



SUPPORTING
— WOUNDED —
VETERANS

REHABILITATION
TO EMPLOYMENT

What is Mentoring?

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What is Mentoring?

A process in which one person (**Mentor**) actively encourages the development of another person (**Veteran**).

1. What are the roles and responsibilities?

a. Mentors

- i. Act as a sounding board
- ii. Provide support
- iii. Give a wide perspective on personal and employment issue
- iv. Help to put goals into practice
- v. Provide support with multiple issues and job seeking
- vi. Establish expectations and objectives of the mentoring relationship early on
- vii. Actively listen
- viii. Question
- ix. Assist veteran in setting and achieving goals
- x. Offer different perspectives but keep an open mind
- xi. Offer support and encouragement
- xii. Draw on expertise when appropriate
- xiii. Confront and discuss current issues, challenge the veteran
- xiv. Suggest veteran meet others and expand their outlook
- xv. Help the veteran to arrive at their own conclusions (be collaborative rather than directive)
- xvi. Maintain confidentiality

b. Veterans

- i. To consider different perspectives
- ii. Develop and manage their care plan
- iii. Prepare for the next step
- iv. Take responsibility for own goals
- v. Actively listen
- vi. Clarify understanding
- vii. Share thinking/ideas
- viii. Maximise the outcomes of the mentoring relationship
- ix. Maintain confidentiality

2. How does everyone benefit?

a. Mentors

- i. Opportunity to develop personally
- ii. Improving interpersonal communications
- iii. Receive new perspectives and ideas
- iv. Satisfaction in being instrumental in someone's development
- v. Opportunity to be challenged/stretched
- vi. Recognition by peers of being a successful mentor and leader
- vii. Making a difference

b. Veterans

- i. Gain knowledge of wider issues
- ii. Widen personal outlook and views
- iii. Better integration into civilian life after the forces

- iv. Opportunity to discuss abilities, strengths and weaknesses
- v. Help and advice to achieve your goals
- vi. Have someone to listen and share/brainstorm ideas with
- vii. Feel recognised for individual effort and achievements

3. What skills and characteristics are needed to have a successful mentoring relationship?

a. Mentors

- i. Be a great role model
- ii. Lead by example with integrity and sincerity
- iii. Give the veteran the benefit of your knowledge and experience
- iv. Demonstrate your willingness to share information about your experiences that contribute to your own learning and success
- v. Be an effective communicator
- vi. Listen to your veteran
- vii. Establish an atmosphere of open, honest interaction with mutual trust
- viii. Be available
- ix. The mentoring relationship only works if contact is kept regularly
- x. Schedule uninterrupted time with your veteran
- xi. Put together a plan for getting together
- xii. Be a supportive and candid advisor
- xiii. Share relevant experiences to help your veteran understand the “big picture”
- xiv. Recommend opportunities for continuous learning and improvement
- xv. Help your veteran identify obstacles and the appropriate actions to overcome
- xvi. Be an effective referral agent

- xvii. Identify resources to help your veteran with challenges and opportunities
- xviii. Help your veteran to expand their horizons

b. Veterans

- i. Be a responsible participant
- ii. Take the initiative to ensure contact is maintained with your mentor
- iii. Pick up the phone and answer emails
- iv. Seek information that helps assess your weaknesses and strengths
- v. Be willing to have your views changed
- vi. Respect the honest, open communication provided by your mentor and maintain confidentiality
- vii. Be a good learner
- viii. Actively work with your mentor to identify transferable skills and interests – seek advice and information from your mentor that helps evaluate strategies and options
- ix. Be open to new ideas
- x. Be an effective communicator
- xi. Encourage the open exchange of information
- xii. Listen to your mentor
- xiii. Establish an atmosphere of open, honest interaction
- xiv. Be courageous
- xv. Be willing to take risks for your own growth and development
- xvi. Seek candid feedback about your skills, experience and behaviour
- xvii. Be willing to move outside your comfort zone
- xviii. Be a team player and role model
- xix. Share your knowledge and experience with others
- xx. Respect the thoughts, ideas and opinions of your mentor and others

4. What are potential pitfalls that prevent a mentoring relationship from being successful?

- a. Not allocating time/not making it a priority
- b. Lack of commitment
- c. No agreement up front as to the goals of the mentoring relationship
- d. Poor planning
- e. Poor preparation for meetings
- f. Relationship is too formal/ too informal
- g. Unclear objectives/goals/expectations
- h. Confidentiality of the relationship
- i. Poor matching of mentor to veteran
- j. Mentor is too directive and non-challenging ie: trying to be the perfect problem solver
- k. Poor communication
- l. No follow through
- m. Mentors may shield veterans from mistakes

5. What are some tips for success?

- a. Clearly identify and agree on veteran's objectives at the start
- b. Talk weekly, as agreed and set dates ahead of time
- c. Create an informal relaxed atmosphere
- d. Keep an open mind
- e. Be clear about boundaries and expectations
- f. Mentors - don't expect to have all the answers
- g. Veterans - don't expect the mentor to have all the answers and remember you are responsible to drive the process/relationship to ensure you get what you need

- h.** Veterans - need to draw relationship to an end when the timing is right

FAQ'S

6. How long will the relationship last?

You must commit to a year minimum. Some mentoring relationships will last as long as a veteran feels they are benefitting. Some relationships span several years. Others meet a particular need which may be answered after a relatively short time. It is important to keep appraising the relationship.

7. Can confidentiality be guaranteed?

Yes, however, if an issue is mentioned (such as discrimination, bullying, harassment etc.) this needs to be referred to the Coordinator. In all other areas, the mentor should maintain confidentiality.

8. How do I get started?

- a.** Establish a contract
- b.** A regular time for one on one mentoring
- c.** Once a week Skype, 3 to 4 times a year face to face
- d.** Plan in advance for the year and mark your calendars

9. How do I prepare for my first meeting?

- a.** Be ready to share information on background
- b.** Be open and receptive

10. What should be the format of the one to one meetings?

- a. Meetings should be informal but ensure each time you meet that you regularly review specific plans for meeting goals that have been talked about.
- b. Recap on the last meeting, follow up on advice given (ideas generated, tool's provided, etc.), review agreed actions and decide next step.

11. As the program develops

- a. Evaluate your progress against goals – summarize what you would still like to accomplish
- b. Evaluate your mentoring relationship – discuss the single most beneficial result of your experience. Will the mentoring relationship continue?

12. What are some tips in giving and receiving feedback?

a. Mentors

- i. Giving feedback
- ii. Give feedback privately
- iii. Make it interactive
- iv. Be sensitive, constructive and honest
- v. Show active listening and empathy
- vi. Be supportive and encouraging
- vii. Focus responsibility on the veteran
- viii. Don't preach – lead them to their own conclusions
- ix. Be supportive and encouraging even if don't agree with decision, it's the mentor's role to pose questions to make the veteran think and not about what you would do in the situation

- x. Remember it's the veteran's responsibility for their destiny not the mentors

b. Veterans

- i. Receiving feedback
- ii. Listen openly to feedback
- iii. Try to remain objective
- iv. Take time to reflect on what is said first, and then question issues raised

Thank you

Supporting Wounded Veterans