



# MOMENTS

TO TEACH • TO LEARN • TO CONNECT

## HANDBOOK

### MISSOURI STATE EMPLOYEE MENTORING PROGRAM



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# INTRODUCTION

The State is only as good as its employees. You all have unique insights and abilities that help you succeed as employees and friends. That means each of you has something to learn and something to teach. MOments wants you to take those traits and share them with others. As a mentee, you can choose a mentor who fits within your preferences and can help you meet your goals. As a mentor, you can share your knowledge and experience, but also learn novel approaches and insights. To do that, we encourage you to read this handbook fully, think about your goals, and be open to sharing and learning with another State of Missouri employee.



## THE BASICS

MOments is designed to be user-friendly and easily accessible. You will find tutorials, videos, and numerous other resources on the website to guide you through the process. There are things we want you to know, but as far as your participation in MOments goes, treat each other with respect and communicate within your comfort. For mentor and mentee alike, you will get out what you put in. With that in mind, try to meet with each other as often as you're comfortable and without interfering with other obligations (hopefully at least once a month). These meetings don't have to be strict and formal—get to know each other, your roles, and your goals. Mentors and mentees will both benefit, but we imagine you're here because you have specific things in mind that you hope to achieve. We will ask mentees to complete an exit survey to ensure MOments can be successful for all involved. And please, if you have any concerns throughout this process, contact your Human Resources Department.

# FOR MENTORS

Individuals have a lot to gain from being a mentor. You can refine your communication skills, refresh technical skills, support leadership development, learn other aspects of State work, help others, and more. We ask that you are open and understanding with your mentee, and dedicate time to making sure both of you get the most out of it that you can. There is non-exhaustive list below of traits that strong mentors exhibit. If you think you're lacking in some of these areas, we all are. But each interaction is an opportunity for growth.

**Availability**

**Honesty**

**Trustworthiness**

**Supportive**

**Understanding**

**Non-judgmental**

**Enthusiasm**

**Willingness to share**

**Accountability**

**Soft and technical skills**

**Commitment**

**Communication**

You certainly have something to offer that isn't on the list. Share that with your mentee too. You should keep some things in mind throughout this process. First, your mentee chose you because they believed you were a good fit. You are in this position because you are knowledgeable and capable. Second, your mentee looks up to you. Listen, trust, communicate, and commit to meeting their needs within your comfort zone. Provide clear feedback and let them ask questions. Third, the mentoring process is fluid—learn what works and what doesn't, be open and understanding, and don't lose sight of the big picture. Fourth, remember that you're equals. Your mentee looks to you for guidance, but that doesn't mean you have to act like you know everything, provide commands, or force someone to work around your schedule. Fifth, take satisfaction in this work. You are helping someone else, and you're learning too. Be yourself and enjoy the collaboration.

# FOR MENTEES

We all have something to learn, and we encourage everyone to be open to learning and sharing. You may want to improve upon a specific skill, learn about your department or division, increase career potential, or build more connections across different areas. To do this, we recommend communicating clearly with your mentor about the specific goals and, if you can, how you hope to reach them. Your mentor can only know as much as you tell him or her. There is a non-exhaustive list of mentee traits below. This provides ideas, not requirements.

**Availability**  
**Trusting**  
**Understanding**  
**Enthusiasm**  
**Accountability**  
**Commitment**  
**Willingness to fail**

**Honesty**  
**Open to feedback**  
**Focus**  
**Willingness to share**  
**Responsibility**  
**Communication**  
**Goal-oriented**

As the mentee, you chose your mentor for a reason. Let him or her help you. Communicate your goals and listen to feedback. Be open to what you might hear, and try to implement it into your professional life, if possible. If something doesn't work, try to share and discuss other options. Your mentor is invested in your success, so try to focus on your goals and how you can achieve them. Please respect your mentor's time and commitments as well. Participating in MOments doesn't guarantee a specific result, but it will help you connect with others who have had different experiences and are willing to pass on what they've learned. By being open with your mentor, you can gain valuable insights into your situation and gain trust to address other issues in the future. Take advantage of this chance for growth.



