



THE BROKERAGE

Elevate Mentorship Programme

Mentee Training

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CHANGEMAKERS.



The Brokerage



Primary school

Secondary school

Sixth form

Undergraduate

Alumni

Apprenticeships

Masterclasses

Paid internships

Workplace visits

Work
experience

Insight Days

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Facebook Mentoring Programme

- This programme aims to help you develop valuable skills and knowledge that will support your professional development.
- You will work 1-2-1 with a dedicated mentor from Facebook.
- There are 50 mentoring pairs in total!

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Our responsibilities

- We design the programme and provide guidance on the individual sessions
- Match mentees with mentors
- Supervise every mentoring session
- Be available to answer queries and concerns and follow up if necessary
- Conduct a mid-point review. After the third meeting we will be in touch with you and your mentor to see how things are going
- Collate feedback at the end of the programme to see how it went as a whole

Key contact

- If you have any questions concerning the programme or the individual sessions, please contact Jennifer Hien: jennifer.hien@thebrokerage.org.uk

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Your responsibilities

- Attend all sessions **on time** as planned.
 - If you have to miss a session, you must inform your mentor and Jennifer Hien (The Brokerage)
 - Repeated absences may result in you being asked to leave the programme
- Complete any agreed tasks on time.
 - Session preparation: 15-30 minutes only
- Always behave professionally and respectfully.
- Ask questions!

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Your mentors

- Are all employees of Facebook
- Come from a range of job roles (including software engineering, product design, marketing, etc.)
- Come from a range of backgrounds
- Are also nervous!
- Have valuable experience and knowledge to share with you
- Have committed to dedicating their time and efforts to best support you

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Timeline

- Weekly mentoring sessions: Mondays, 5-6pm
- Final session includes graduation event: 6-6:30pm
- Seven mentoring sessions in total
- Each session will start with an icebreaker
- Catch up sessions: Mondays, 4-5pm

Date	Session Activity
w/c 12 th October	Mentor Training Mentee Training Introductions
Monday 19 th October, 5-6pm	Get to know each other! Baseline STACK overview Choose topics to cover
Monday 26 th October, 5-6pm	Chosen topic 1
Monday 2 nd November, 5-6pm	Chosen topic 2
Monday 9 th November, 5-6pm	Chosen topic 3
Mid-point review	
Monday 16 th November, 5-6pm	Chosen topic 4
Monday 24 th November, 5-6pm	Chosen topic 5
Monday 30 th November, 5-6.30pm	Final STACK overview Action plan and future plans Graduation
End-point review; Post-programme mentoring	

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Catch up sessions

- Where a mentor/mentee is unable to attend a session, they will be expected to double up in the following week's mentoring session (Mondays, 4:00-5:00pm).
- The sessions cannot be rescheduled for any other time due to a Brokerage staff member having to be present.

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How does the programme work?

STACK framework

Our innovative **STACK** framework is based on five key knowledge and skills areas that we believe our young people need to excel in to succeed in the world of work.

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STACK Skills

Self-awareness	The ability to understand your own character, abilities and motivations while also understanding others' perceptions of you and how external factors affect you.	Professional etiquette
		Aiming High
Teamwork	The ability to collaborate with others in a professional context.	Teamwork*
Attitude	The ability to maintain a positive mindset and approach.	Staying Positive
Communication	The ability to impart and receive information in a confident and professional manner.	Presenting
		Business literacy skills
Knowledge	Understanding the practicalities of your career options and the wider world of work.	Routes in
		Commercial awareness

*As this is a one to one programme, teamwork skills are currently not covered by the content.

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Baseline STACK assessment

- After this webinar, I will send you an email to complete your **STACK skills assessment**.
- It's not a test!
- The results of this will show you the skill areas you are strong in, and where we can help you improve.
- An example question looks like this:

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Example STACK question

Self-awareness: the ability to understand your own character, abilities and motivations while also understanding others' perceptions of you and how external factors affect you.

A. Professional etiquette is about coming across well in a business setting. For the statement(s) below, please say whether you never, sometimes, or always do this.

- I behave politely and professionally at all times.
- I present a consistent, positive personal brand.

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Baseline STACK assessment

- You must complete this before your first mentoring session.
- You and your mentor will receive a copy of your STACK skills summary, which looks like this:

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Dear XX,

Ahead of your first mentoring session, here's a summary of your last STACK survey. For each section you've got a mark out of 8. Those with lower marks are the ones you should focus more on in your mentoring sessions.

