

# E Mentoring Program



# User Handbook



**What is the E Mentoring Program?**

The E Mentoring program is Job Centre Australia's newest project aiming to enable people who are building their careers to have support, ideas and feedback by their Job Centre Australia mentor. This will assist by creating a supportive mentoring relationship that will help provide improved self esteem and work towards achieving professional goals. E Mentoring assists with the constraints of time and geography. The E Mentoring program will have two different streams:

**1. Email** – From the website you can choose your mentor and upon registration you will be given their email address. From here you can email your chosen E Mentor, introducing yourself, begin to get to know your mentor, and find out the best ways in which they can help you. Best efforts will be made ensuring your email is answered to by your mentor or the next available mentor within one working day.

**2. Web Based Forum** – Upon registration you will be given a username and password which will allow you access to our web based forum. In this forum there will be discussion groups, and an opportunity to post questions and gain answers from other users.

**What are the benefits of the program?**

- Mentoring builds confidence and encourages you to grow beyond usual expectations.
- Greater awareness of the capabilities needed to develop your career.
- Greater social competence and self confidence.
- Networking with new people and using this program as a support system.
- Developing your communication skills.
- Support for setting and achieving goals.

**What will my mentor do for me?**

Your mentor will oversee your career development by:

- Coaching you by enhancing your skills and intellectual development.
- Provide you with feedback about your strengths and developmental needs.
- Point out opportunities for you to develop and demonstrate capabilities, as well as pointing out pitfalls to avoid.
- Serve as a sounding board.
- Help encourage and motivate you.
- Help build your sense of self and level of self confidence.

Through this program, your mentor provides you with a role model for success.



**What is the time commitment?**

The amount of time you and your mentor choose to invest in the relationship varies greatly, based on the needs, expectations and desires of both parties. Not every contact needs to be lengthy or weighty. Remember, consistency in maintaining contact is most important. We recommend contacting your mentor once a week. An added benefit of weekly contact is that you can easily establish a routine for sending an email, such as, every Friday morning or Monday afternoon. We suggest making a note on your weekly calendar! You may find that the frequency of contact with your mentor varies depending on your mentor's schedules and needs. As long as you are comfortable with the frequency of contact, then everything is fine.

As for your time commitment in accessing the forums, it is suggested that you logon as little as three times a week to have regular updates on workplace issues, job search issues, and support you may wish to seek.

**What is most important in a mentoring relationship?**

There are four essentials for a successful mentoring relationship. Both your mentor and you must want the relationship to work.

Five essential things are:

**1. Respect** - established when you recognise knowledge, skills, and abilities in the mentor that he or she would like to share; and when the mentor appreciates your success to date and your desire to develop your capabilities, experiences, and value.

**2. Trust** - is a two-way street. Mentors and yourself should work together to build trust, through communicating, being available, predictability, and loyalty.

**3. Partnership Building** – You and your mentor are professional partners. Natural barriers that all partnerships face may include miscommunication or an uncertainty of each other's expectations.

Activities that can help you overcome these barriers include:

- Maintaining communication
- Fixing "obvious" problems
- Frequent discussion of progress
- Monitoring changes

**Successful partnerships develop through:**

- The expressions of enthusiasms which both have for the relationship.
- Activities of idea exploration and successful problem solving which create and atmosphere of



emotional acceptance of each other.

- Strategies and tactics of change which move slowly enough to be monitored and adjusted to assure your optimum growth and success.

**4. Realistic Expectations & Self Perception** – A mentor should encourage you to have realistic expectations of:

- Your own capabilities.
- Opportunities in terms of present and potential positions.

A mentor may help define the employee's self-perception by discussing social traits, intellectual abilities, talents, beliefs, and roles. It is important for the mentor to always provide honest feedback.

**E Mentoring Program Guidelines:**

To be participating in Job Centre Australia's E mentoring program, there are various rules to follow. This sets out inappropriate behaviour for:

- E Mentor emails
- Online forum & discussion boards.

***You must not:***

- Request to borrow something.
- Invite anyone to an outing, a movie or social event.
- Exchange details (email, Facebook, Myspace, phone, or address etc). If you feel you have befriended somebody through the program, exchange of details can be organised through your mentor.
- Speak rudely, use swear words or make disrespectful statements about anyone.
- Post links to other websites.
- Write distasteful jokes.

***You Can:***

- Share your thoughts, feelings and experiences.
- Ask questions.
- Participate in the various methods of contact (Email, discussion groups, and forums).
- Provide feedback to other participants.
- Be prompt, reliable, honest and dependable.
- Use your skills and creativity in your writing.
- Work to overcome your own potential issues, but being open to the support.
- Contact your mentor if there are any support needs.
- Be open to different outlooks on life, including those from different cultures.

**Technical support:**

For any technical support please contact your Job Centre Australia Pathway Coach who will attempt to assist you with your technical difficulties.



## **E Mentoring Program Guidelines – to be filed in participants file**

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## **E Mentoring Guidelines**

I ..... have read and understand Job Centre Australia's guidelines on E Mentoring use and agree to abide by these rules.

Signature: .....

Date: .....