



MOMENTS

To Learn. To Connect. To Belong.



MISSOURI STATE EMPLOYEE MENTORING PROGRAM

MENTEE GUIDE



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Introduction



Welcome to **MOMENTS** Mentoring!



The State is only as good as its team members.

Each of you has unique insights and abilities that help you succeed as team members. 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.

To be successful, we encourage you to read this guide carefully, think about your goals, and be open to sharing and learning with another State of Missouri team member.

The Basics

MOMENTS is designed to be easily accessible and user-friendly. Before you begin your mentoring relationship, there are a few things we want you to know.

- **Always treat each other respectfully.**
- **Communicate within your comfort.**
- **Set clear expectations.**

BENEFITS OF HAVING A MENTOR



Inspiration

Mentors are an excellent source of motivation, inspiration, and renewing personal and professional development interests. Whether you're looking to enhance your skillset, expand your network, or define your career path, working with a mentor can help you set short-term and long-term goals and help get you on the right track.



Opportunity

Mentors can offer guidance in areas the mentee may not have had an opportunity to experience or learn about. Mentors guidance and support may help open doors for mentees by providing them with the knowledge and resources to achieve their goals.



Self Discovery

Self-assessing and recognizing your faults can be difficult, but a mentor's constructive feedback is key to growth and development. A good mentor will provide their mentees with valuable, applicable feedback and offer suggestions to improve skills.



Experience

Of course, education and training are essential, but having a mentor who's "been there, done that" sharing their personal experiences and guidance can help turn your job into a career.



Accountability

Mentees' ownership of their learning journey is crucial for successful mentorship. A great mentor will hold you accountable for producing results and following through on tasks. That's why it's so important to share your goals with your mentor!



Challenge

Mentors will continually challenge you to think outside the box to discover your talents. Mentors want to see you succeed!

The Mentorship Process

After your application has been approved, follow the steps below to begin your mentoring journey. Then, read through the remainder of the workbook to learn about participant responsibilities, mentorship meeting guidance, and more on the following pages.

- 1 Find a mentor.** If you applied during a quarterly match group application window, your suggested matches will soon be available on your mentee application page. If you applied outside a match group application window, you must manually search for a mentor on **MOMENTS** using the mentor search feature. Once you find a mentor, click “Select” by their name, and they will be notified of your request. **Please contact mentors if you do not receive a timely response to your request.**
- 2 Make a connection.** Mentees are responsible for contacting mentors first. This can be a quick email or phone call to introduce yourself, ask a few questions, and get to know them.
- 3 Schedule Meetings.** You and your mentor will work together to decide meeting frequencies and the mentorship duration. Schedule future meetings to maintain focus!
- 4 Prepare for your first meeting.** Identify the goals, objectives, and skills you want to develop. You can improve upon a specific skill, learn about your department or division, increase career potential, or build more connections across different areas through mentoring.

Best Practices for Successful Mentorships



MEETINGS

Discuss meeting cadences during your first meeting. It is recommended that you meet with your mentor for at least one hour per month. However, mentorship meetings should be structured in a way that works for both of you, so meet as often as you're comfortable and without interfering with other obligations.

Schedule meetings well in advance to maintain focus and engagement.

Mentoring meetings don't have to be strict and formal. For example, if you want to refine a specific technical skill, the sessions can involve a demonstration by the mentor, or you can practice working on that skill with the mentor's guidance. A mentor can also take the time to introduce others who may be helpful for networking or accomplishing a given task.



COMMUNICATION

Make yourself available and keep open lines of communication between meetings. Dedicate time to ensuring each of you get the most out of the mentorship.

Your mentor is there to support you. Communicate often, consider their advice and feedback, and be sure to apply learned skills.

The mentoring process is fluid – Learn what works and what doesn't by remaining open and understanding of your mentor's needs and sharing your own needs. Most importantly, mentors and mentees should feel the meetings are productive and work toward the established goals.

Best Practices for Successful Mentorships



TECHNIQUES

Set clear goals in the beginning. This allows your mentor to know how they can best support you.

Follow through with commitments to show your mentor you're dedicated to your development and reaching your goals.

Continuously practice active listening. Listen with intent to truly understand your mentor's guidance, not just with intent to respond.