Self-awareness

Professional etiquette score: 7

Aiming high score: 7

Teamwork

Teamwork score: 6

Attitude

Attitude score: 7

Communication

Presentation skills score: 6

Business literacy score: 2

Knowledge

Knowledge of routes in score: 3

Commercial awareness score: 7

Why are the marks out of 8? Because in each section there was 4 questions. You got 1 mark for each question you said 'sometimes' to and 2 marks for each time you said 'always'.

Best wishes,
Jennifer

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STACK – Mentoring Topics

- We have designed mentoring content that directly correlates with the STACK skills framework.
- In your first session with your mentor, you will use your STACK results to help you choose which 5 topics to cover in the mentoring sessions.

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Topic	STACK Connection
Setting SMART goals	Self-awareness
SWOT Analysis	Self-awareness
Time management (Covey's Matrix)	Self-awareness
Developing resilience	Attitude
CV writing	Communication
Cover letter writing	Communication
Creating an online brand	Communication
Presentation skills	Communication
Interview skills	Communication, Self-awareness
Making the most of your time as an undergraduate	Knowledge
A day in the life of a technology professional	Knowledge
What is technology?	Knowledge



Example resource sheet



Managing your time effectively

Skills that this session will develop:

Self-awareness - Aiming High

By the end of this session the mentee will be able to:

- Explain what the Covey Matrix is
- Create a Covey Matrix to analyse how they manage their time, and adjust their plans going forward

Session Preparation:

1. Mentee to note down what they did each day in the week before the session.
2. Mentor to review Covey's Matrix and think about other time management techniques they use.

Session Plan:

Review the information below, and then use the Covey Matrix to create a time management framework for the mentee based on their last week.

Effective time management happens when you plan and control how much time you spend on the various activities you do at work or school. It involves you analysing the time you take for each task, prioritising which are most important and urgent, and then reorganising them so that you meet your deadlines, increase your productivity, and get more done. Good time management involves a shift of focus from feeling busy and



STACK – mentorship journey

- Through your mentorship, the hope is to see your STACK scores improve.
- You will complete another STACK skills assessment before your final mentoring session, and you will review this with your mentor.
- We are not expecting perfect scores!

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How will your mentoring sessions work?

Zoom

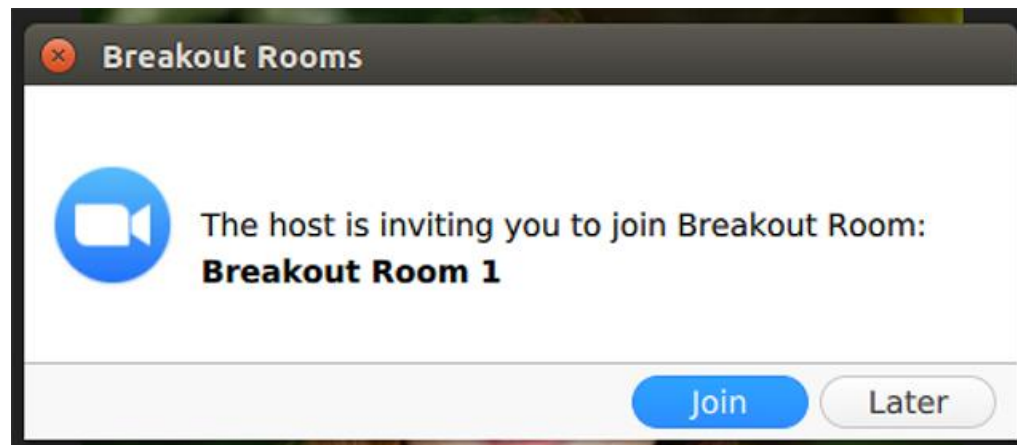
- All mentoring sessions will be set up and hosted by The Brokerage
- All mentees must register for a Zoom account – you have received an email with instructions on how to do so
- You will receive a link to that day's mentoring session every Monday at 9am

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Zoom – mentoring sessions

- Sessions will start in the main room – you must arrive on time!
- 5 minute ice breaker
- Then each mentor-mentee pair is assigned to an individual breakout room





