



MENTORSHIP AT TUFTS UNIVERSITY: THE MENTOR GUIDE

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WHY IS MENTORSHIP IMPORTANT?

Mentorship is a relationship between a mentor and mentee where the mentor provides guidance to the mentee. This can happen in different ways:

SKILL DEVELOPMENT AND KNOWLEDGE IMPARTATION

- » Mentors can help mentees gain skills and refine the ones they already have. For example, time management and having an entrepreneurial mindset.
- » Mentors can help mentees make educated decisions.
- » Mentors can help in goal setting, specifically introducing SMART goals.
- » Mentors can help with self-advocacy.
- » Mentors can help with self-reflection.
- » Mentors can help mentees identify and appreciate their strengths.

CAREER NAVIGATION

- » Mentors can provide guidance with career choices.
- » Mentors can help with the practical nuts and bolts related to a job and internship search: including cover letter, resume review, and interview preparation.
- » Mentors can help with navigation of workplace culture including the importance Diversity, Equity, and Inclusion initiatives.
- » Mentors help establish specific career goals.
- » Mentors can teach mentees how to advocate for themselves in their careers.

NETWORKING

Mentors can help mentees make connections with other professionals in their field and help them to build relationships that are beneficial.

- » Informational Interviews
- » Professional Conferences

FACING CHALLENGES

- » Mentors can provide encouragement and offer advice on overcoming challenges.
- » Mentors can build on the concept of resilience.

SPECIFIC GOALS DURING A MENTORSHIP

The goals of your mentorship relationship will differ based on where mentees are in their personal career development. For example, if your mentee is a senior, you may help them navigate the end of their time at Tufts and prepare them for their future in the workforce or in a graduate program.

Some specific goals include:

- » Resume review
- » Conducting informational interviews
- » Interview preparation
- » Learning about salary & job negotiation

MENTORSHIP RELATIONSHIP

What should a mentorship relationship look like?

The ingredients to any great mentorship relationship are many, but we think there are 4 essential factors in a great mentorship:

GOOD COMMUNICATION

- » There should be clear communication between mentor and mentee.
- » Communication should be timely. Emails should be answered in a timely manner.
- » Respect should be core to every interaction between the mentor and mentee.

IMPORTANT NOTE: Failure to communicate in a timely manner may result in removal from the mentorship program.

CLARITY

- » Goals should be set about what your mentorship relationship will look like, including:
 - How often you will meet.
 - How long you can commit to the mentorship.

IMPORTANT NOTE: Goals and expectations of the mentorship should be set in the first meeting. We also recommend signing a mentorship contract with your mentee.

VULNERABILITY

- » Communication should be truthful and honest. Mentors should share about their journeys, about their strengths and weaknesses, and also about what they lack expertise in.
- » Mentees should be truthful about their needs, their challenges, and any insecurities related with career development

RESPONSIBILITY

- » Mentors and mentees hold each other accountable to the goals set by both of you in the mentorship

QUESTIONS TO ASK YOUR MENTEE IN THE 1ST MEETING

Questions to Get to Know Your Mentee:

- » Tell me about yourself: your background, your family, and anything else that you are willing to share in confidentiality.
- » What are your hobbies and interests outside of work/school?
- » What initially drew you to want a mentor?
- » Have you had any prior mentorship experiences? If so, what did you find most helpful? What did you find not helpful?

Questions to Understand Your Mentees' Goals and Needs:

- » What are your short-term and long-term career goals?
- » What are some challenges you're currently facing (it can be career related or non-career related)?
- » Do you have any specific goals/skills you want to develop during this mentorship?
- » How do you typically learn best?
- » Do you like check-ins on goals/prefer more accountability on those goals or do you prefer a more hands-off approach?

Questions about Expectations and Boundaries:

- » How often would you like to meet (or connect) and for how long?
- » What are your expectations for what a good mentor-mentee relationship looks like?
- » Is there anything you feel uncomfortable discussing or that's off-limits?

