

MENTOR HANDBOOK

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20 / 20
LEVELS

MENTOR MATCHER PROGRAMME

THE UK YOUTH
UNEMPLOYMENT RATE IS
CURRENTLY 16.2% WITH
1.01 MILLION CLASSIFIED
AS NEET.



UK youth unemployment is high due to a combination of economic changes, policy shifts, and systemic issues. The youth jobless rate for 16-to-24-year-olds has reached an 11-year high of over 16%, driven by several core factors, including:

- Rising Costs for Businesses
- Collapse of Entry-Level Roles
- Mental Health and Health Crises
- A Stagnant Job Market
- Education and Welfare Gaps

WHAT IS A MENTOR?

“A MENTOR IS A GUIDE WHO MAY HAVE WALKED A PATH YOU MAY WANT TO FOLLOW OR HAVE EXPERIENCE IN BEHAVIOURS THAT YOU MAY WANT TO LEARN.”



A MENTOR MAY SHARE WITH A MENTEE (OR PROTEGE) INFORMATION ABOUT HIS OR HER OWN CAREER PATH, AS WELL AS PROVIDE GUIDANCE, MOTIVATION, EMOTIONAL SUPPORT, AND ROLE MODELLING.

A MENTOR MAY HELP WITH EXPLORING CAREERS, SETTING GOALS, DEVELOPING CONTACTS, AND IDENTIFYING RESOURCES

WHAT TO EXPECT FROM THE MENTOR RELATIONSHIP

TRUST

SHOULD BE ONE WHERE BOTH THE MENTEE AND MENTOR FEEL SAFE SHARING THEIR IDEAS AND THINKING.

REAL LIFE EXPERTISE

THE MENTORING PROCESS IS A DEVELOPMENTAL ONE. RELATIONSHIP IS MEANT TO BE A LEARNING EXPERIENCE.

SESSIONS TO SIGN POST YOU

THE MENTORING SESSIONS WILL GIVE YOU STRUCTURE TO SUPPORT YOUR THINKING AND GIVE YOU DIRECTION

CONNECTIONS

THE OLD SAYING "IT'S NOT WHAT YOU KNOW, IT'S WHO YOU KNOW" MAY BE DATED SOMEWHAT BUT A GOOD MENTOR CAN SUPPORT YOU TO BUILD RELATIONSHIPS IN THE FIELD YOU'RE LOOKING TO WORK IN.

MENTOR SESSION

PROCESS



ESTABLISH A
RAPPORT



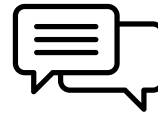
SET
EXPECTATIONS
AND GOALS



CREATE
POINTS OF
CONNECTION



MEASURE
PROGRESS



PROVIDE
FEEDBACK

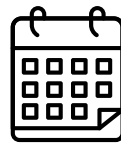
FACTORS TO CONSIDER



BE OPEN AND
HONEST
ABOUT YOUR
EXPERIENCES



SET YOUR
BOUNDARIES
FOR THE
MENTORING
RELATIONSHIP



SHOW UP FOR
YOUR MEETINGS



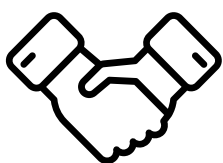
LISTEN AND ASK
OPEN QUESTIONS



DON'T JUDGE BUT
SUPPORT



THE FIRST MEETING



BUILD THE RELATIONSHIP



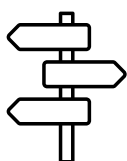
SEEK TO UNDERSTAND WHAT YOUR MENTEE IS LOOKING FOR / WHAT YOUR MENTOR CAN OFFER



ASK OPEN QUESTIONS



SEEK CLARITY ON ANY POINTS



SIGNPOST HOW YOU CAN HELP AND SET YOUR BOUNDARIES AS TO WHAT YOU CAN'T DO

MIDDLE MEETINGS



IN SESSION 2 AGREE A ROUTE FOR YOUR REMAINING SESSIONS



ACTION ORIENTATED SESSIONS – TAKEAWAYS FOR THE MENTEE (E.G, APPLY FOR JOBS, WRITE CV)



START EACH SESSION WITH A FOLLOW UP ON THE ACTIONS YOU'VE AGREED

ENDING POWERFULLY



RECAP AND CELEBRATE
THE JOURNEY - EVEN IF IT'S
NOT OVER!



LOOK TO NEXT STEPS



KEEP BUILDING MOMENTUM
FOR THE FUTURE



ENSURE THE MENTEE HAS
APPROPRIATE ACCESS TO
FURTHER SUPPORT

WHAT HAPPENS WHEN RELATIONSHIP IS NOT WORKING?

REASONS FOR IT NOT WORKING MAY BE

NO CHEMISTRY - Personality clash

COMPETENCE - The mentor doesn't have the right experience to support the specifics required / Mentee does not engage effectively

CHARACTER - Shared core values are different

WHAT TO DO IN THIS EVENT:

- Try to have an open and honest discussion first
- Speak to your point of contact at 20/20 Levels

ESTABLISHING A RAPPORT

Get to know your Mentor / Mentee. Establish a context and a frame of who they are. Ask questions to better understand how you can support their needs. It is important that you have a conversation about the details of your sessions. Where will you meet? How often?

NOTES:

Next Mentoring Session Date:

GOALS AND EXPECTATIONS

Create specific goals that fit into the SMART criteria. These goals would be the focus areas of your sessions. Set expectations of how you these goals can be acheived.

NOTES:

Next Mentoring Session Date:

MEASURE PROGRESS

Set up actions from session to session and evaluate progression.
All the actions should relate to the identified goals.

NOTES:

Next Mentoring Session Date:

FEEDBACK

Make sure that you have set up a feedback loop. Your mentee should be expecting feedback that would encourage growth.

NOTES:

Next Mentoring Session Date:



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