

**MENTORING PROGRAMME**



*Mentee*  
**HANDBOOK**







# “CREATIVITY IS CONTAGIOUS - PASS IT ON”

- ALBERT EINSTEIN -

## Contents

**Page 3** Welcome and overview

**Page 4** How mentoring works

**Page 5** What to expect

**Page 7** Meeting your mentor in-person

**Page 8** Guide to virtual platforms

**Page 10** Key tips for remote mentoring and how we support mentor pairs

**Page 11** Code of conduct

**Page 13** Feeling safe during sessions

**Page 14** Online code of conduct

**Page 15** Setting expectations and developing mentor relationships

**Page 16** City Lions golden rules

Supporting documents and resources can be found on Mentee Portal:

[citylions.org/city-lions-mentee-portal](https://citylions.org/city-lions-mentee-portal)

“THE ONE THING THAT YOU HAVE THAT NOBODY ELSE HAS IS YOU: YOUR VOICE. YOUR MIND. YOUR STORY. YOUR VISION”

- NEIL GAIMAN -





HELLO!

## Welcome to the City Lions mentoring programme.

We hope you are excited to meet your mentor and work with them over the next few months!

Within this handbook you will find everything you need to know about the programme, as well as guidance on how to make the most of your time with your mentor.

Always remember, the City Lions Team are on hand to support you in your mentoring journey, so please get in contact with us at any time if you need support or if you just want a chat!

## Overview of City Lions

City Lions is a club for 13-16 year olds who live or go to school in the City of Westminster. We are all about helping you explore and discover creativity!

We put on a number of different activities and events:

- ✦ Holiday programmes
- ✦ Regular youth club
- ✦ Work experience
- ✦ Careers workshops
- ✦ Creative challenges and competitions
- ✦ Exhibition opportunities
- ✦ Mentoring
- ✦ Free tickets to events and institutions

## About mentoring with City Lions

Being mentored is like having a friend who looks out for you. A mentor isn't like a teacher or a parent – they're an adult who will be there to really listen to you and provide a safe space for guidance and support.

Your mentor will help you to:

- ✦ Develop your **confidence** and self-awareness.
- ✦ Build your professional and **employability skills**.
- ✦ Boost your **creative skills** and help you understand how creativity can benefit your future.
- ✦ Support you in planning your future and **set goals**.
- ✦ Gain **organisational and communication** skills.
- ✦ Build a network of **creative experts** to help with your future job opportunities.

## How mentoring works

Our mentoring programme has been developed to support both you and your mentor get the most out of the experience. The mentoring sessions will be semi-structured to provide flexibility, whilst helping you both feel supported to make the most of your time together. You will first be introduced to your mentor via email. All mentor pairs on the programme will come together at three in person events - a kick-off event at the beginning, a networking event halfway through and then a celebration event at the end.

- ✦ You will meet with your **mentor twice a month for six months – starting in January and finishing in June**. This will consist of six structured sessions and six 'check-in' sessions.
- ✦ You will be able to decide what you and your mentor work on across all the sessions.
- ✦ During the structured sessions your mentor will work with you on a particular topic. You can choose when during the six months you want to cover which topic – apart from month 1; where everyone will cover 'Creative skills and creativity for life.'
- ✦ Within the structured session you will also work with your mentor on a creative task to develop your own creativity – don't worry you don't need any experience for this!
- ✦ Sessions will take place at a mutually convenient time and location (either in-person or virtually) – decided between you and your mentor.

The structured session topics are:

- ✦ Creative skills and creativity for life.
- ✦ Who am I? – Identifying skills and interests.
- ✦ Communication and organisation.
- ✦ Professional skills.
- ✦ Building resilience and motivation.
- ✦ Planning for the future.