RESOURCES TO SHARE WITH YOUR MENTEE

- » **Tufts Career Center website** — <https://career.tufts.edu>
Career Center Events Calendar: The Career Center has many events throughout the semester including info sessions from employers. Help your mentee keep an eye out for any events in their fields of interest.
- » **The Herd landing page** — <https://careers.tufts.edu/resources/the-herd>
- » **Resume writing** — <https://careers.tufts.edu/channels/resumes>
- » **Career Conversations** — <https://careers.tufts.edu/resources/informational-interview>
- » **SMART Goals Resource** — <https://www.forbes.com/advisor/business/smart-goals>
- » **Building a LinkedIn profile** — <https://careers.tufts.edu/resources/build-a-linkedin-profile>
- » **How to create a LinkedIn profile from Coursera** — <https://www.coursera.org/articles/linkedin-profile>

RESOURCES FOR YOU AS A MENTOR

- » If you desire help in structuring your meetings with your mentee, this Mentorship Playbook is a good resource — <https://tinyurl.com/tuft51>
- » APA Introduction to Mentoring: A Guide for Mentors and Mentees
*Please note that this content has been adapted from the American Psychology Association — <https://tinyurl.com/50AmAPA>
- » The Alumni Career Services website offers additional resources for alumni at various career stages — <https://alumniandfriends.tufts.edu/advance-your-career>
- » Practicing Cultural Humility Resources — <https://www.youtube.com/watch?v=EDA0RFIhW6Q>

ADDRESSING MENTEE CONCERNS

Mentorship is one of the many responsibilities that a mentee may be juggling. We have listed a few resources from the Tufts community that can help you address the various areas in which your mentee may need additional support or guidance. Please reach out to a staff member immediately if at any point your mentee shares information that may be jeopardizing their health or wellbeing.

STUDENT HEALTH & WELLNESS

Tufts offers Health/Medical Services and Mental Health Services to all students.

Counseling and Mental Health Services: Call Counseling and Mental Health Services at 617-627-3360. Mon – Fri, 9:00 a.m. – 5 p.m. (OfficeHours): Call CMHS and tell them it is an emergency. You will receive a callback from the counselor on call.

<https://students.tufts.edu/health-wellness/mental-health/mental-health-emergencies>

ACADEMIC AFFAIRS & ADVISING

<https://students.tufts.edu/academic-advice-and-support/undergraduate-advising/academic-advising-overview>

List of Advising Deans for Students

<https://students.tufts.edu/academic-advice-and-support/about/find-your-advisor>

LEARNING RESOURCES & ACCESSIBILITY

StAAR Center at Tufts: information on tutors, academic successcoaching, writing support, accessibility and accommodations.

<https://students.tufts.edu/staar-center>

DIVISION OF STUDENT DIVERSITY & INCLUSION

<https://students.tufts.edu/division-student-diversity-and-inclusion-dsdi>

WHAT IF MY MENTEE SHARES CONFIDENTIALLY THAT THEY ARE HAVING MENTAL HEALTH STRUGGLES?

Please ask the student if they want this information to be confidential. If they are okay with sharing this information, please e-mail the mentorship program contact.

Tufts Counseling and Mental Health Services shares the following on mental health emergencies:

» Mental health emergencies include but are not limited to the following:

- » Thoughts of suicide
- » Suicidal intentions, making suicidal statements, or suicide attempts
- » Impulses to hurt yourself
- » Severe mental confusion or disorientation
- » Incoherent or disjointed speech
- » A loss of contact with reality, including hearing or seeing things that are not there and/or ideas or beliefs that are not realistic
- » Extreme panic
- » Demonstrated inability to care for oneself
- » Have just been a victim of violence or assault

If someone you know says they are feeling suicidal:

- » Do not leave the person alone
- » Take any reference to suicide seriously
- » Get help right away

Other resources from Counseling and Mental Health Services:

In addition to calling CMHS and following the prompts, you can also call Tufts Public Safety (to be connected to the Counselor on Call): 617-627-3030

- » Click to Chat: Lifeline Crisis Chat of the National Suicide Prevention Lifeline
- » The JED Foundation's National Suicide Prevention Lifeline: 1-800-273-TALK(8255)
- » The Trevor Project Lifeline for LGBTQ Youth: 1-866-488-7386

Additional Resources:

<https://students.tufts.edu/health-wellness/mental-health/resources>

Please look at this extensive list that has resources for BIPOC students and specific concerns such as:

- » Sexual Assault
- » Alcohol and Drug Abuse
- » Autism Spectrum Disorder
- » Attention Deficit Hyperactivity Disorder
- » Neuropsychological Testing and Evaluation for ADHD
- » Community Referrals for Mental Health Treatment
- » Telemental Health

TUFTS COMMUNITY STANDARDS & PROFESSIONAL CONDUCT

As a reminder, Tufts has the following community standards:

INTEGRITY

COMMUNITY

RESPECT

SOCIAL JUSTICE

RESPONSIBILITY

Tufts Mentorship Contract for Alumni

The below agreement sets forth the guidelines and goals of THE HERD, Tufts University's online networking platform/program. Mentors and mentees* agree to make a good faith effort to engage and contribute to the relationship with students and alumni in a professional manner and abide by the guidelines set forth by Tufts University at all times.

