



Onboarding **Mentor Guide**

The key to a successful onboarding mentoring program is you. You can help establish a mentee's sense of belonging and pave the way for success.

**Empowering
Employees**

Why Mentor?

28% of new employees quit within the first 90 days. They said more effective training, clearer expectations, a friendly smile, or a helpful coworker would have made all the difference.

Having great coworkers makes work feel less like work, and having the right people in place longer makes you and the team better. You can be more than a friendly face by offering helpful tips to navigate the nuances of your workplace. You can help an employee who's starting in a new role feel more confident about the different aspects of the job and navigate a potentially new circle of colleagues. You can help create a culture of connectivity and pave the way for new or transitioning employees to quickly become contributing members of the department.

Mentor Benefits

- Demonstrate leadership and teamwork
- Share knowledge and experience
- Give something back to your department
- Gain valuable insight by helping others
- Maintain or create a fresh perspective
- Make new friends in the workplace



We help children and young adults with
serious and complex challenges live a good life.

Healthy Expectations

Establishing clear expectations for the mentor and mentee relationship is vital to the success of the onboarding mentor program.

Setting clear expectations helps eliminate stress for everyone involved. In addition, having clear expectations helps people engage and leads to happier and healthier employees.

Here are some healthy expectations to consider.



Helpful tips for the mentor

- Be patient while cultivating the relationship
- Demonstrate a positive and encouraging attitude
- Be accepting of differences in value, culture, and style
- Try to be an active listener
- You don't have to be an expert, admit it when you don't know the answer
- Share your personal work experience, it is important
- Pace yourself, it's a 90-day period, allow time for growth



What a mentee expects from a mentor

- To be given general advice
- Provide clear information
- Have a positive attitude and be encouraging
- Give honest feedback
- Help them build a network of support and collaboration
- Remain confidential and communicate if something will be shared with a manager
- Establish effective ways of communicating

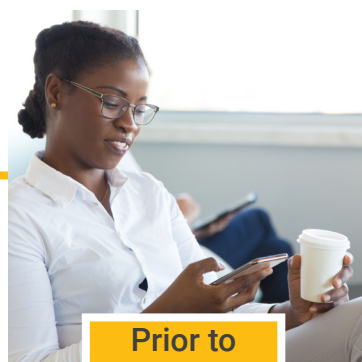


A great mentor is a dedicated and experienced employee who has demonstrated excellent performance combined with good people skills. They also build trust with new individuals and are familiar with the company culture.



Mentor Timeline Overview

The first 90 days for a new employee, or an employee who is transitioning to a new role within the company, are critical. Having a familiar face, a friendly smile, and listening ear can make all the difference to a mentee.



Prior to Starting

- Email Mentee
- Mark start date on calendar
- Prepare Questions



Day 1

- Meet in person
- Give a tour
- Answer questions



Week 1

- Schedule lunch
- Make new introductions
- Connect 3 times



First 30 Days

- Connect 3 times a week
- Make weekly introductions
- Discuss growth opportunities



30 - 90 Days

- Celebrate 60 day milestone
- Meet at least bi-weekly
- Help build network of support



Beyond 90 Days

- Celebrate 90 day milestone
- Discuss program completion
- Complete mentor Survey

Mentor Checklist

Whether the mentee is a new hire or they're transitioning to a new position within the company, the goal of the mentor is to welcome them and reaffirm their decision to join the team. This checklist will help you identify important steps to establish the mentee's sense of belonging and help pave the way for them to quickly become a contributing member of the department.

Prior to start date	Mentor Objectives:	Date Complete
	Communicate with your mentee prior to start date	
	Email mentee: welcome the employee and provide an introduction, arrange plans to meet in person on their first day <i>(see the Example Email)</i>	
	Mark your calendar, set aside an opportunity to meet in person, and be sure to designate a meeting location	
	Prepare some questions: <i>(Review the Connect Questions for discussion topics)</i>	

Day 1	Mentor Objectives	Date Complete
	Help acquaint the employee to their new environment	
	Email mentee: welcome the employee and provide an introduction, arrange plans to meet in person on their first day <i>(see the Example Email)</i>	
	Mark your calendar, set aside an opportunity to meet in person, and be sure to designate a meeting location	
	Prepare some questions: <i>(Review the Connect Questions for discussion topics)</i>	

Mentor Checklist

As a mentor, you should plan on connecting with your mentee at least 3 times during the first week.

Week 1	Mentor Objectives	Date Complete
	Introduce mentee to other employees	
	Connect 1 – Do they have any questions related to onboarding	
	Connect 2 – Do they have any questions related to assigned tasks, trainings, or to do items	
	Connect 3 - Continue working through Connecting Questions Discuss employees' goals for the first 30 days	
	Schedule lunch together	
	Coordinate a break together	

During the first 30 Days you should continue to meet for at least an hour each week to discuss what and how the mentee has been doing, answer questions, discover what they've been learning, and provide coaching where necessary.