**We expect your six months of mentoring to look something like this:**

January 2022	Email intro to mentor Kick off event Structured session 1	✓ ✓ ✓
February 2022	Structured session 2 Check in session	✓ ✓
March 2022	Structured session 3 Check in session	✓ ✓
April 2022	Structured session 4 Check in session Mid point check in	✓ ✓ ✓
May 2022	Structured session 5 Check in session	✓ ✓
June 2022	Structured session 6 Check in session / final session Celebration event	✓ ✓ ✓

**Notes:**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



**“YOU MUST EXPECT  
GREAT THINGS OF  
YOURSELF BEFORE  
YOU CAN DO THEM.”  
- MICHAEL JORDAN -**



## Meeting your mentor for the first time

You will be introduced to your mentor via email by the City Lions Team before meeting officially at our kick-off event. We ask you to supply a short bio on yourself and your background for us to send to your mentor, they will also be asked for the same and these will be shared in your first email introduction. The initial meeting at the kick-off event will allow you to introduce yourself, swap contact details, go through the mentor pair agreement together and arrange a time for your first mentor meeting. Our mentor pair agreement is a contract of behaviour that pairs must sign to set expectations and boundaries for their mentor relationship. You will also be provided with a 'Getting to Know You' form and some ice breaker tasks to help you get to know each other.

## Arranging meetings

Mentoring sessions are allowed to take place both virtually and in-person. It will be up to you and your mentor to decide upon a mutually convenient location or online-platform from our list of recommended options. Each mentor relationship will be different so it will be up to you and your mentor to discuss what works best for you – you may even want to do some meetings in-person and some virtually depending on other commitments or how you are feeling. However, we suggest meeting in-person as often as possible to help build your relationship.

## In-person meeting locations:

If meeting in-person, please follow our guidance below to ensure both of your safety:

- ✦ **Meet in a public location**  
e.g. coffee shop or library
- ✦ **Meet in a location that you are comfortable travelling to/from**



### Key tips for successful in-person mentoring:

- ✦ Arrange a set time and date in advance.
- ✦ Discuss together where and when works best for you, taking into consideration travel constraints.
- ✦ Make sure you are in a public place where you can easily hear each other. For example, a library, museum or coffee shop.
- ✦ It's a good idea to have discussed which structured session or what you would like to cover (if meeting for a check in session) in advance of your meeting so you're both able to prepare appropriately.
- ✦ Send documents/links to one another in advance of your meeting especially if they need to be printed. For example, if you are planning on reviewing a CV.
- ✦ You may want to consider if the location you are meeting in has Wi-Fi/internet access if you would like to use any internet dependent devices.

## Virtual platforms

PLATFORM	PROS	CONS
Zoom	<ul style="list-style-type: none"> <li>- You can chat/post or share documents</li> <li>- Secure with passwords and waiting rooms</li> <li>- High quality and offers break out rooms</li> </ul>	<ul style="list-style-type: none"> <li>- Can be difficult to navigate if you've never used Zoom before</li> </ul>
Microsoft Teams	<ul style="list-style-type: none"> <li>Works connecting computer/laptops</li> <li>- You can post or share documents</li> <li>- Secure joining links for meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Requires at least one person to have a Microsoft account</li> <li>- Can be difficult to access if you do not have a Microsoft account</li> </ul>
Google Duo	<ul style="list-style-type: none"> <li>- Can be used on both mobile devices and desktops/laptops</li> <li>- Is very secure with end-to-end encryption</li> <li>- Free to use - requires email address</li> </ul>	<ul style="list-style-type: none"> <li>- Doesn't allow you to share files whilst on the call but does allow screen sharing</li> </ul>
Skype	<ul style="list-style-type: none"> <li>- You can chat/post links as well as video chat</li> </ul>	<ul style="list-style-type: none"> <li>- Requires a Skype account or Microsoft account</li> </ul>
FaceTime or WhatsApp video	<ul style="list-style-type: none"> <li>- Simple to use via the app</li> <li>- Free Wi-Fi/no need to pay for a extra time</li> <li>- Free on Wi-Fi/no need to pay for extra time</li> <li>- Can also be used on a laptop</li> </ul>	<ul style="list-style-type: none"> <li>- It does require both parties to have an iPhone/Apple product (for FaceTime)</li> <li>- You might have to find somewhere to rest your phone if you want to take notes if you cannot use WhatsApp desktop/have access to a computer or laptop</li> </ul>
Phone call	<ul style="list-style-type: none"> <li>- Accessible for most who may not have access to a smart phone or computer</li> <li>- Some people are more comfortable talking when they can't see each other</li> </ul>	<ul style="list-style-type: none"> <li>- Could be difficult to understand tone of conversation without visual picture and body language</li> </ul>

It will be down to you and your mentor to arrange suitable meeting times. We recommend communicating via email as much as possible, but there may be times where you may want to remind your mentor about a meeting via text. Within our Code of Conduct we have set out boundaries for communicating and meeting with your mentor.

