Building the Mentor-Mentee Relationship

A learning partnership between employees for purposes of sharing technical information, institution knowledge and insight with respect to a particular occupation, profession, organization or endeavor. It promotes mutual growth, learning, and development within the career context.

KEY ELEMENTS TO BUILDING POSITIVE WORK RELATIONSHIPS:

• Communicate Effectively:
  o Choose your words mindfully, carefully, and thoughtfully (be focused)
  o Pause to give yourself time to think and collect your thoughts
  o Make sure your body language matches your message
  o Clearly articulate your points
  o Recap or summarize if necessary

• Build Trust:
  o Perform in a manner that meets work expectations
  o Think “win-win”
  o Act interdependently vs. independently
  o Commit to standards of fairness; be consistent in word and deed
  o Express genuine concern for the welfare of others, not just personal interests

• Listen Actively:
  o Demonstrate that you are paying attention
  o Listen more than you speak
  o Ask follow-up questions (be curious, seek clarification)
  o Paraphrase some of their statements to be sure you are following

• Appreciate Diversity:
  o Acknowledge difference—everyone is different
  o Accept others for who they are
  o Ensure that everyone is contributing
  o Acknowledge that everyone has unique talents and perspectives
  o Everyone has positive, noteworthy characteristics just like you

• Get to Know your Co-workers
  o Make time to learn about people
  o Take time to chat with those around you
  o Ask questions that invite people to talk about themselves

• Be Mindful (emotional intelligence):
  o Practice a deeper level of awareness
  o Pay attention to your words and your actions
  o Take brief moments to be self-reflective (How is your day going? What’s coming up?)
  o Take time to access your feelings, mood, energy

• Utilize Positivity as Self-care
  o Monitor your emotions and reactions to workplace stressors
  o Identify healthy outlets
  o Avoid gossip
ACTIVE LISTENING:

The process of seeking to understand another person’s point of view, demonstrating a desire to understand the meaning of that person’s communication without judgment. These can be verbal and non-verbal. Restate, clarify, ask questions, summarize, encourage, body language, tone, eye contact, and remove distractions.

| Restate          | “It sounds like you are saying _____.”  
|                 | “What I’m hearing is ____.”  
|                 | “So, as you see it ____.”  
| Clarify          | “Can you say more about that?”  
|                 | “I’m not sure I quite understand”  
|                 | “Do you mean that ____?”  
| Ask Questions    | “How did that make you feel?”  
|                 | “What would you like to see happen?”  
|                 | “What did you try?”  
| Summarize        | “What I understand is ____.”  
|                 | “I think I’ve heard several things that seem to be important to you, first ____,”  
|                 | “second ____,”  
|                 | “and third ____.”  
|                 | “So, on one hand ____,”  
|                 | “but on the other hand ____.”  
| Encourage        | “I want to know what has upset you.”  
|                 | “I’m eager to help you; I know you are going through some tough challenges.”  
|                 | “That’s interesting.”  
| Reflect          | “I can imagine how upsetting that must have been.”  
|                 | “So, you’re saying that you were feeling more frightened than angry.”  
|                 | “It seems like you felt confused and worried when that happened.”  
| Validate         | “I am glad we are trying to figure this out.”  
|                 | “I appreciate the time you have taken to speak to me.”  
|                 | “I appreciate your willingness to talk about such a difficult issue.”  