



# Welcome to mentorship

## Student Guide



THE UNIVERSITY OF BRITISH COLUMBIA

# Mentorship starts with you

*The things that you've done, places you've gone, and people you admire all matter. These things, and so much more, shape who you are and what matters to you.*

## What brought you to mentorship?

Maybe you are ...

wondering how to find work that relates to your studies and reflects your interests.

reflecting on what you're good at or which strengths you want to highlight.

exploring how to make a difference in the world.

looking for clarity about your career, academic and personal goals.

curious about which career options will make a decent living.

concerned about the uncertainty ahead.

delighted at the prospect of building relationships with experienced professionals.

eager to graduate and to finally have that credential you worked so hard for.

full of excitement, ready to get out there and put your ideas into action.

## Mentorship helps us to connect with people and places through stories.

Other people are interested and willing to help you. Their stories, insight, and advice will help you explore possibilities and make decisions towards your goals. You might find something or someone unexpected along the way. There are many things you *can* do with your degree and multiple directions to best apply your degree.

[students.ubc.ca/career](https://students.ubc.ca/career)

## How do you get started?

Introduce yourself! What is your name? What are you studying? What do you want to know about them? Keep it respectful, authentic, and sincere. Share your gratitude with a thank you note or email after spending time with someone.

## Other things your mentor might want to know about you:

- How did you land in this degree?
- What are your strengths and values?
- What do you already know about their industry or field?
- What experiences (volunteer, work, classes) have you already tried?
- What are your future goals or ideas?
- What other parts of your life (friends, family, community, hobbies etc.) influence your career ideas?
- What actions do you plan to take with what you learn?

## What do you want to know about your mentor?

You probably want to know the same things about your mentor. Questions about how they found their major and career path, what their strengths and values are, what future goals they have, and even questions about other parts of their life reveal where you and your mentor connect.

# Make the most of this experience

Experiences are where you develop skills, meet people and determine what matters to you. This guide helps you to maximize what you learn in mentorship.

## What can you learn from other people's experiences?

**What is out there?** There are new roles, companies, and approaches to work emerging all the time.


**Where are the opportunities?** Learn about the industry or field you're interested in - what are the trends? Who are the experts? Who has funding? Look up organization's online profiles to get an understanding of their focus and vision.

This knowledge is your gateway to the hidden job market.

**What might I need to succeed?** Identify what skills, knowledge, and attitudes help people succeed in this industry or field.

## What experiences have helped you feel prepared for mentorship?

Take a minute and remember previous experiences where you made a connection or built trust with someone.

 Identify three actions you took over the duration of the relationship that might be applicable to mentorship. Mentors are looking for students that are committed to the program, engaged in their mentoring relationship, and conduct themselves professionally.

Want to keep growing your professional interpersonal skills? Select one thing that you want to try differently this time and make a plan. Share it with your mentor. They can provide advice, suggestions, and feedback.

## What do you hope to gain from this experience?

There are multiple possible versions of this experience.



Sketch out your responses to these questions to get a sense of the different potential directions mentorship could take you and how you want to navigate each version.

- What would happen if you were matched with the mentor you anticipated?
- Now, imagine that you got a mentor from a very different field, maybe one you haven't heard of before or didn't have interest in. What could you learn now?
- Finally, imagine that you got the ideal mentor who matches all of your expectations. What could you learn now?





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## What kind of impression and relationship do you want with your mentor?

### *Commitment*



Prepare in advance for your meetings.  
Develop questions to ask your mentor based on your goals and research.

Follow through on any commitments you make in a timely manner. Your mentor may make specific requests of you (e.g., to bring a resume or work sample to your next meeting for review). When the unexpected happens and you can't follow through when you said you could, communicate this clearly to your mentor.

Take the initiative. Don't sit around and wait for your mentor to look after you. Initiate conversations, make requests, suggest activities, keep in contact and take responsibility for your own commitments. Your mentor expects you to take this initiative.

Be courteous and respectful.

### *Engagement*



There can always be something learned from time spent with a mentor.  
Take the time to get to know your mentor. As you meet with your mentor, share information and get to know each other, trust will build and your exchanges will become more effortless. Try not to put too much pressure on yourself or your mentor to steer this process.

Ask for advice. Be as specific as possible when asking for advice.

Acknowledge suggestions and advice. Ask clarifying questions and make specific requests for information and resources. Tell your mentor about instances where you acted on their suggestions or advice.