Foster a supportive and open-minded environment. Be adaptable and open to change in your approach.

Hold each other accountable.

Optimize your meetings by being proactive, respecting each other's time, and applying feedback.

Take time to periodically self-reflect and assess your progress.

Celebrate achievements, milestones, and accomplished goals, no matter how small!

THE 6 Cs OF SUCCESSFUL MENTORSHIPS

Connect



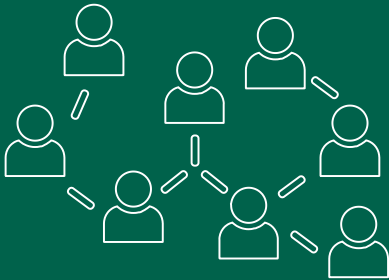
Communicate



Collaborate



Circulate



Cultivate



Celebrate



BUSTING 6 COMMON MYTHS ABOUT MENTORING

1

Mentoring success is based on chemistry.

Mentors and mentees can benefit from the mentorship whether there is "chemistry" or not. Both mentors and mentees are practicing new skills and can give each other feedback. Challenging their assumptions is a great way that mentors and mentees can learn together.

Effective mentoring takes a lot of time.

Mentors and mentees can contribute to productive mentorship for short periods of time for projects. Mentoring training and using a mentoring agreement along with mentoring templates are great ways to be productive within the mentoring time available.

3

The mentor controls the relationship.

Mentors and mentees both bring valuable experiences to the mentorship. The mentor is not expected to tell the mentee what to do all the time with the mentee complying. They work together to set their plans.

2

4

The mentor must be older.

Effective mentoring can occur between peers or with the younger person mentoring someone older than them. The focus of mentoring is sharing skills and expertise - not on age.

Mentoring means supervising.

Mentors and mentees bring unique experiences and expectations to the mentorship dynamic. Openly discussing these differences early on in the relationship can dispel any misconceptions and set a clear understanding of the purpose of the mentoring relationship.

5

6

Mentoring only benefits mentees.

Both mentees and mentors benefit from mentorship. Mentoring boosts the mentor's skills and experiences. For example, mentors practice communication, leadership, project management, problem solving, and self-reflection while mentoring.

Mentee Responsibilities

- **Take charge.** You will lead the mentorship, and your mentor will support you by providing guidance and resources.
- Have an **open mindset.** Be willing to learn and try new approaches.
- Periodically take time to **self-reflect** and **apply constructive feedback** from your mentor. If something isn't working, share this with your mentor and discuss other options or approaches.
- Do not hesitate to ask for advice. Use this experience to practice active listening. By being open with your mentor, you can gain valuable insights into your situation and gain confidence to address other issues in the future. **Make the most of this chance for growth.**
- Come to each meeting **prepared**, researched, and **ready to contribute.** This shows your mentor that you respect their time and commitments.
- Be **accountable** for your results. Commit to completing tasks and keep a record to display your progress. Don't forget to celebrate successes with your mentor!

HOW TO BE A GREAT MENTEE



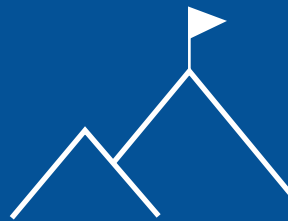
Proactive and prepared
for meetings.



Accountable for own results;
willing to self-assess and reflect.



Receptive to ideas and
constructive feedback.



Committed to growth
and development.

Mentor Responsibilities

- Listen well and continuously practice **active listening** to build trust and have a deep understanding of the mentee's objectives.
- Mentors should **share** their experiences, both successes and failures within their comfort, as lasting growth comes through continuous self-improvement.
- Provide **constructive feedback**, knowledge, and resources relevant to the mentee's goals.
- An **open-minded** mentor recognizes that mentees will do things differently than themselves and take the opportunity to learn something new from their mentee.
- Remain **confidential** and **non-judgmental** throughout the mentorship.
- **Question constructively**. Mentors ask open-ended questions to encourage creative thinking and reflection in the mentee.
- Be **encouraging** and **supportive**. Recognize and celebrate achievements with your mentor!

