



THE BROKERAGE

TOGETHER
WE ARE
CHANGEMAKERS.

Who are we?



A social mobility charity working with both young people and employers to drive positive change in the workplace.

Outreach

Educational programmes designed to help you develop your professional knowledge and skills

Placements

Paid internships, apprenticeships and entry level roles in financial, professional & related services for our registered candidates

Academy

Programmes and opportunities to help our registered candidates develop key skill areas necessary for success in a career in financial, professional and related services.

Changemaker

Opportunities to enact change through Forums, engaging directly with corporates, taking part in case studies and joining our ambassador board.

Our Responsibilities

- We design the programme and provide guidance on the individual sessions
- Inform you about safeguarding procedures
- Match mentees with mentors
- 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
- 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 your programme manager.



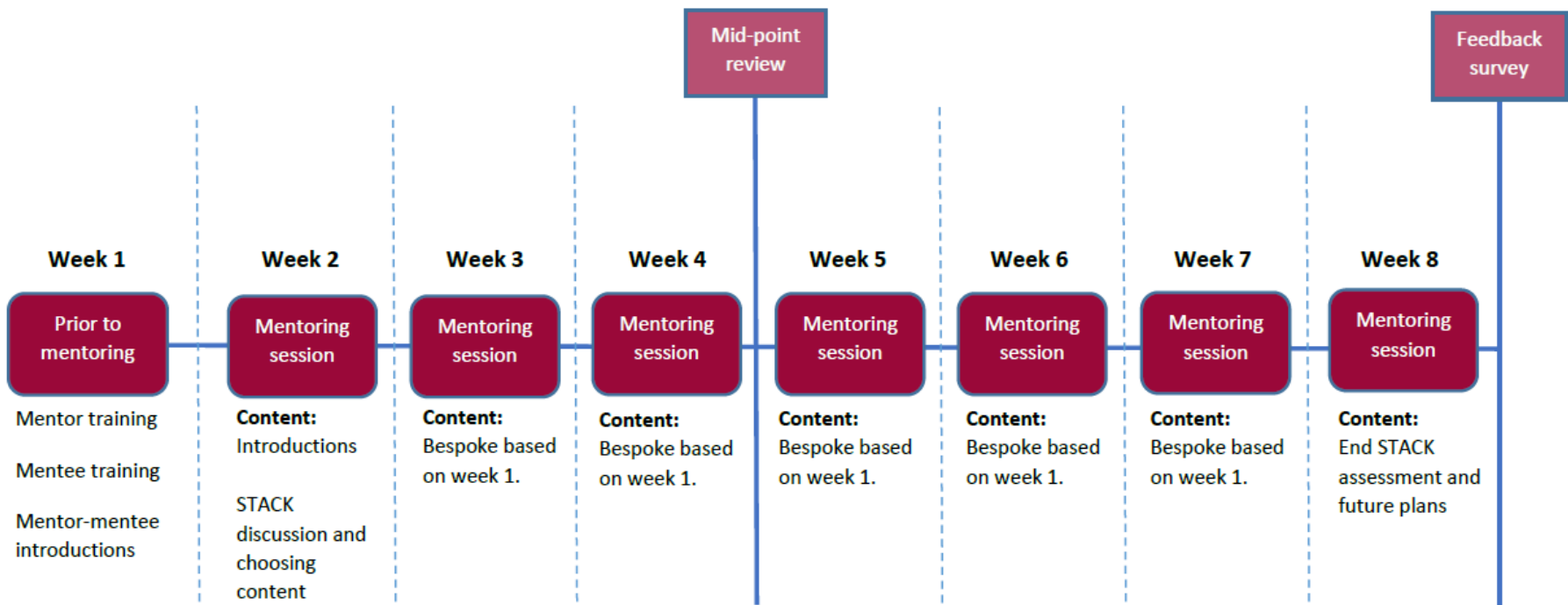
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The Mentees

- Are over 18, either just finishing A levels or taking part in undergraduate studies. All of these students are keen on working in financial services.
- 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 financial services.
- Have committed to attending a mentee training session, all mentoring sessions and to completing preparatory work for the sessions.

Timeline

Mentoring sessions: Seven one-hour mentoring sessions held once a week between this period.



Video conferencing software

- Prior to the mentoring sessions, you should decide which video conferencing platform you will meet your mentee over
- Examples: Zoom, WebEx, Teams, Skype
- Please ensure your mentee has suitable access to this software, and go over how to use it with them

Session records

- Every Friday, your programme manager will send you an email asking if that week's mentoring session took place.
- Please complete this form with the requested details.
- This allows us to maintain accurate records and check if there are any issues we should follow up.



STACK Assessment

- Prior to starting the mentoring sessions, mentees will each complete a **STACK** skills assessment.
- The framework covers different knowledge and skills areas that we believe our young people need to excel in to succeed in the world of work:

S	Self-awareness	Professional Etiquette
		Aiming High
T	Teamwork	Teamwork
A	Attitude	Staying Positive
C	Communication	Presenting
		Business Literacy Skills
K	Knowledge	Routes In
		Commercial Awareness



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STACK – Mentoring Session Content

- We have designed content that directly correlates with the STACK skills framework.
- As this is a one to one programme, teamwork skills are currently not covered by the content.
- The results of the STACK assessment will show mentees areas of strength as well as areas they can improve on.
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- The mentee will come to your first session with the results of their STACK survey.
- In your first session with your mentee, this information will help you both choose which content to cover in the mentoring sessions.



Content

- Mentees will be able to choose five content modules from the following topics:

Topic	STACK Connection
Setting SMART goals	Self-awareness
Personal SWOT Analysis	Self-awareness
Time management (Covey's Matrix)	Self-awareness
Developing resilience	Attitude
CV writing	Communication
Cover letter writing	Communication
Creating an online personal brand using LinkedIn	Communication
Interview skills	Communication, Self-awareness
Making the most of your time as an undergraduate	Knowledge
A day in the life of a financial services professional	Knowledge
What is insurance/banking/law? (separate sessions)	Knowledge

How to be an effective mentor

- As a mentor, your role is to primarily listen, ask questions, and steer your mentee through the structured 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:
 - Reply to emails using appropriate business etiquette
 - Complete any session preparation (up to 15 minutes)
 - Arrive for sessions on time and ready to go

How to be an effective mentor

- Structured mentoring
- Age appropriate
- What teenagers are like
- Socratic questioning
- 70/30
- Command words
 - *List, describe, explain, justify*
- How do you know if the mentoring is working?
 - Session record form
- You don't have to be the expert!
- Let the mentee take the initiative.



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Code of conduct

Please read the code of conduct, which covers:

- The role of The Brokerage
- The role of the mentor
- Romantic/sexual relationships
- Child protection and safeguarding
- Inappropriate behavior from mentees
- Contact with mentees outside the programme



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Romantic/sexual relationships

Not permitted, even where both parties are over 18.

- Professional and ethical responsibility of being a mentor
- Imbalance of power
- Where mentees are younger than 18, this could involve legal proceedings
- Potential reputational risk



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Child protection and safeguarding

- 'At risk' adult: 'any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and/or support.'
- If you think your mentee might be at risk you should notify Tom Slatter at The Brokerage tom@thebrokerage.org.uk

Your first mentoring session

- Review mentee's STACK survey
- You will have received links to the mentoring content. Work with your mentee 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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