Even if your mentor's suggestion is not in line with your initial way of thinking, be open to your mentor's ideas and take time to reflect on what observation was shared.

### *Professionalism*



Respect your mentor's time by never being late for a meeting and by replying to phone calls and emails promptly.

Make only positive or neutral comments about your mentor to others.

If you believe you have a fundamental difference with your mentor, let them know. Try and talk things out. If you continue to have problems, ask your coordinator for help.

## Build and maintain a respectful mentorship relationship

While participating in mentorship at UBC, all members of the UBC community are expected to uphold a respectful environment in which respect, civility, diversity, opportunity and inclusion are valued. Although we may be interacting off-campus and/or in a virtual setting, the expectations for fostering a safe and respectful environment for all remains the same..

To read the full [Respectful Environment Statement](https://wellbeing.ubc.ca/ubc-statement-respectful-environments), visit: <https://wellbeing.ubc.ca/ubc-statement-respectful-environments>

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## What experiences or conversations do you want to have?

Experiences and conversations are kind of like prototypes. Prototypes are early samples, small scale versions, or models that help to test ideas and plans. Experiences and conversations with a mentor reveal some of our assumptions that we didn't even know we were making. Prototypes also help us make informed choices later. Thinking of graduate school? Talking to a graduate student or professor can help you decide if that's the right thing for you.

### Ideas for prototypes (*experiences or conversations*):

- Go for coffee or a meal and talk about career interests and accomplishments
- Practice your interview skills and ask for feedback
- Share details of a project you are working on
- Share your cover letter, resume and LinkedIn profile with your mentor and ask for feedback
- Attend a workshop or conference together
- Create and submit a workshop proposal for the Student Leadership Conference
- Spend some time or the day at your mentor's workplace
- Tour a facility in your field of interest
- Read a book or listen to a podcast and then discuss it

## You can take advantage of what campus has to offer



These experiences will help you explore your career, meet people, and practice your skills.

Meet alumni and industry through events like: [Industry Nights](#), [Career Days](#), [My Career Story](#), [Information Sessions](#)

Participate in the [Multidisciplinary Undergraduate Research Conference](#)

Attend or present at the [Student Leadership Conference](#)

Join or form a team for [Day of the Longboat](#) or [Storm the Wall](#)

Celebrate [Homecoming](#)

Watch the [Thunderbirds](#) play

Attend [Departmental lectures or other events](#)

Support [Pride at UBC](#)

Explore [Thrive](#) and mental health on campus

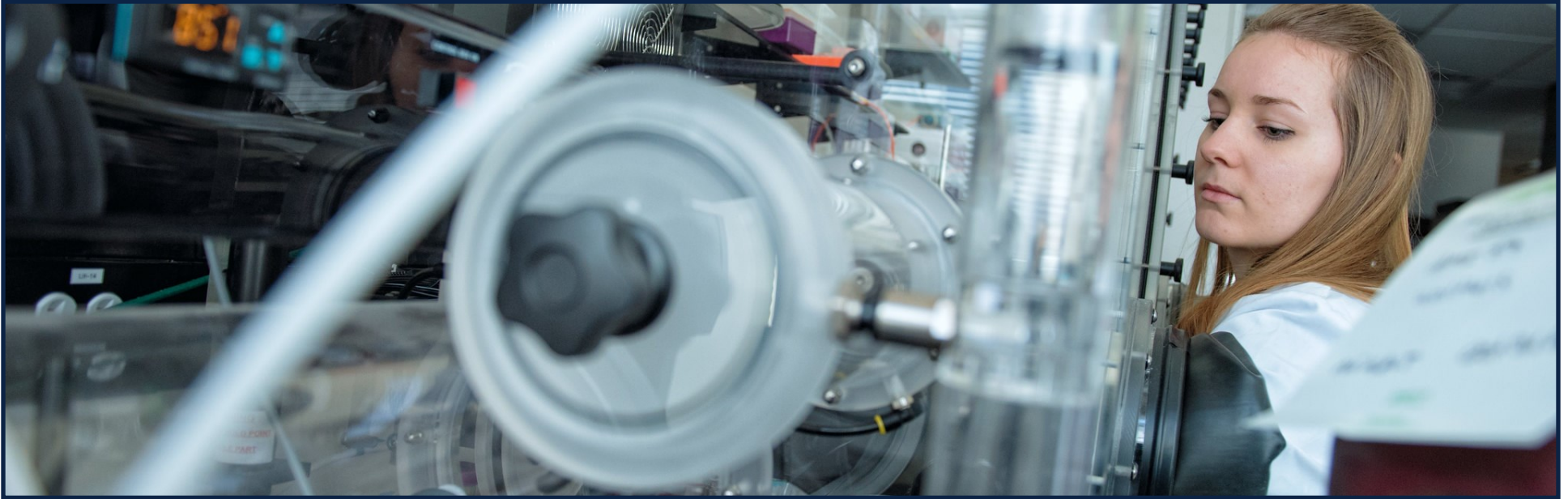
Help create a culture of consent through [Sexual Assault Awareness Month](#)