Your mentor has also signed a similar Code of Conduct and will also be respectful of your time.





### Key tips for successful remote mentoring:

- ✦ Arrange a set time and date in advance, as you would for a face-to-face meeting.
- ✦ Discuss together what method works best for both of you. For example, do you both have the technology/Wi-Fi available to use video calls?
- ✦ Make sure you're in an environment that has minimal distractions around you. For example, don't have your meeting in a room with the TV on!
- ✦ It's a good idea to set an agenda in advance of your meeting so that you can ensure you have focus throughout the session, as you won't have the visual stimulus immediately in front of you as you may do in real life. What do you want to speak about/achieve in your chat?
- ✦ Send documents/links to one another in advance of your meeting. For example, if you planned to look through a personal statement together, this should be shared in advance of the remote meeting.
- ✦ Record the outcomes of your meeting and the goals set to then revisit at your next meeting.
- ✦ Communication is key: keep each other and us up to date on how you are, any concerns and questions that you have.



### How we support mentor pairs

The City Lions Team are on hand to support you throughout your mentoring journey. Please remember you can always get in contact with us for advice and guidance or just for a quick chat!

We support you by:

- ✦ Regularly checking in via email.
- ✦ Organising check-in sessions throughout the programme.
- ✦ We send out a monthly opportunities' newsletter.
- ✦ Providing resources to support your sessions.
- ✦ Hosting a networking session with other mentor pairs.
- ✦ Evaluation forms and surveys.





## Code of Conduct

City Lions are responsible for making sure everyone taking part in our mentoring programme has seen, understood and agreed to follow the code of conduct to ensure both you and your mentor feel comfortable, are safe and get the most out of the programme.

As a mentee on the City Lions Mentoring Programme, you will be responsible for building and maintaining a professional relationship with your mentor. This code of conduct sets out the behaviours expected of you by the City Lions team.

### You are responsible for:

- + Treating your mentor with respect at all times.
- + Setting boundaries for how you would like your mentor relationship to work.
- + Challenging all unacceptable behaviour and reporting any breaches to the City Lions team.
- + Reporting all concerns about abusive behaviour.

### When working with your mentor you should:

- + Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation.
- + Challenge discrimination and prejudice. Speak out about behaviour or attitudes that makes you feel uncomfortable and encourage others to do the same.
- + Respect their right to personal privacy as far as possible.

### When working with your mentor, you must not:

- + Take unnecessary risks, smoke, consume alcohol or use illegal substances.
- + Contact them at inappropriate times (before 8am or after 8pm) or about any matters not relating to your mentoring.
- + Share your personal details (such as postal address) or have contact with them via a personal social media account.
- + Act in a way that can be perceived as threatening or intrusive.

## Upholding this Code of Conduct

You should always follow this Code of Conduct. If you have behaved inappropriately, you will be subject to our disciplinary procedures which may involve removal from the mentoring programme. If you become aware of any breaches of this code, you must report them to the City Lions team. This code has been created to ensure the safety of both you and your mentor.





## Feeling safe during sessions

- + Always meet in a public place, in a location you are comfortable with.
- + You should not visit your mentor's home, nor should they visit your home. If this becomes an issue, please contact us.
- + You should not be in a car together.
- + If you are meeting someone from your mentor's network (either in-person or virtually), you should ensure either your mentor or a member of the City Lions team accompanies you.
- + As a mentee, you should always ensure that your mentor is cc'd into any email communication that you have with a contact who is not your mentor or a member of the City Lions team.
- + If agreed with your mentor, you may use text/phone calls for conveying information purposes only (e.g. a text reminder about your mentoring session). Texting should only be used for conveying information and you should not text your mentor before 8am and after 6pm. You should not expect an immediate response via text from your mentor.

