



Elevate Online Mentorship Programme 2020

Mentor Briefing Pack

Overview

Thank you for volunteering to mentor a young person through the **Elevate Online Mentorship Programme** in collaboration with social mobility charity, The Brokerage.

The aim of the programme is to develop the professional skills of Year 12 students that are considering a career in technology, by providing an aspirational role model to give advice and guidance while working through a series of structured mentoring meetings.

This document is designed to: explain how the programme will work; provide you with further information on the programme sessions; and to give you some tips and ideas for how to work successfully with your mentee.

About The Brokerage

The Brokerage is a social mobility charity that helps young people from disadvantaged background to achieve their career potential by providing experience of work, employability skills and jobs in financial, professional and related services. More information about The Brokerage can be found here:

<https://www.thebrokerage.org.uk/>

All the young people registered with The Brokerage must meet the below criteria:

- Attend a non-fee paying school
- Attained grades 9-5 at GCSE English and Maths (equivalent of A** to a high C under the old system)
- Show a demonstrable interest in a career in financial, professional or related services (FPRS)
 - Key industries: accountancy, corporate law, insurance, investment banking, technology
- Have been eligible for free school meals at any point over the past six years OR their parents haven't been to university in the UK

What you can expect from The Brokerage

- We will design the programme and provide guidance on the individual sessions
- Inform you about safeguarding procedures
- Deliver training sessions to help all participants make the most of the programme
- Match mentees with mentors
- Supervise every mentoring session
- Be available to answer queries and concerns and follow up with mentees if necessary
- Conduct a mid-point review. After the third meeting we will be in touch with you and your mentee to see how things are going
- Conduct feedback at the end of all mentoring sessions to evaluate the programme as a whole

Key contacts

If you have any questions or comments concerning the programme or the individual sessions, please don't hesitate to contact one of the following:

- Jennifer Hien, The Brokerage jennifer.hien@thebrokerage.org.uk
- Ajoy Roy-Chowdhury, Facebook [ajoyrc@fb.com](https://www.facebook.com/ajoyrc@fb.com)
- Claire O’Grady, Facebook [claireogrady@fb.com](https://www.facebook.com/claireogrady@fb.com)

Programme timeline

MENTORING EVENTS

Date and Activity	Description
<p>Training Sessions</p> <p>w/c 12th October 5:00pm-6:00pm</p>	<p>All mentors to attend. Mentees will also have their own training session.</p> <p>The training sessions are designed to help mentors and mentees make the most out of the programme.</p> <p>All mentors and mentees will be briefed on the timeline and structure of the programme, and all safeguarding procedures.</p> <p>Mentoring pairs will be introduced to each other after completing the training.</p>
<p>Mentoring Sessions</p> <p>Weekly mentoring sessions on Monday afternoons from 5:00pm-6:00pm, apart from the final session which will include a graduation event and be from 5:00pm-6:30pm.</p> <p>19th October – Introductions, STACK discussion, choosing content</p> <p>26th October – 23rd November (five sessions) – Bespoke based on content chosen in first session.</p> <p>Mid-point reviews will take place after the third mentoring session.</p> <p>30th November – End STACK assessment, future plans and graduation event (5:00pm-6:30pm).</p>	<p>Mentees and mentors will meet on seven separate occasions.</p> <p><i>STACK Discussion:</i> The Brokerage’s STACK framework covers different knowledge and skill areas that we believe our young people need to excel in to succeed in the world of work (Self-awareness, Teamwork, Attitude, Communication and Knowledge).</p> <p>We have designed 12 content modules that directly correlate with the STACK framework, and mentees will be able to choose 5 of these to cover in their mentoring sessions.</p> <p>Please see appendix for more information on STACK.</p> <p>Each mentor-mentee pair will therefore be working on different topics each week, tailored to the mentee’s professional development needs.</p> <p><i>End STACK assessment:</i> Mentees will complete this to see how their skills have progressed since undertaking the programme.</p> <p><i>Graduation event:</i> All mentees and mentors will gather together again at the end of the final session to celebrate completion of the programme.</p>

EVALUATION

Date and Activity	Description
w/c 7 th December	The Brokerage will invite feedback from all participants in order to evaluate the programme, and will feed back on its successes and lessons.

Your relationship with your mentee

Your mentee:	Your role:
<ul style="list-style-type: none"> ▪ Is a Year 12 student, which means they are in their first year of A level study. They will be applying for university/apprenticeships in the next academic year. Your support will therefore be crucial in helping them make decisions about their future. ▪ Is studying STEM (science, technology, engineering and maths related) subjects, and/or aspires to a STEM career. ▪ Will be motivated, bright and eager to learn from you, but won't necessarily have the professional contacts and networks to help them access opportunities and develop all the key skills required by employers in professional jobs. ▪ Has committed to attending a mentee training session, all mentoring sessions and to completing preparatory work for the sessions. 	<ul style="list-style-type: none"> ▪ As a mentor, your role is to primarily listen, ask questions, and steer your mentee through the set programme. ▪ Please share the benefit of your experiences, and the strategies and tools that you have used to further your career. ▪ Feel free to give your honest and personal views when answering, even when negative, as the programme aims to give students a balanced and realistic insight. ▪ You are under no obligation to answer any question that you feel is inappropriate or too personal e.g. salary, personal details. ▪ Show that you are invested in the relationship and model good practice.