Take in a concert or lecture at the [Chan Centre](#)

Watch a production at the [Frederic Wood Theatre](#)

Visit the [UBC Farm](#), [Museum of Anthropology](#), [Nitobe Memorial Garden](#), [Botanical Garden](#) or the [Beaty Biodiversity Museum](#).

# Make the most of this experience



## What is the world of work like?

The 21<sup>st</sup> century is dramatically changing the how, when, and where of professional workplaces. Here are the top characteristics you need to know about how work and workplaces are evolving.

**3 C's rule workplace culture.** Communication, collaboration and connectivity skills are of increasing importance in successfully navigating workplaces.

**Big data and 'human' skills are trending.** Analytical skills such as identifying patterns, interpreting data, and making unexpected connections, and human skills such as creativity, initiative, critical thinking, emotional intelligence, and leadership and social influence, are in demand skills from today's employers across all industries.

**Technology is setting the pace.** New digital tools - specifically high-speed mobile internet, artificial intelligence, widespread adoption of big analytics, and cloud technology (World Economic Forum, 2018) - are changing what, when, how and why we communicate, placing an emphasis on digital literacy skills of those entering the workforce.

**A freelance economy.** The gig economy continues to rise, transforming careers into short-term contracts with different employers. Gig workers develop highly specialized skills as they move from gig to gig.

Ask your mentor how these trends have impacted their industry and approach to work. Consider which experiences or conversations with your mentor will help prepare you for the future of work.



# Build your network

*Find mentorship moments in all that you do and with everyone you meet.*

## How do you like to get to know people?

Meeting people and making connections takes courage, curiosity and openness.

There is no single formula for how to build your network. Some people emphasize more depth and fewer connections while others like more connections and less depth.

No matter your style or approach, authenticity and sincerity are key.

Be interested in the people you are getting to know and genuine about what your motivations are. No one appreciates being treated like a transaction. Instead, remember that building relationships in your network take time and effort to sustain.

Mentor from your dream job?  
Amazing! You'll get great insight.

Mentor from another field?  
Fantastic! Learn about a new field, it might surprise you. They might introduce you to someone or something new.



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## How do you introduce yourself?

### Basic Introduction

- What is your name?
- What do you study and what field do you intend to work in?
- What kind of career opportunities are you looking for right now?
- What are you curious about and looking to learn more about?

### Conversational Introduction

- What is your name and what do you value?
- What are you studying? What interests you in that field?
- What are you interested in learning from your mentor's job, previous roles and educational background?
- What professional skill, challenges beyond your mentor's job or educational routine are you interested in knowing?





# Tools

*Tools can be information you acquire, mindsets you bring, people you meet, places you go, or opportunities available to you.*

## What tools can help me tell my story?

You can tell your story in your resumes, interviews, social media, and how you introduce yourself are all chances to tell your story. Share who you are and what you're capable of in a way that stands out.

[Resume](#) – be clear and specific about the skills you learned, the results you delivered, and how your previous experiences fit with each new opportunity.

[Cover Letter](#) – explain your interest in the role, demonstrate your writing skills, and focus attention on one or two relevant experiences to the role you are interested in.

[Connecting in-person and online \(LinkedIn, Instagram, Twitter, Blogs, YouTube, and beyond\)](#) – learn from others, hear different perspectives, and share your story in the places and spaces that fit for you.

[Interviews](#) – animate and relate specific examples from your previous experiences to the new role you are pursuing.

## Mindsets to Build Career Confidence

Confidence is all about your approach and mindset – shifting how you think about and try new experiences, meet people, visit places, and learn tools can open up unexpected possibilities.

**“I don’t know what I’m good at.” ... “What could I be good at?”**

Curiosity is closely connect with creativity and innovation. It has power to generate new perspectives, so when you're feeling stuck, try to get curious and ask questions!