# TYPES OF MENTORSHIPS

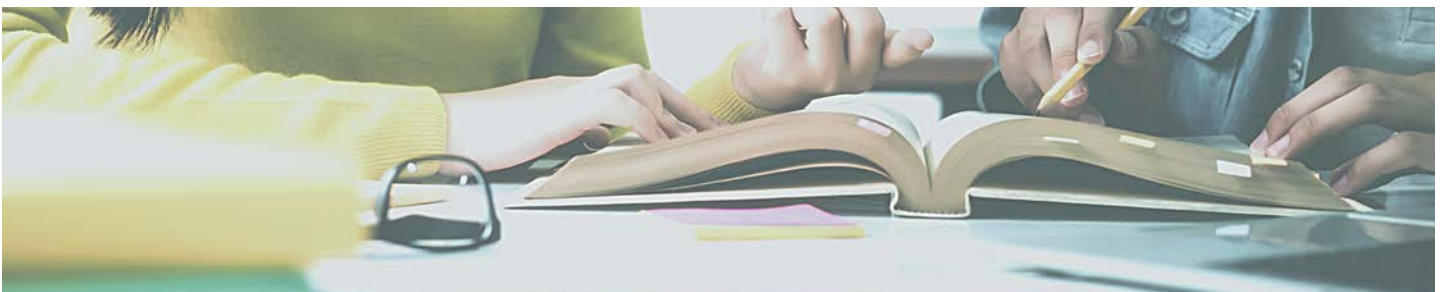
## COMMITTED MENTORSHIPS

Committed mentorships are conventional, long-term mentorships. Mentors and mentees engage over an extended period where they can continually meet, address different matters, and reach goals that require more development. This type of mentorship may be best for meeting goals that will be achieved over time, such as soft skills and some technical skills. Committed mentorships are best for someone seeking a traditional mentorship where the mentor and mentee can get to know each other well, accomplish multiple goals, or share institutional knowledge.



## FLASH MENTORSHIPS

Flash mentorships are much shorter—usually a few meetings to address a specific item. Most likely, but not always, this can be a specific technical skill. In this instance, a mentee probably looks for a mentor with a certain skill who would be willing to teach the mentee over a brief period. Flash mentorships are best where the mentee has a direct goal that can be achieved readily with a capable mentor.



# MEETINGS

Your mentoring experience will be best without dry, scripted meetings. Of course, the meetings will evolve over time as you both learn more about each other and get comfortable. But you should begin with a conversation to learn the basics about each other and why you're connecting.

That said, the first meeting should be more guided. This is the first opportunity to learn about each other, communicate goals, think about meeting times, discuss learning style, share experiences about past mentoring, and address potential obstacles. These topics don't mean that you can't or shouldn't have an open, organic conversation, but that you should keep these things in mind for a successful mentoring experience.

After that, meetings should proceed as you both are comfortable and have discussed. If the mentee wants more directed and focused meetings, then that's something both mentor and mentee can address and meetings can go that way. For example, the mentee may want to learn or refine a specific technical skill, so the meeting(s) can involve a demonstration by the mentor or, collaboration on a project, or the mentee can practice working on that skill with the mentor's guidance. A mentor can also take the time to introduce and describe others who may be helpful for networking or accomplishing a given task. Really, the meetings should be structured in a way that works for both of you. The important part is that both mentors and mentees feel like the meetings are productive and work toward the established goals. No matter what, don't feel stuck if something isn't working.



# NAVIGATING THE WEBSITE

## FOR MENTORS



### FILLING OUT AN APPLICATION

You can visit the MOments website to fill out an application to serve as a mentor for the State of Missouri. The application, accessible via the “Be a Mentor” link, will ask for your contact information, information about where you work and what you do, a short bio, and your preferences as a mentor. The application will also include a field to enter the email addresses of any current mentees you serve. This information will not be displayed publicly but will be used to gather data to determine the number of connections through the MOments program.

Once you’ve completed the application, your profile will be created automatically. Upon approval, the page will become live in the mentor search. Mentees will then be able to filter their search by the fields you completed to locate recommended mentors. When a mentee finds a mentor they’d like to connect with, they’ll be prompted to reach out to you via the email or phone number you provided.

### UPDATING PROFILES

Whenever you agree to mentor a potential mentee, please revisit your account on the MOments website, and edit your profile to reflect this new connection. Whenever you have two mentees, you may consider changing your ‘available’ status to ‘unavailable.’ You can also change this status at any time if you are unavailable to accept new mentees for any reason. You may also change other fields of your profile as needed, such as job title or mentoring preferences.

