visits if possible. It might work best to set up a schedule. Mentors can review resumes, give career advice, and try to answer any other questions mentees might have.

#### **Q: Am I required to meet my mentor/mentee?**

A: Mentors and mentees are not required to meet – but we encourage it if the situation allows. Mentors and mentees can also meet at the IFMA monthly programs and events.

#### **Q: What if my mentor/mentee doesn't respond to me?**

A: IFMA OC will follow up with an e-mail to see how the relationships are progressing. If there is a problem, we can re-assign mentors and mentees. If your mentor/mentee is not working out, you can also contact us at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org) .

#### **Q: What are the requirements?**

A: Mentors and mentees must be professional or student members of IFMA. To become a member, go to <http://www.ifma.org/> to register. We're looking for mentors with at least ten (10) years experience.

#### **Q: How long does the program last?**

A: The IFMA OC Mentor program will make new matches as applications are received, but mentors and mentees are free to continue the relationship on their own if both desire. There is an initial 1-year commitment.

#### **Q: Sounds great! How do I sign up?**

A: You can sign up for the IFMA OC Mentor program by logging on to the IFMA OC website and completing the application. Look under [www.ifmaoc.org](http://www.ifmaoc.org)

**Q: When will I get my mentor/mentee?**

A: Mentors are harder to come by than mentees, so we can't guarantee you'll be paired up right away. We will do our best to make matches as soon as possible and you will be contacted as soon as a match is made.

**Q: What is my role as a mentee?**

Once a mentor is identified for you, start by calling or e-mailing your mentor. Find out what your mentor's schedule is. Ask what the best times to contact them are and stick to it. The better your relationship, the more you will get out of it. Get to know each other first. This won't always be easy, since most of your contacts might be by e-mail or phone only. Meet with your mentor in person if possible. This is recommended at least for the first few meetings until a relationship is established. Mentors are there for you. Try to keep in regular contact. These relationships often start strong and fizzle out, so set up a schedule if possible. If you are no longer in need of your mentor's assistance, be sure to thank your mentor and schedule a closing discussion. Don't leave your mentor wondering if you'll ever call back. Inform your mentor if you receive a job interview or make any progress in your career. Your mentor has invested time in your career development. Be sure to thank your mentor appropriately.

**Q: What is my role as a mentor?**

Let your mentee know the best way and best time to get in touch with you. Let your mentee know how often you anticipate being in contact. Try to meet with your mentee in person, if possible. Be open and honest with your mentee – but remember, constructive criticism works best. While we encourage mentees to initiate most of the contact, check in with your mentee once in a while to find out how he or she might be doing. If your schedule changes and you no longer can devote time to a mentorship, let your mentee know and contact IFMA OC Mentor Program Chair at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org).

**Q: What else do I need to know about as a participant in the IFMA OC Mentor Program?**

You will receive an e-mail part way into your mentorship asking how the mentorship is going. We need to hear from you to make this program successful. We do our best to match people, but these relationships don't always work out. If you want to check on the progress of a match for you, or if you have any concerns about your mentor or mentee, feel free to contact us. We also want to hear your positive stories! Tell us how your mentor provided you with that bit of advice that you needed to improve, get noticed or get that job. The mentor program is year round. We encourage mentors and mentees to arrange an in-person meeting at an IFMA OC Monthly program meetings or annual conference. Approximately every six months, you will be sent an evaluation asking for your experiences with the mentor program. However, don't wait until the program ends to tell us how you feel. Feel free to share you comments about the program with us at any time at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org). Mentors and mentees will be recognized at the annual IFMA OC Awards Banquet that usually takes place in the month of June.

If you have any other questions, contact the Mentor Program Chair at [mentorprogram@ifmaoc.org](mailto:mentorprogram@ifmaoc.org).