



**IFMA<sup>TM</sup> Charlotte Chapter**  
International Facility Management Association

## Mentorship Program

### Mentor Program Objective

Provide a formal venue for experienced IFMA Charlotte Chapter members to share information, coach, troubleshoot, and encourage other members to meet professional challenges and career objectives. Mentor program will be coordinated by a Mentor Champion. One for FM/Students and one for Associates, to provide introductory meeting and also check-in as noted to assist in guiding both towards a mutually beneficial relationship.

### **Guidelines:**

- Both mentor and mentee need to agree to the duration of the active mentorship period
- Mentors and mentees must communicate at least once a month
- Best method of communication must be provided by both the mentor and mentee
- First contact must be from mentor to mentee within one week of introductory email from the IFMA Charlotte Chapter/Mentor Champion
- Meetings can be virtual or in-person

### **Time Commitment:**

- Approximately six months of active mentoring with the ability to continue for up to one year
- Approximately one to four hours per meeting
- Meet once per month
- Total of 6-48 hours of your time

### **Mentor Responsibilities:**

- Must be an active member of the IFMA Charlotte Chapter
- Must have five or more years of experience within the Facility Management industry/supporting industry
- Work with Mentee to outline goals and plan (1-2 hours)
- Establish a timeline and schedule. (6 months – 1 year)
- Check in with Mentee at least 1-2 times per month (2-4 hours)
  - Can be scheduled before or after chapter events to help with coordination
- Available for questions and discussions (ongoing)
- Facilitate mentee growth by sharing resources and networks
- Follow through on commitments

- Help mentee acclimate to our Chapter's offerings and introduce them to other IFMA members

**Mentee Responsibilities:**

- Develop an agenda or focus for the mentoring conversation.
- Reflect on progress since the last conversation and identify highlights you want to share.
- Be respectful of mentor and their time
- Pay attention to time and bring the conversation to a close when the time limit indicated by Mentor is reached
- Follow up immediately after the mentoring sessions with any actions to which you agreed.
- Confirm the date and time of the next session
- Send email to confirm the Mentor is still available for the next session

**Potential Benefits:**

**Mentor:**

- Gain satisfaction in sharing expertise with others
- Develop professional relationships and practice interpersonal skills
- Enhances skills in coaching, counseling, listening, and modeling
- Opportunity to reflect on own career
- Increases generational awareness
- Help provide the next generation of chapter members

**Mentee:**

- Leverage the mentor's experience, expertise, and network as resources
- Receive critical feedback
- Develop a shaper focus on what is needed to grow personally and professionally
- Learn specific skills and knowledge that are relevant to your goals and aspirations

**2021-2022 Mentorship Timeline**

**Application Period:**

- August 23 – September 15, 2022

**Program Start Date:**

- September 15, 2022

**Program End Date:**

- March 9, 2023

## **Suggested Topics for Mentoring Meetings**

Please note, these topics are suggested guidelines for your meetings. If you identify other topics that work well for you and feel would be valuable to others, please share them with the mentorship program. We recommend you try to have the majority of the meetings in person (these can include the IFMA meetings. This will be an opportunity for the pair to network together and provide subject matter for you to recap and discuss at a following mentoring meeting.

### **Introductions:**

- Discuss both of your career and educational backgrounds
- Discuss your goals and objectives for the mentoring program
- Discuss what you both envision for the mentoring relationship
- Decide on the best forms of communication for scheduling future meetings and staying in touch (e.g. telephone, e-mail)

### **Professional Growth:**

- Discuss 5-10 year goals and aspirations
- Discuss skills and on-going professional training that may be helpful to achieve these goals.
- Define and discuss "Success" and what it means to be "Successful"
- Complete "Professional Goal Setting Form"

### **Work/Life Balance:**

- Discuss the challenges in achieving work/life balance and how to manage stress
- Create a plan for you to pursue professional success without sacrificing your personal/family life

### **Leadership/Teamwork:**

- Discuss the importance of leadership and teamwork as it relates to success
- What challenges do you each face in being part of a team?
- What traits make a good leader?
- How can you improve your leadership skills?

### **Upcoming Professional Challenges:**

- Discuss issues faced over the course of this year and any you see on the horizon
- Discuss lessons that you each have learned from challenges met
- Discuss other topics not previously covered that you wish to share with each other
- Discuss networking opportunities and strategies



**IFMA<sup>TM</sup> Charlotte Chapter**  
International Facility Management Association

### Professional Goal Setting Form

Below, please set your goals for this mentoring relationship. Please be as specific as possible in stating both the goal and the expected outcome. We recommend a minimum of two goals in each the short-term and long-term categories:

#### Short-Term Goals:

Goal:	Outcome:

#### Long-Term Goals:

Goal:	Outcome:

## **Examples of Goals and Skills to work toward or develop during the mentoring period:**

### **Goals:**

- Job promotion
- Professional development
- Improving skills
- Committee involvement

### **Technical Skills:**

- Negotiation skills
- Contract Review
- Leasing Review
- Project management
- Strategic thinking
- Analytical skills
- Professional development – certifications

### **Professional Skills:**

- Communicate complex information in a clear manner
- Customer service approach
- Networking with others in the field and at IFMA Events

### **Behavioral Skills:**

- Being able to deliver tough messages in a calm manner
- Staying calm under pressure
- Being approachable and communicating clearly



**IFMA<sup>TM</sup> Charlotte Chapter**  
International Facility Management Association

## MENTORING PROGRAM EVALUATION FORM

How well matched were you and your partner (1 = not well matched, 5 = extremely well matched)?  
Please explain.

---

---

---

How have you met your mentoring goals?

---

---

---

Were there any other program outcomes?

---

---

---

What was the most valuable experience for you in the program?

---

---

---

How satisfied were you with the overall program (1 = not at all satisfied, 5 = very satisfied)? Explain.

---

---

---

Provide suggestions/recommendations, if any, for future program changes.

---

---

---

**\* This form will be used to close out the program at the March 9, 2023 Meeting. Some Mentors/Mentees may be asked to present at that meeting.**