

Standard Operating Guidelines (SOG) for Mentor Program

1. Purpose

The purpose of this SOG is to outline the procedures and guidelines for the Mentor Program, aimed at supporting the professional and personal development of participants (mentees) through guidance provided by experienced individuals (mentors).

2. Scope

This SOG applies to all employees who are eligible to participate in the Mentor Program, either as mentors or mentees.

3. Definitions

- **Mentor:** An experienced and trusted advisor who provides guidance and support to the mentee.
- **Mentee:** A less experienced individual who seeks personal or professional growth through the guidance of a mentor.
- **Program Coordinator:** The individual responsible for managing the Mentor Program, ensuring that objectives are met and feedback is gathered.

4. Roles and Responsibilities

- **Mentor Responsibilities:**
 - Provide guidance, support, and advice to the mentee.
 - Assist mentees in setting and achieving professional or personal goals.
 - Offer feedback to improve the mentee's performance and skillset.
 - Maintain confidentiality and trust within the mentor-mentee relationship.
- **Mentee Responsibilities:**
 - Identify and communicate clear goals for the mentoring relationship.
 - Be open to feedback and act on the mentor's advice.
 - Maintain regular communication and actively participate in scheduled meetings with the mentor.
 - Maintain confidentiality and trust within the mentor-mentee relationship.
- **Program Coordinator Responsibilities:**
 - Oversee the matching of mentors with mentees.
 - Ensure that all participants understand their roles and responsibilities.
 - Gather feedback on the program to assess its effectiveness.
 - Handle issues/concerns brought up by any mentor or mentee.

5. Eligibility Criteria

- **Mentors:**
 - Must be a Director and/or have completed the Leadership Academy.
 - Minimum of 5 years of work experience.
 - Demonstrated leadership and a willingness to support others' development.
- **Mentees:**
 - Employees in the early stages of their career or development.
 - A clear interest in professional or personal growth.

6. Program Structure

- **Mentor-Mentee Matching:**
 - Mentors and mentees are matched based on their interests, goals, and areas of expertise.
 - Mentors and mentees should be matched from differing departments.
 - The Program Coordinator will facilitate this process by reviewing applications and conducting brief interviews.
- **Duration:**
 - The Mentor Program will run for 12 months, with regular reviews and check-ins.
- **Meetings:**
 - Mentors and mentees are expected to meet at least once a month for 1-2 hours.
 - Meetings can be in person or virtual, depending on availability and preference.

7. Program Process

1. Application Phase:

- Interested individuals (both mentors and mentees) submit an application form.
- The Program Coordinator reviews the applications and conducts initial screening.

2. Matching Phase:

- Mentors and mentees are matched based on compatibility and goals.
- Both parties will be informed of their pairing via email or through an introductory meeting. This meeting will also outline the program objectives, timelines, and expectations.
- Mentors and mentees will sign the Mentor/Mentee Agreement Form at this time.

3. Mentorship Phase:

- Mentors and mentees hold regular meetings to discuss progress, set goals, and address challenges.
- The Program Coordinator will check in periodically to ensure the program is progressing smoothly.

4. Feedback and Evaluation:

- At the midpoint and conclusion of the program, feedback will be gathered from both mentors and mentees.
- Surveys or interviews will be conducted to evaluate the effectiveness of the mentor-mentee relationship and overall satisfaction with the program.

8. Code of Conduct

- Mentors and mentees are expected to maintain professionalism, respect, and confidentiality throughout the duration of the program.
- Any conflicts or concerns should be addressed to the Program Coordinator immediately.

9. Exit Procedure

- Upon completion of the program, both mentors and mentees are expected to submit final feedback.
- Participants are encouraged to continue informal mentoring if both parties agree.

10. Continuous Improvement

- The Program Coordinator will regularly review the feedback and make necessary improvements to the program for future cycles.