As a member of The Herd, I am prepared to professionally network and will be held to high ethical standards and responsibility.

I understand and agree to the policies and principles below, which have been established to ensure my professionalism and character during my involvement in the program. The Career Center and the Office of Alumni Engagement are committed to helping me develop the necessary skills to cultivate/pursue professional connections and opportunities. I recognize that my actions will reflect upon me, fellow students/alumni, and the University. I will provide accurate information in all materials and actions during my career preparation, networking, and internship/job search while interacting on/off campus with those in the The Herd community (includes: alumni, students, parents, faculty/staff). I will communicate and present myself professionally, while being courteous/respectful in my interactions (in person, in writing, by phone, video call or email).

I will not use the The Herd platform/program to solicit business. I will not use The Herd as a dating/social platform. I understand that all relationships are to be of a professional nature. I will report any inappropriate use of the platform to theherd@tufts.edu.

Program Purpose

The goal of The Herd networking and mentoring program is to provide real-world, beyond-the-classroom exposure, helping students build relationships with industry professionals by engaging current students and Tufts alumni, parents, and friends in mentoring relationships.

Tufts University expects program participants to demonstrate professional integrity and to comply with the expectations and guidelines for participation as well as all applicable University policies, including the [Tufts University Student Code of Conduct](#), the Tufts [Sexual Misconduct](#) and [Non-Discrimination Policy](#), and the expectations set forth in this agreement. Discrimination, harassment, and sexual misconduct are prohibited.

While the mentee/mentor relationship is personalized, it is imperative these relationships remain professional. Mentors and mentees are expected to be strictly professional, and the relationship should be and look like a mentor/mentee relationship in a business organization.

Mentors and mentees have the right to end the mentoring relationship at any time. Tufts University may also remove participants from The Herd program when warranted, as determined in its sole discretion.

Communication

- All software platforms used to manage The Herd at Tufts are intended for official University use related to the program and for individual communication between Tufts mentees, mentors, and the University staff administering the platform and program. Use of any information contained therein for any other purpose is prohibited.
- Participants should make sure that all communication (whether face to face or by email, mail, phone, social media, or otherwise) is conducted in a professional, business-like manner, both in content and tone.
- Participants agree that Tufts University may contact them directly with messages related to The Herd, including requests for feedback regarding program experience. Participants also agree to respond in a timely fashion.

Mentors (Advice/Information Providers) will:

- Respond promptly to requests from students to connect and be clear about what they're willing to do, including the time they're willing to spend and the kind of support they're able to give.
- Actively listen and help mentees solve problems and arrive at conclusions rather than give direction. While a mentoring relationship is typically fulfilling for both the mentor and mentee, mentors' primary objective is the personal and professional development of mentees.
- Read and continue to look out for new mentorship training materials in the resource section of The Herd to improve their skills and learn strategies and best practices.
- Listen to mentees and share their own stories while respecting the differences between mentees' dreams and mentors' reality.
- Create a safe and trusting space for the delivery of information and feedback using a respectful, clear, judgment-free tone.

- Notify mentees immediately if mentor’s level of involvement must change. If at any point, mentors are no longer able to, or no longer want to, participate in the program, they will notify all mentees about their situation as soon as possible.
- Not serve as a legal or financial advisor or attempt to professionally counsel mentees. Mentors are not expected to have all the answers. If they ever feel they cannot provide appropriate support for the mentees’ needs, they will connect mentees to appropriate resources at Tufts University.
- Seek to achieve the utmost professionalism in relationships with mentees. If ever concerned by the unprofessional behavior of a mentee, mentors will provide feedback in order to support the mentee’s growth and inform Tufts University Career Center staff of any incidents they feel should be addressed by the University.
- Notify Tufts Career Center staff of any issues you become aware of that make you concerned about the mentee’s safety or overall wellbeing so that the university can provide appropriate support and follow-up.

Privacy

- The mentoring relationship may involve sharing information that is not appropriate to share with others. Except with regard to reporting concerns to the University, participants should not without consent disclose, share, duplicate, or distribute information shared in the course of mentorship discussions.
- Participants understand that some or all program administrators will be able to view all information that is added to profiles and all communications that are sent through the platform.

I have read, understood, and agree to follow the participant expectations and guidelines of The Herd @ Tufts program.

*For the purposes of The Herd, “Mentor” and “Mentee” reflect the roles of information/advice provider and information/advice seeker, whether the relationship is sustained over time or is “flash mentoring.”