WHAT TO EXPECT FROM A MENTOR



Provide constructive
feedback



Encourage creative thinking
and self-reflection



Be empathetic, supportive,
and non-judgmental



Practice active listening
and be available

Preparing for Your First Meeting

Think about your goals and the skills you want to build through the mentorship. Sharing your goals in the first meeting will help your mentor better understand how they can best support you from the very beginning. You can also complete the Mentoring Agreement Form (page 17) to document your goals, steps to achieve goals, expectations, and meeting schedules.

My Goals: _____

Consider your strengths and areas of improvement. Be ready to share with your mentor so they can identify knowledge gaps, proficiencies, and more.

My Strengths and Areas of Improvement: _____

Look ahead. Insure you have sufficient time and the capacity to dedicate to your mentorship meetings on a regular basis. **MOMENTS** is flexible and designed to meet the needs and schedules of each mentoring partnership, so plan according to each other's availability.

My Best Days to Meet: _____

Preparing for Your First Meeting

Prepare questions to ask your mentor during the first meeting. The foundation of a good mentorship is sharing and understanding each other's needs and expectations.

Examples: What led you to your current career path? What skills have been most beneficial for you? What is something you wish you had known when you first started in state government? How do you handle setbacks and stress? What made you decide to join **MOMENTS**?

Questions for My Mentor: _____

Notes: _____

First Meeting Checklist

- ☐ **Get to know each other.** Begin with a simple conversation about why you're connecting and set clear expectations. Trust is built over time through meaningful conversations, so take time to learn about each other. Share your personal strengths, areas you hope to improve upon, and don't forget your list of prepared questions.
- ☐ **Clearly present your goals and set milestones.** Show your mentor you're eager to learn and ready to push yourself by sharing your overall goals for the mentorship. Signs of a productive mentorship include steadily reaching milestones and progressing toward your goals. Consider completing the Mentorship Agreement Form (page 17) together to document goals, steps to achieve goals, expectations, and meeting schedules.
- ☐ **Determine the meeting cadence.** How often and how long will you meet? How long will the mentorship last? These are not set in stone as things may change throughout the course of the mentorship, but it is best to have a general outline to maintain engagement.
- ☐ **Discuss boundaries.** Is there a topic or subject you'd prefer not to discuss? Share this with your mentor upfront.
- ☐ **Follow up and say thank you.** Thank your mentor for their time, and don't forget to ask if you can help them with anything. Mentoring is a two-way street. You can also use this opportunity to ask for feedback or action items to work on before your next meeting.

Notes

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Mentoring Agreement

Mentee Goals and Objectives:

Steps to Achieve Goals and Objectives

Any specific events to attend, media to review and discuss, and/or deliverables as a result of the mentorship:

Meeting Schedule/Frequency and End Date

End date of agreement:

Mentor Signature

Date

Mentee Signature

Date

Mentoring Skills - Conversations

L

Listen to your mentor's guidance and insights. Active listening involves listening with all senses. Show your attentiveness by minimizing distractions, making eye contact, and using verbal cues such as "yes," and "I understand," along with head nods or other gestures of understanding.

E

Explore ideas and approaches with your mentor. Get creative with new ways to complete daily tasks more effectively, ask for tips on how to approach a difficult conversation, or how to manage change.

A

Ask your mentor for constructive feedback and/or resources relevant to your goals or next milestone.

R

Respect each other's time by being prepared for meetings, sharing updates, and contributing to the conversations.

N

Neutralize your feelings and judgment. Embrace that your mentor thinks and behaves differently from you. Find ways to apply their feedback that best suits you.

Questions to Ask Your Mentor

Focus and Clarity: Effective questioning can help you identify your needs and goals for the mentorship, ensuring your mentor's guidance is best suited to your needs. Without clarity, mentorship becomes vague and less productive.

Engagement and Connection: Thoughtful questions show your commitment to the mentorship, engaging your mentor deeper. It also shows your respect for their time and guidance, encouraging your mentor to invest in your success.

Knowledge Transfer: Constructive questioning reveals your mentor's wealth of knowledge and experience.



CATEGORIES

EXAMPLES

First meeting

How did you handle your first major professional setback and what did you learn from it?

In your experience, what are the key qualities that successful professionals share?

Work/life balance

What strategies do you employ to prioritize your mental wellness?

How do you stay inspired and motivated in both your personal and professional life?

Strategic questions

What attributes do you believe are most critical for career advancement?

