



AUSTRALIAN SERVICE EXCELLENCE STANDARDS - MENTORING

There is shared value in forming partnerships with organisations to develop strong mentoring relationships in the quest to improve service quality.

For many organisations having the opportunity to discuss with like-minded individuals on the experiences, lessons learnt are especially valuable for those organisations new to quality.

The information below may assist in explaining aspects of mentoring, the roles and responsibilities of the mentor and mentee. The information should be used as a guide only.

What is Mentoring?

Mentoring is a relationship which gives people the opportunity to share their skills and experiences and to grow and develop in the process. It is based upon encouragement, constructive comments, openness, mutual trust, respect and a willingness to learn and share. It is the process of seeking guidance from someone who has three advantages; experience, perspective and distance.

What is a Mentor?

A **mentor** is a person who is able to offer knowledge, insight, perspective or wisdom that is useful to another person.

The **mentor**:

- is a role model;
- provides information, guidance and constructive comments;
- maintains confidentiality on all information exchanged;
- facilitates the mentee's professional growth;
- assists in the evaluation of the mentee's plans and decisions;
- exists to form a solid, uncompromising and mutually supportive relationship between the mentor and mentee.

Responsibilities of the **mentor** include:

- committing to meeting on an agreed basis (email, phone or occasional meeting);
- taking the time to get to know the mentee, his/her organisation, quality status and goals, development needs and expectations of the relationship;
- sharing personal experiences and success stories to help the mentee;

- letting the mentee know if there are ways they can improve their skills or interaction with others;
- helping the mentee identify resources for solving problems or answering questions;
- assisting the mentee to handle situations and to develop professional and interpersonal skills, to promote quality concepts and continuous improvement in their organisation.

The mentor is a person with experience in deploying the Australian Service Excellence Standards within an organisation and, who can provide confidential guidance, and be a sounding board to any issues that may arise.

By creating an environment where trust is established, the mentor helps to enhance the mentee's knowledge and understanding of quality and continuous improvement while relating to the challenges being faced by the mentee.

What is a Mentee?

Mentees seek guidance and feedback from the mentor. While the mentor may facilitate the development process, the mentee is ultimately responsible for developing their own objectives for the relationship and for the learning that arises.

Responsibilities of the **mentee** include:

- may ask for and be open to feedback;
- be willing to share past failures, skills, deficiencies etc;
- accepting responsibility for their own objectives, actions, development and success;
- showing commitment to meeting with mentor on an agreed basis;
- maintaining mutual trust and respect;
- honestly discussing concerns and apprehensions;
- Maintaining confidentiality.

Please Note: Individuals can formalise their mentor/mentee relationship with a mentor agreement and can choose to opt in and opt out depending on each individual's capacity.