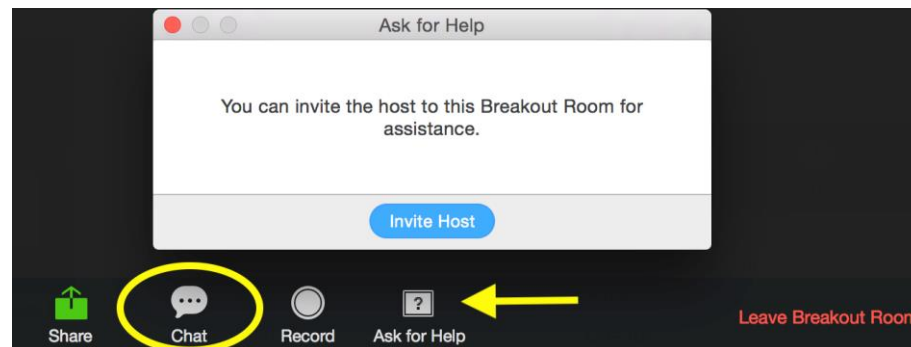
Zoom - breakout rooms

- Once in the breakout room with your mentor, your mentor should start recording the session.
- Recordings will be sent to The Brokerage so we have a record of your session.

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Zoom - breakout rooms

- A Brokerage staff member will supervise each mentoring session by dropping into each breakout room and monitoring for 5-10 minutes.
- At other times - if you click 'Ask for Help' in the taskbar, it will let us know you need assistance and a Brokerage staff member will join your breakout room.



- You will get a 60 second countdown before the session ends, when breakout rooms automatically close and you will re-join the main room.
 - 'Leave Breakout Room' NOT 'Leave Meeting'



How to make the most of this programme

Before the sessions:

- Be a proactive, engaged mentee!
- Review the content sheets before each session
- Complete any preparatory work you have been set
 - Any problems with workload, let us know
- Come prepared with topics you want to talk about
- Ensure that you are set up and ready to go
 - On time!
 - Computer/device – audio and video
 - Quiet space, water, etc.

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How to make the most of this programme

During the sessions:

- 70/30 split – we want to hear your thoughts and opinions
- Effective feedback – mentors are not a spellcheck!
- Email your mentor in between sessions and cc. Jennifer Hien in.

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The screenshot shows an email composition window with the following elements and annotations:

- To:** recruitment@company.com
- Subject Line:** Application for Administration Assistant (indicated by a yellow arrow pointing to the subject line).
- Introduction:** To Whom It May Concern, (indicated by a blue arrow pointing to the salutation).
- Body:** I am writing in application for the advertised post of Administration Assistant. Please find my CV and cover letter attached for your consideration. (indicated by a purple arrow pointing to the main text).
- Sign Off:** Kind regards, (indicated by an orange arrow pointing to the sign-off).
- Signature:** Joanna Smith
0777777777
j.smith@mail.co.uk
- Footer:** A toolbar with various icons for text formatting (bold, italic, underline, color, background color, bulleted list, numbered list, indent, outdent, link, unlink, etc.) and a "Send" button.



How to send an informal email

To allstaff@company.com Cc Bcc

Thank you!

Subject Line

Greeting

Good Morning All,

Introduction

I just wanted to say thank you to everybody for supporting our fundraiser yesterday. It was a real team effort and you should all feel very proud, as we have so far counted over £1000 raised!

Body

I will be in touch soon with the grand total.

Sign Off

Thanks again,

John Smith

Employee Engagement Manager
Company A

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Decrease Indent, Increase Indent, Outdent, Indent, Link, Unlink, and a dropdown arrow.

Send Discard [Attachment Icon] [Image Icon] [Emoji Icon] [Calendar Icon] [Draft Icon] Draft saved at 16:54



Key points

- Don't add your mentor on LinkedIn until you are over 18 AND the programme has finished
- If you have any concerns, please contact Jennifer Hien: jennifer.hien@thebrokerage.org.uk

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How are you getting on?

- We will send you a survey after each session
 - Rate your session, scale 1-10
 - If you don't fill this in, we will assume there is a problem and follow up with you!
- Drop in sessions
 - Meet the other mentees!
 - Talk to a Brokerage staff member
 - We will email the dates for these sessions

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What's next?

- All resources will be emailed to you (training ppt, mentoring content)
- Complete your STACK survey by Friday at 9am.
- Introductions to your mentors
 - Please respond to their emails
- Your first mentoring session:
 - Icebreaker with group (start of each session)
 - Review your STACK survey
 - You will have received links to the mentoring content. Work with your mentor to choose content to focus on and plan your next six weeks
 - Get to know each other!

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Any
questions ?

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