**Feeling stuck. ... One small step.**

We get stuck when we have run out of ideas or don't know what to do next. Small steps generate momentum and encourage you to take action, experiment and explore. Try to take one step and move closer to your goal.

**I’m not good at networking. ... I’m not good at networking yet.**

Skills and abilities take practice. You can get better. But it takes effort to step outside your comfort zone.

**Avoiding failure. ... Seeing an opportunity to be resilient.**

Resilience helps you persevere when things get tough. Seek support when it sucks. Try again when you are ready. Move on when it isn't for you.

# Tools for student mentors

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## What can you learn from each other?

**What is out there?** There are new clubs, opportunities, events and things to try on campus all the time.

**Where are the opportunities?** Learn about the discipline – what are the important courses? How do you pick classes? Encourage them to find resources on campus to get help and get ahead.

**What might they need to succeed?** Identify what skills, knowledge, and attitudes help people succeed in this discipline.

## What are the phases of mentorship?

Mentorship is a kind of collaborative learning between people. Knowing these four phases can help you navigate the mentorship experience:

**Preparing:** the discovery phase, when you find out if mentorship is right for you.

**Negotiating:** the business phase, when you help your mentee set learning goals.

**Enabling growth:** the work phase, when you support and provide feedback to your mentee.

**Coming to closure:** the assessment stage, where you assess the value of your mentoring relationship and move forward.

## What are your expectations of each other?

Talk about the expectations and goals you have for this mentoring relationship.

### *Mutual Responsibility*

What do we hope to achieve during our partnership?

### *Role Clarity*

What is the responsibility of the mentee?

What is the responsibility of the mentor?

### *Boundaries*

What does privacy and confidentiality mean in this context?

What topics, or parts of life are in scope?

What part(s) of life are out of scope?

### *Accountability*

How do we hold each other accountable?

What are the consequences when we don't fulfill our responsibility?

### *Logistics*

When will you meet? Where? How often?

Which preferred method(s) of communication will you use – phone, email, text, in-person, online?

How will you communicate a change in plans?

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## What goals do you want to create together?



Mentorship can bring a fresh perspective, new or unexpected ideas to life and career. Set intentional goals, so that you and your mentee(s) can take action towards a common purpose. There are a variety of ways to set goals with your mentee.

Here are four approaches to goal setting. Pick one or two of the following frameworks to help you set goals with your mentee.

### *FAST*

**Frequently discussed:** goals need attention more than once. Check-in on them routinely to measure progress and adjust tactics as needed.

**Ambitious:** difficult is ok. Set a goal that will take effort to accomplish.

**Specific:** metrics, milestones, and other markers that force clarity help you know if you achieve what you set out to.

**Transparent:** share your goals with others to get ideas, help, and people to celebrate with in the end.

### *Four M Method*

**Motivation:** why do you want to achieve that goal?

**Making commitments:** who and/or what can help you achieve your goal?

**Modifying the environment:** what needs to change for you to achieve your goal?

**Monitoring actions:** how can you track your progress?

### *HARD*

**Heartfelt:** why do you want to achieve this goal? Your reasons might be intrinsic or extrinsic.

**Animated:** think about where you want to be when you accomplish this goal. Describe exactly what you're doing in that future version of yourself.

**Required:** What do you need to have accomplished to keep on track toward achieving this goal? What's one thing you need to accomplish today?

**Difficult:** What is your biggest challenge you have in achieving this goal? How can we work together to overcome this challenge?

### *SMART*

**Specific:** what exactly do you want to achieve? How? Why?

**Measurable:** how will you know when you achieve it? You need to be able to track your progress.

**Achievable:** how can the goal be accomplished? List the specific tasks that will get done.

**Relevant:** why is this goal important to you? Motivation and prioritizing can be hard if the goal isn't something you want to work towards.

**Time frame:** when do you want to achieve this goal? Setting a deadline helps you work towards an end date.



# Tools for student mentors

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## How do you give advice, suggestions, or feedback?



There are many reasons you might give advice, suggestions, or feedback to a mentee. You may want to encourage a new activity, approach or attitude; help your mentee change a behaviour; highlight a challenge or barrier; or offer a different perspective.

