



'Connecting You to the Community'

# Mentoring Protégé 2010-2011 Program Guidelines

## HANDBOOK



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# Mentoring Protégé 2010-2011 Program Guidelines HANDBOOK

*A Guide for Mentors and Protégés*

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*(Note: Please contact us for an Application and/or Information on the Interview process.)*



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## Welcoming Letter

**Dear Mentor and Protégé,**

**21 Sept 2010**

Welcome and thank you for expressing your interest in being a Mentor or a Protégé.

The Mentor Protégé Program 2010-2011, a collaboration between QSA—Queer Straight Alliance and FinS-Fruits in Suits HK. We are excited by the prospects of the partnership and being able to 'Entrust in Our Future', the LGBT students of Hong Kong University and our future professionals.

Both Mentor and Protégé will be matched up through an Interview system carried out by QSA and FinS. The will include the QSA fall / spring 2010-2011 calendar schedule, the details and guidelines of the program and what your involvement will entail.

The QSA committee members are Michael Lam, and Venus Tjang. We are very excited by the response from the LGBT community.

**The program is starting out very strong with a great response.**

**FinS Commitments from professionals like YOU:**

- 20 Mentors / Professionals

**Professions:**

- Architecture, Education, Finance, IT, Manufacturing, Medicine, PR, Marketing, Printing, Software Engineering.

If you should have any questions or want to recommend any of your colleagues or friends to the program, Or are a Mentor / Protégé and want to be match up with for our program, please contact us at the following emails:

- Michael Lam - [qsahku@gmail.com](mailto:qsahku@gmail.com)
- Eric J. Herrera – [eric.jh@fruitsinsuits.com.hk](mailto:eric.jh@fruitsinsuits.com.hk)

Thank you again very much and we look forward to your involvement in the Mentor Protégé Program 2010-11.

Best Regards,  
Michael Lam, QSA, HKU - Facilitator  
Venus Tjang, QSA, HKU - Facilitator  
Eric J. Herrera / FinS, HK - Chief Dreamer



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## What is the QSA / FINS MENTOR PROTÉGÉ PROGRAM?

The Queer Straight Alliance approached the Hong Kong LGBT community in pursuit of a helping hand in wanting to start a Mentor Protégé program. The enquiry landed in the inbox of FinS emails, what a perfect match, as FinS is a LGBT monthly professional gathering in its 6<sup>th</sup> year with a focus on showcasing businesses of all types. QSA is an organization that grooms students to be our LGBT and Straight future professionals and assists them to enable themselves to plan their career paths while studying at the various universities in the Hong Kong area.

Born was the 'Mentor Protégé 2010-2011 Program, Entrusting in Our Future'

**This program is designed** to provide students, the Protégés and Mentors (from FinS and other avenues) with the foundational skills necessary for their future success within their given career path / choice.

**The program objective** is to develop a community of prospective future professionals and leaders who will have a better understanding of traveling into a career path that has been crafted from working with a Mentoring professional, giving the Protégé an edge on his or her professional career, that will inspire, motivate and enlighten the next generation of career path leaders.

**What it does for the Protege.** Gives a head start on others entering into a professional career. Helps a Protégé focus in on the many choices, with the advise, guidance and most importantly experience of a Mentor who is successful in their career choice.

**What it does for the Mentor.** After research into other similar programs, many Mentors say it provides them with a window into the students lives, our youth and the future generation; their intellectual innovation and trends; and giving the Mentor the simple gratification of giving to another person through the Mentor's knowledge of his / her own career, success, experience and equally important, sharing how to navigate an often difficult and yet a pleasurable professional career choice.

## How the Program Works.

Both the Mentor and Protégé fill in an application and go through an interview process. The interview (based and aided by the information provided in the application) allows us to choose both Mentor and Protégé and pair each up with the best possible match. The Protégé's given career choice / path. The Mentor shares knowledge of his or her successful professional career choice, sharing experiences and how to navigate through it all. Following are the calendars and requirements that both Mentor and Protégé are to fulfill.



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## Program Components – Calendar(s)

| QSA Calendar of Planned Events*   |   | FinS Monthly Networking Events*  |  |
|---|---|--|--|
| <b><u>Sept – Dec 2010</u></b>   |   |  |  |
| Aug   | Pre-Semester Preparations   | 17 Aug   | <u>Announcement:</u><br>- QSA-FinS Mentoring Protégé Program<br>- Accepting Applications   |
| Sept  | <u>Semester Starts</u><br>- Mentoring Program details available<br>- Accepting Applications and Conducting Interviews | 21 Sept  | <u>Announcement:</u><br>- 'Quantifying the P!NK Dollar Survey'<br>- Mentoring Program details available<br>- Conducting Interviews |
| 5 Oct   | - Official Launch of QSA (P)  | 19 Oct   | - Business Showcase (TBC)<br>- Networking Gathering  |
| 20 Oct  | - Movie Night- Prayers for Bobby  | TBC Oct  | -One-Off Business Showcase   |
| 2 Nov   | - Inclusion Recruitment Conference (M/P)  | 16 Nov   | - Business Showcase (TBC)<br>- Networking Gathering  |
| TBC Nov   | - Movie Night (TBC)   |  |  |
| Dec   | - No Events   | 21 Dec   | - Holiday Celebration  |
| <b><u>Jan – Mar 2010</u></b>  |   |  |  |
| Jan   | - Q- Talk<br>- Movie Night (TBC)  | 18 Jan   | - Business Showcase (TBC)<br>- Networking Gathering  |
| Feb   | - Q- Talk<br>- Movie Night  | 15 Feb   | - Business Showcase (TBC)<br>- Networking Gathering  |
| Mar   | - Social Event<br>- Semester Ends   | 15 Mar   | - Business Showcase (TBC)<br>- Networking Gathering  |
| * Check for schedule and updates on the website as listed below. Events have various venue locations. |   | * FinS monthly networking events take place on the 3 <sup>rd</sup> Tuesday of every month. Check for showcases and updates on the website as listed below. Events are held at DROP in Central. |  |



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## Program Components (con't)

### Are One-on-One and Group Activities Important?

There are a several ways in which the mentoring takes place

- