

## **First Contact Support Guide**



You'll receive an introductory email that will introduce you to your mentee and we will provide you with each other's email address.

We'll encourage the mentee to be the first to initiate contact following this at which point you can mutually agree when you will have your first formal contact.

How you decide to operate within the program is at your own discretion, however for those unfamiliar with mentoring we've put together a few ideas.

Some things to consider and agree before speaking are:

### **Platform**

#### **Face-to-face**

Whilst there is undoubtedly benefits of having some in person meetings with your mentor given the current situation we'd encourage meetings in the short-term to be conducted without face-to-face contact.

If meeting face-to-face consider an appropriate "neutral" venue where both will feel at ease. MET Marketing have meeting space in central Leeds that is free to use with a range of facilities for both mentoring meetings and any other meetings for all MET Mentoring participants.

#### **Video**

There is a huge array of video technology now available. For the purposes of 1-2-1 meetings then sometimes standard apps such as FaceTime and Whatsapp Video will suffice and can be easiest to facilitate.

Further tools you may wish to consider are:

Zoom / MS Teams / Google Hangouts – at least one participant will need an account and can then invite the other to a meeting. All offer free basic accounts which are not limited in length of call if there are only two participants so can be used effectively with no cost.

#### **Phone**

Should other technology fail then you can go back to basics.

### **Duration**

It's sensible to agree before your meeting an agreed duration to ensure that you can each dedicate a suitable amount of time.

## **Agenda**

You may wish to agree a basic structure for the first call so that you can both prepare appropriately.

The first step is for the mentor and mentee to build an initial relationship. Getting to know each other, establishing what the mentee hopes to gain from the mentoring process and confirming what you have to offer is an important part of the process.

A possible structure could be:

1. Introductions (background & insight into work & career)
2. Why involved in MET Mentoring (Mentor – what you can do / want. Mentee – why interested in working with a Mentor)
3. Questions for each other (Ambitions, goals, successes)
4. Ongoing logistics (frequency of contact, proposed length of mentoring relationship – we suggest 12 months, ground rules – respect, listen, action)
5. Plan for next meet (this could be a more “mentoring” focused meeting where the details of challenges, development areas, etc are explored in further detail if not done so in this meeting)

First Contact checklist:

<b>Action</b>	<b>Completed</b>
Get to know your mentee	
Give them insight into your work and career	
Find out why they are interested in working with a mentor	
Explore which areas of your skills and experience will be of value	
Agree a plan for future sessions	
Agree a date for the next session	
Set an agenda and agree any actions before the next session	