First 30 Days	Mentor Objectives:	Date Complete
	Connect 2-3 times per week <ul style="list-style-type: none">Establish when and where to meetHave discussion questions selected for meetingSchedule it on your calendar Connect 1 - Connect 2 - Connect 3 - Takes notes during connect time so you can follow up with them on action items.	
	Schedule lunch – put it on the calendar	
	Make 1 new introduction a week. Consider individuals outside your department. Person 1: Person 2: Person 3:	
	Discuss training opportunities and how to access them	
	Coordinate a break together	

Mentor Checklist Continued...

Continue to connect for at least an hour and bi-weekly during the 30–90-day period. You should meet to discuss what and how the mentee has been doing, answer questions, discover what they’ve been learning, and provide coaching where necessary.

30 - 90 Days	Mentor Objectives	Date Complete
	Meet at least every 2 weeks <ul style="list-style-type: none"> • Establish when and where to meet • Have discussion questions selected for meeting • Schedule it on your calendar Connect 1 - Connect 2 - Connect 3 - Takes notes during connect time so you can follow up with them on action items.	
	Schedule lunch – put it on the calendar	
	Make 1 new introduction a week. Consider individuals outside your department. Person 1: Person 2: Person 3:	
	Follow up on training opportunities <i>(Did the mentee pursue any opportunities or individuals)</i>	
	Celebrate the completion of the first 60 days with the mentee	

You’ve reached the conclusion of the formal onboarding mentorship program. Take time to celebrate with your mentee! If there is interest in continuing to meet, be sure to emphasize that it will be as peers/coworkers.

Beyond 90 Days	Mentor Objectives	Date Complete
	Celebrate the completion of the first 90 days with mentee	
	Discuss completion of the mentor program <ul style="list-style-type: none"> • Highlight the growth of the mentee • Inform them there are no more formal check-ins • Transition to a peer-to-peer relationship • Establish a way to connect and communicate as peers/coworkers 	
	Complete Mentor survey	
	Meet with mentees manager <ul style="list-style-type: none"> • Discuss any concerns • Share any highlights • Go over questions that the mentee asked during the onboarding process to ensure they have been answered 	

Connect Questions

Use these questions to engage with your mentee. You should use these questions as the starting point of a conversation rather than reading them off this list verbatim. You should take good notes, either during or after a meeting with your mentee, to help remember important information for follow up meetings. Good note taking may also help identify potential growth and development opportunities for your mentee.

1. How did your orientation go this week?
2. How is training and onboarding going?
3. What has been the best part of the job for you so far?
4. What has been the most challenging part of the job?
5. Is there anything we/I could be doing better for you?
6. What additional questions do you have at this time?
7. Do you feel welcomed and part of the team?
8. Do you have concerns about anything so far?
9. How am I doing, as a mentor, for you so far?
10. Are you getting the support you need?
11. Is there anything you need from me?
12. What is going well?
13. Do you understand our company strategies and objectives?
14. Do you feel like you are developing the knowledge/skills to do your job?
15. Has the company met your expectations?
16. What are you finding the most rewarding?
17. What areas have you experienced success?
18. What have you learned from observing others?
19. How are your meetings going?
20. What are you learning from others in the company?
21. How can you apply what you're learning?
22. What are your largest accomplishments so far?
23. How would you describe your level of productivity at this time?



A printer friendly version of these questions and the mentor checklist are available in the supplemental resources in the New Story Academy



Notification Email



Once you've been strategically assigned as a mentor, you will be notified by an email that will look something like this:

Dear Mary Mentor:

This message is on behalf of Marco Manager, who recently selected you to serve as a mentor for Mandy Mentee, a new Training Manager who starts on 03/15/2050

Your role is to serve as a non-supervisory point of contact for the new hire during their first 90 days of employment (and perhaps beyond). Please set aside some time to engage with this new employee and welcome them to our family.

During onboarding, Mandy Mentee expressed interest in having a mentor's help in the following areas:

Getting acquainted, Leadership Skills, Growth opportunities, Skills related to my job

Please consider these preferences in your mentoring plans and take a moment to welcome Mandy Mentee to the team by emailing: MandyMentee@email.com - they're eager to hear from you!

Thanks, and happy mentoring!

The Talent Management Team

Example Email



Prior to your mentee's first day, you should send an email to introduce yourself, arrange plans to meet in person on their first day, and welcome them to the company. Here is an example of what that might look like:

TO:
FROM:
SUBJECT: [Welcome to Company]
Dear [Mentee name]:

Welcome to [Company]! We are excited that you will be joining us for your first day on MM/DD/YYYY. I will be your onboarding mentor, someone who can help you get settled on your first day, show you around, answer any questions you might have and serve as a resource over your first few weeks.

I look forward to meeting you after your first day orientation!

If you have any questions between now and then, please feel free to call me at (###)-(###)-(####).
Sincerely,
Your Name



Thank you!