Top tips for effective mentoring

- Mentees will receive training from The Brokerage, but it is useful to keep in mind the mentees' ages, their home environment, and them not yet having gained professional experience and/or etiquette.
- You do not need to be an expert on everything! Please use the mentoring resources as a launch pad for discussion, but feel flexible to introduce other topics/tasks that will benefit your mentee.
- How to encourage effective communication with your mentee:

Socratic questioning: using focused yet open questions to explore issues, ideas, emotions, and thoughts. This allows misconceptions to be addressed and analysed at a deeper level than routine questioning. Examples of this can be found below.

Question Type	Examples
Clarification	What do you mean when you say X? Could you explain that point further? Can you provide an example?
Challenging Assumptions	Is there a different point of view? What assumptions are we making here? Are you saying that?
Evidence and reasoning	Can you provide an example that supports what you are saying?
Alternative viewpoints	Are there alternative viewpoints? How could someone else respond, and why?
Implications and consequences	How would this affect someone? What are the long-term implications of this?

Command words: these act as instructions - helping mentees to understand ‘how’ to answer the question, such as: *list, describe, explain, justify*

Bringing the focus back to the mentee, e.g.

- *What do you think about that? / How do you feel about that?*
- *What interests you about X?*
- *What has been the highlight of your day?*

Safeguarding

The Brokerage have put in a number of provisions for this programme to ensure we meet safeguarding guidelines. These are as follows:

- Parental consent forms must be completed by a parent/guardian of each mentee;
- Mentors and mentees must attend training hosted by The Brokerage prior to the start of the mentoring sessions;
- Brokerage programme managers will be supervising all mentoring sessions. All Brokerage staff members have enhanced DBS checks. We will set up the sessions on a safe video conferencing platform (Zoom), assigning mentor-mentee pairs each to a breakout room. During sessions, we will rotate between each mentor-mentee pair breakout room to monitor the session;
- Any correspondence between a mentor and mentee will go through The Brokerage’s key contact (Jennifer Hien, jennifer.hien@thebrokerage.org.uk);
- Mentors must record each mentoring session. These recordings are to be sent to The Brokerage to be held for the duration of the programme, and will be destroyed once the programme has finished.
 - Zoom recording is possible as the sessions are hosted by The Brokerage’s Zoom account.

Please also note the following:

- Mentors will be sent a Code of Conduct which they should read through prior to the start of their mentoring sessions.

- Where a mentor 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 safeguarding, ensured by having a Brokerage staff member present.
 - Mentors should model professionalism as well as demonstrate investment in our young people. Mentees are also expected to demonstrate the same level of professionalism.
- Mentors should conduct sessions in a neutral space (e.g. with a background of a blank wall).
 - Mentees may be conducting sessions from their bedrooms as this is the only quiet space available to them.

Appendix I – STACK

Our innovative assessment process, the STACK framework, allows us to assess a young person’s Self-awareness, Teamwork, Attitude, Communication and Knowledge – key knowledge and skills areas that we believe our young people need to excel in to succeed in the world of work.

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

Mentees will complete a baseline STACK skills self-assessment and the results of this allow us to pinpoint the areas where mentees most need help. You can find the STACK assessment questions [here](#).

We have designed mentoring content that directly correlates with the STACK skills framework, and in your first session with your mentee, you will use the mentee’s STACK results to help choose which content to cover in the mentoring sessions.

Please see below for the mentoring topics.

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 (two sessions)	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

Appendix II – Zoom groups

To ensure effective and stable supervision of all mentor-mentee pairs across Zoom, we will host mentoring sessions across four Zoom accounts simultaneously – each supervised by a Brokerage staff member.

Mentor-mentee pairs will be divided into groups (Groups A-D respectively) and each group will have its own Zoom link and password for the sessions.

Please see below for your name and group assignment.

Mentor	Group
Aakash Mittal	A



Alesandra Agresti	A
Alexandra Darmon	A
Ali Panju	A
Alisher Saydalikhodjayev	A
Amir Harel	A
Amy Weller	A
Anahid Basmajian	A
Andre Carvalho	A
Andy Patterson	A
Ben Wood	A
Brendon Sullivan	A
Catherine Gasnier	A
Charlotte Daman Willems	B
Doyin Akindude	B
Eva Ryott	B
George Furlonge	B
Ghida Ibrahim	B
Jack Preston	B
Jade Gordon	B
Jamie Hughes	B
Jamie Wright	B
Javier Sierra	B
Jessica Man	B
Josh King	B
Kate Muir	B
Katie Robinson	C
Kelly Hutchinson	C
Kirwan Lyster	C
Krisna Putra Dharma	C
Ladislav Gubik	C
Lauren Keane	C
Lawrence Lomax	C
Marco Valerio Barbera	C
Mark Hamilton	C
Mo Bashagha	C
Mollie Pearse	C
Nathalie Crevoisier	C
Nathan Chandrasekaran	D
Nesh Patel	D
Nick Balestra-Foster	D
Nusula Nakayiwa	D
Ramona Comanescu	D



Rochana Jackson	D
Stephen Henderson	D
Steve Webb	D
Tom Bell	D
Yanping Xie	D
Yiqing Luo	D
Youssef Elsaie	D