How do you handle negative feedback from those you manage?

Workplace

What do you wish you had known when you first started your job?

Where do you envision yourself in five years?

Personal growth

What books, podcasts, or courses have had the greatest impact on your personal development?

How do you handle setbacks and maintain resilience in the face of adversity?

Networking and entrepreneurship

How have you built and maintained your professional network over the years?

Can you provide tips for effective online networking?

Mentoring Skills - Tracking Progress

Tracking your progress is essential in determining how successful and productive the mentorship meetings are, or if a new direction should be considered. This guide will help you track your professional development and growth.

- 1 Set S.M.A.R.T. Goals and be Clear with Expectations Up Front.** A significant cause of mentorship failure is lack of clear goals at the beginning, leaving no way to track progress. Check out the S.M.A.R.T. Goals Worksheets on the following two pages.
- 2 Apply Feedback.** Applying your mentor's feedback is a great start to achieving your goals and making progress. Be sure to share if you're struggling so that you can work through the issue together and find a new approach.
- 3 Take Notes.** Record your thoughts, feedback from your mentor, action items, and challenges during or immediately following each meeting. Take time at the beginning of each meeting to reflect on your notes from the previous meeting, discuss events that occurred since, and insure there was follow through on assigned tasks. This will give you an idea if progress was made since the previous meeting.
- 4 Report and Celebrate Successes.** Sharing your achievements with your mentor brings you closer together and provides them with a clear view of your progress and the skills you're developing. Celebrating accomplishments together will encourage you to continue the upward momentum.

S.M.A.R.T. Goals

Specific: Be clear and specific so your goals are easier to achieve. This also helps you know how and where to get started.

Measurable: Measurable goals can be tracked, allowing you to see your progress. They also tell you when a goal is complete.

Actionable: Are you able to take action to achieve the goal? Actionable goals ensure the steps to get there are within your control.

Relevant: How does this goal help me? Is it worthwhile? If not, the goal might need to be re-thought out.

Time Bound: A set date helps us stay focused and motivated, inspiring us and providing something to work towards.

S	My goal is:
M	I will track my progress by:
A	I will take action by doing the following:
R	I know I can achieve this goal because:
T	I will achieve this goal by (date):

Mentorship Start Date: _____

Projected Mentorship End Date: _____

S.M.A.R.T. Goals

Mentee Name: _____

Mentor Name: _____

Meeting Date	Notes/Tasks	Due Date	✓

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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 or a mentee, even if you are switching to a different mentor or a mentee, please fill out the **post-mentorship survey**. This survey provides critical feedback on your experience with your mentor and the **MOMENTS** platform. Your answers will benefit the program and its users.

Post-Participation Survey: Mentees

Your Information

Name *
First Last Email *

Department *
- Select -

Your Mentor

Name *
First Last Department *
- Select -

Your Experience

How often did you meet with your mentor?
- Select -

What skills did you work on with your mentor? Select all that apply.
☐ Soft Skills
☐ Career Development

Please send any concerns you experienced with this mentor to your department's Human Resources team.
How would you rate your overall experience with MOMENTS?
☐ Yes
☐ No

Do you feel the quality of your professional development has improved over the course of your mentorship?
☐ Yes
☐ No

Please provide any comments or concerns about your experience with MOMENTS

Post-Participation Survey: Mentors

Your Information

Name *
First Last Email *

Department *
- Select -

Your Mentee

Name *
First Last Department *
- Select -

Your Experience

How often did you meet with your mentee?
- Select -

How did you meet with your mentee?
- Select -

What skills did you work on with your mentee? Select all that apply.
☐ Soft Skills
☐ Career Development

Was your mentorship with this mentee completed at an agreed-upon end date, or discontinued?
☐ Completed
☐ Discontinued

Please send any concerns you experienced with this mentee to your department's Human Resources team.
How would you rate your overall experience with MOMENTS?
☐ Yes
☐ No
☐ Undecided

Do you plan to explore other mentoring opportunities through MOMENTS in the future?
☐ Yes
☐ No
☐ Undecided

Please provide any comments or concerns about your experience with MOMENTS

If you would like a MOMENTS team member to contact you about any concerns with the platform, please check 'Contact Me.'
☐ Contact Me