### FINDING AND USING RESOURCES

You’ll also find resources available to you as a mentor on the MOments website. Navigate to “Mentor Resources” to find relevant trainings on a LinkedIn Learning path. In addition to the training credits you’ll receive automatically through LinkedIn Learning, you can receive training credits for your time spent in mentoring sessions. The “Mentor Resources” page also includes a document outlining how to receive this credit through the ESS portal.



This page also includes an agreement form you may want to use in your mentorship. This form outlines goals of the mentorship, steps toward achieving those goals, meeting schedule, end date, and any confidential items or items that are off limits for discussion. Use this form as you see fit to keep the mentorship on track and hold each other accountable.

## AFTER THE MENTORSHIP

A crucial part of the MOments program is the post-mentorship survey. Once you have completed or discontinued a mentorship with a mentee, even if you are mentoring others, please fill out the post-mentorship survey, also located within "Mentor Resources." This survey provides critical feedback on your experience with your mentor and the MOments platform, and your answers will be to the benefit of the program and its users.

You are not limited to serving in a mentoring capacity. Feel free to use the mentor search and find somebody who might be able to help you develop certain skills, as well. Please view the 'mentee' portions of this handbook for more details.

Video tutorials for navigating the website are available here: tutorials to come

The screenshot displays the MOments website interface. On the left is a navigation menu under the heading "EXPLORE". The menu items are: Home, Be a Mentor (highlighted with a blue box), Find a Mentor, Resources (expanded), MOments Handbook, Mentor Resources (highlighted with a blue box), Mentee Resources, Post-Mentorship Survey (expanded), Survey for Mentees, and Survey for Mentors (highlighted with a blue box). The main content area features the MOments logo (with the tagline "TO TEACH - TO LEARN - TO CONNECT") and a quote: "Get a mentor. Be a mentor." - Dir. Wayne Wallingford, Missouri Department of Revenue. Below the quote are two large cards. The first card, "Be a Mentor!", includes the text: "You have lots to offer the Missouri workforce—apply today to lift up others! Select your skills and preferences, and become a mentor to state employees looking for experience and opinions from people like you." and a "MENTOR APPLICATION" button. The second card, "Find a Mentor!", includes the text: "Looking for some meaningful discussions about career planning, communications skills or leadership development? Start your search for a mentor with the experience and assistance you're looking for!" and a "MENTOR SEARCH" button. The bottom right corner of the page features a decorative graphic of blue and white hexagons.

# NAVIGATING THE WEBSITE

## FOR MENTEES

### FINDING A MENTOR

When you visit the MOments website, you'll find options to find a mentor, view mentee resources and complete a post-mentorship survey, among other resources. Navigate to the "Find a Mentor" page to begin your search for a mentor. Once there, you can filter your search based on your needs—department, skills, environment, and more. You can also search by name if you have a specific individual in mind who you already know meets your needs. Hit 'search' to populate the relevant results. You can click on each name to view the mentors' profiles, where you'll see more detailed information about them and their skills and preferences. Once you find a mentor you would like to contact, reach out to them via their provided contact information and inquire about a mentorship.

### FINDING AND USING RESOURCES

While you await confirmation from a potential mentor, feel free to use the trainings available to you under "Mentee Resources." These trainings are a part of a LinkedIn Learning path, and will give you a solid idea of what you're looking for and how to make the most of your mentorship. You will receive training credits automatically from this learning path, but you can also receive training credits for your time spent in a mentoring session. To do so, visit the 'Training Credits' document housed in the "Mentee Resources," which outlines how to receive credit through the ESS portal.

Once you have a mentorship ready to launch, you may consider also using the agreement form located on the "Mentee Resources" page. This form outlines goals of the mentorship, steps toward achieving those goals, meeting schedule, end date, and any confidential items or items that are off limits for discussion. Use this form as you see fit to keep the mentorship on track and hold each other accountable.

## AFTER THE MENTORSHIP

A crucial part of the MOments program is the post-mentorship survey. Once you have completed or discontinued a mentorship with a mentor, even if you are switching to a different mentor, please fill out the post-mentorship survey, also located within "Mentee Resources." This survey provides critical feedback on your experience with your mentor and the MOments platform, and your answers will be to the benefit of the program and its users.

If at any point you would like to become a mentor in the MOments program, ask your supervisor for their approval and then see the "Be a Mentor" page to fill out an application and create a mentor profile. Please view the 'mentor' portions of this handbook for more details, and know you are not limited to serving as one or the other—you can be a mentor in the program and have a mentor in the program simultaneously.

Video tutorials for navigating the website are available here: *tutorials to come*

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