**“CHANGE WILL NOT COME IF WE WAIT FOR SOME OTHER PERSON OR SOME OTHER TIME. WE ARE THE ONES WE’VE BEEN WAITING FOR. WE ARE THE CHANGE THAT WE SEEK.”**  
- BARACK OBAMA -

## Online Code of Conduct

To ensure our programme is accessible we allow the option for pairs to meet virtually. Keeping you safe online is our priority. To help us do this ensure that you:

- + Agree with your mentor on a platform before reaching out via a video call. Consent to participate in the video chat means that you will be sharing their personal data online, such as your email address in order to sign up. Ensuring you are both comfortable with whatever platform you choose is essential.
- + Keep video calls to appropriate hours that you would meet in person. For example, we would advise that you don't speak before 8am or after 8pm.
- + Never add or accept each other on social media or communicate via a social media channel.
- + If possible, avoid using public Wi-Fi where connections may not be as secure as your private connection.
- + If possible, avoid video calling from your bedroom. If a bedroom is the only private space in the house, try and make your background as neutral as possible.
- + Do not allow or engage in inappropriate and sexual online communications.
- + Do not make sexually suggestive comments.
- + Do not record the video call.
- + Do not take screenshots of the video call.
- + Do not have anything that could cause offense in the background whilst on a video call. For example, pornography or potentially inappropriate images.
- + Do not have your address on show.





## Setting expectations and developing your mentor relationship

In your resource pack we have provided you with a Mentor Pair Agreement. Using this agreement is a great way of ensuring expectations are clear and you can get the most of mentoring.

City Lions encourages all pairs to build a professional friendship, built on honesty, trust and mutual respect. We advise adhering to the following points to help you set boundaries and develop a good relationship with your mentor but also encourage you to create your own list of expectations with your mentor:

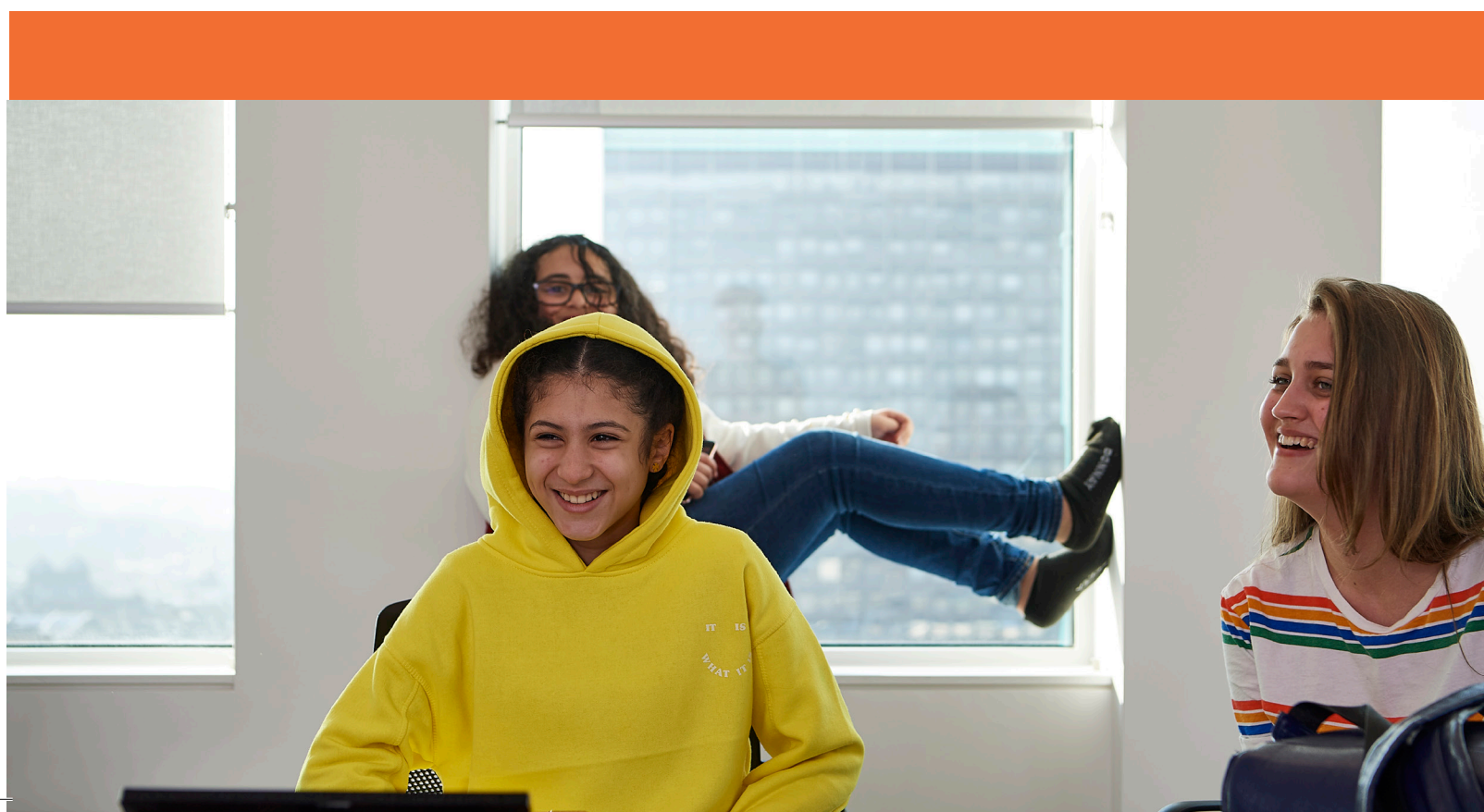
- + Mentor pairs should understand that what is discussed during mentoring sessions should be kept confidential unless a mentor believes a mentee is at risk of harm.
- + Mentor pairs should respect each other's time and be punctual for mentor meetings.
- + If a meeting needs to be cancelled there should be a valid reason with as much notice given as possible.
- + Pairs should decide on the best means of communication and meeting locations. This should be mutually convenient and comfortable for both mentor and mentee.
- + It is important for pairs to look out for emails from your mentor/mentee, making sure you reply promptly.
- + All communication between sessions should be made via email where possible, and text where necessary but not over social media. You should respect each other's boundaries being aware to only contact each other at appropriate times (e.g. not before or after 8am/8pm).

## City Lions Golden Rules for a great mentoring experience!

Your mentor is there to be your champion but it's important to remember that mentoring is also a two-way street. It's important that you put effort into building a strong mentoring partnership – the more you put in, the more you'll get out of it!

You can find our golden rules for making the most of your mentoring experience below. Put these to good use and we are sure you'll have a fantastic experience with your mentor!

- + **Plan** an outline of what you'd like to talk to your mentor about before each meeting, you might also want to prepare some questions for them.
- + Be **open, honest** and **willing** to learn from your mentor and trust in their advice.
- + Take **responsibility** for your own development – your mentor is there to guide, support and advise you but not to do the work for you.
- + **Respect** your mentors time, they are a volunteer and have a full-time job. If you need to change the time of a session, be sure to give them plenty of notice.
- + **Expect to be pushed out of your comfort zone** – this is where we develop and grow the most!
- + Try and see things from a new perspective – your mentor may be of a different gender or culture, so be respectful of differences and see what you can learn. Your mentor will also be able to **learn** from your perspectives.
- + Expect to make some mistakes – you will learn from them!
- + **It's okay to be nervous** – your mentor will most likely be nervous about meeting you too, and that's okay. Your mentoring relationship will develop over time.
- + **Most importantly** – enjoy it, be yourself and have fun!







Notes/thoughts/ideas/doodles/scribbles...

Notes/thoughts/ideas/doodles/scribbles..



# MENTORING PROGRAMME



[citylions.org](http://citylions.org)

Follow us on Instagram: [@westminstercitylions](https://www.instagram.com/westminstercitylions)