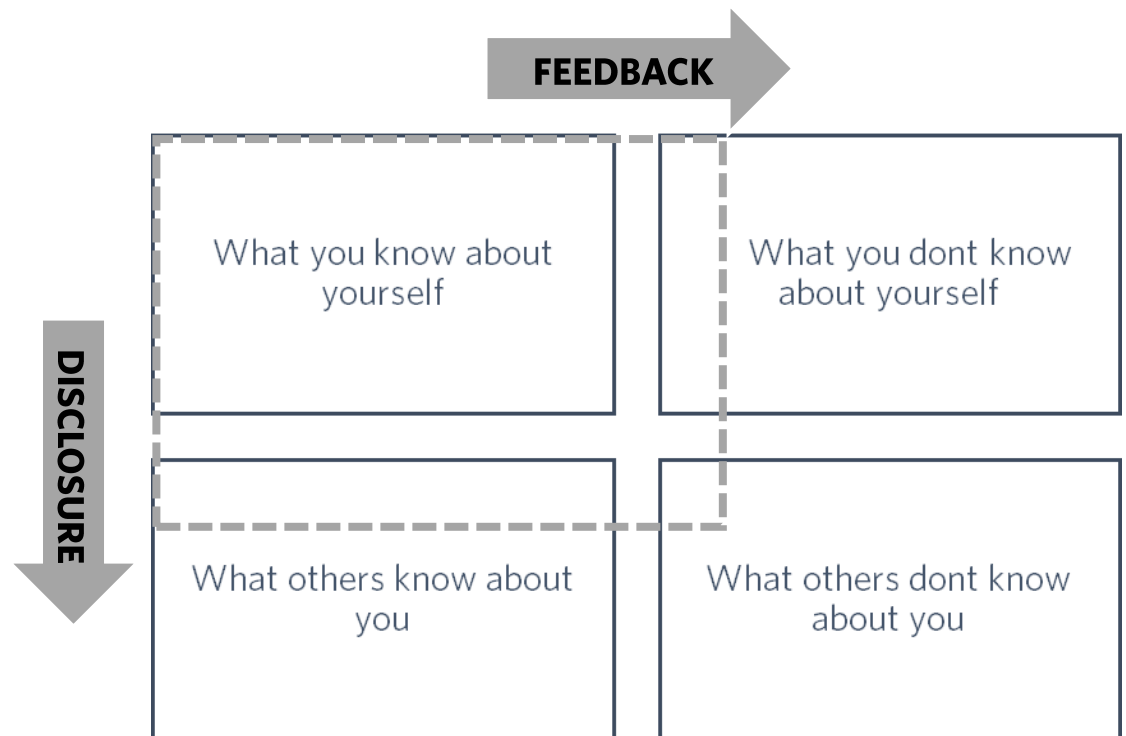
Feedback helps us to grow and continue learning at any stage, because it shrinks what we don't know about ourselves. Whether we seek it out, or another person initiates it with us, feedback helps to uncover our blind spots. We disclose information about ourselves to others to help people better understand who we are and to build authentic relationships with others.

## What does effective feedback sound like?

**Intention:** why is the person behaves this way? Don't go there. Feedback that digs at the deeper reasoning why people are acting a way often goes sideways.

**Behaviour:** what precisely are they doing? "I've noticed..." then offer specific observations.

**Impact:** how is this impacting you and the goals you established? "The result is \_\_\_\_, because ..." illustrates the consequences of the behaviour. Most often, these consequences are unintended and not the outcome that the person set out to achieve.



The Johari Window (Luft and Ingham, 1961)

# So, now what?

## It all adds up.

You build your career when you pay attention to who you are, think purposefully about the experiences you choose, nurture relationships, and seek out tools to help achieve your goals.

The things that you've done, places you've gone, your family, friends, and community, as well as your interests, hobbies, and beliefs all matter. These things shape and inform who you are and the decisions you make about life and career.

Mindfulness and reflection in your day-to-day actions can give you a sense of clarity on what you've learned and what you want to do next.



Here are some questions you can ask yourself:

- What did you like or not like about it?
- What about this experience or connection is relevant to you and/or your career?
- How might this change your career ideas or plans?
- What small actions might you take to act on these changes?

Continue to practice your tools, hone your skills, and gain more information to help you get clear on your career goals.

## Where can I find support?

The [UBC Centre for Student Involvement and Careers](#) offers program, events, and services to help deepen your learning, explore opportunities, and make connections with employers and alumni.

Connect with UBC alumni on the [UBC Hub of Ten Thousand Coffees](#).



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