



IFMATM 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 sharper focus on what is needed to grow personally and professionally
- Learn specific skills and knowledge that are relevant to your goals and aspirations

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



IFMATM **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

2021-2022 Mentorship Timeline

Presentation to Charlotte Chapter Board:

- Thursday August 5, 2021

Presentation to Charlotte Chapter:

- Thursday August 12, 2021

Program Introduction Email:

- Friday August 13 or the following week

Application Period:

- August 12 – September 8, 2021

Program Start Date:

- September 16, 2021

Program End Date:

- March 10, 2022

2021-2022 Mentorship Application



IFMA Charlotte Mentoring Program

At IFMA Charlotte, we believe in supporting the personal and professional growth of our members. Our mentorship Program is an excellent opportunity to connect with your fellow chapter members by seeking advice and/or providing your expertise. The program offers Professional, Student and Associate members the opportunity to connect and learn with their peers.

MENTORS:

Do you enjoy seeing someone else progress because of your support? If you are an IFMA Professional Member or Associate Member and interested in a valuable way to develop leadership and communication skills, gain confidence while you educate and expand your network. Please complete the form below, and we will get right back to you.

MENTEES:

Have you ever wished you had the opportunity to call or email someone and get some advice? If you are an IFMA Professional Member or Associate Member and interested in being mentored by one of our Professional or Associate members, please complete the form below, and we will get right back to you.

IFMA Charlotte Mentorship Program Application

Name:

Title:

Company Name:

Company Address:

Business Phone:

Cell Phone:

Email:

Linkedin Profile:

Are you an IFMA Charlotte Member: Yes No

Do you regularly attend: Chapter Meetings Special Events

Indicate number of years in Facility Management Industry _____

MENTOR

Have you ever been a mentor: Yes No

Mentors will provide support and encouragement to mentees and act as a sounding board for ideas in various areas. Please choose top areas in which you feel you can best benefit a mentee:

- Provide general knowledge of the facilities management industry (define roles, responsibilities & performance criteria)
- Increase mentee's aptitude and skills in job performance to the next level through an understanding of best practices
- Increase credibility within or outside department/firm
- Provide advice about how to communicate and/or protocol's with clients, colleagues and superiors
- Provide coaching/training/education resources -articles, books, access to additional mentors, etc.
- Provide insights into career goals and objectives
- Provide insights into challenges and conflicts at work
- Provide coaching to develop leadership skills
- Other (please specify) _____

MENTEE

Professional area of interest: Facilities Professional Student Vendor/Service Professional

Mentees will receive support and encouragement for ideas in various areas. Please rank the following areas in order of importance to you.

- Provide general knowledge of the facilities management industry (define roles, responsibilities & performance criteria)
- Increase mentee's aptitude and skills in job performance to the next level through an understanding of best practices
- Increase credibility within or outside department/firm
- Provide advice about how to communicate and/or protocol's with clients, colleagues and superiors
- Provide coaching/training/education resources -articles, books, access to additional mentors, etc.
- Provide insights into career goals and objectives
- Provide insights into challenges and conflicts at work
- Provide coaching to develop leadership skills

Example of Introductory Email Language – From Mentor Champion

Hi _____ and _____,

We are glad that you have chosen to participate in the IFMA Charlotte Chapter's mentorship program. This email serves as the introductory email for your mentor/mentee relationship and provides a few helpful hints.

_____ (Insert Mentee Name) as the mentee, you will be required to set up the meetings and set the agenda. Please see below for more information.

- Please review the attached mentor application and begin thinking of how your mentor can assist you with professional goals.
- Reach out to your mentor within two weeks of this email with your expectations of this program.
 - Reach out to mentor to schedule first meeting
 - Share some of your personal interests
- Be prepared to share your expectations of the mentorship program by the first meeting
 - Type of meetings you prefer
 - Method of communication
 - Frequency of meetings

_____ (Insert Mentor Name) as the mentor, we are expecting that you are available to _____ (insert mentee name).

- Review the attached mentee application
- Share some of your personal interests and a few professional accomplishments



IFMATM **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 10, 2022 Meeting. Some Mentors/Mentees may be asked to present at that meeting.**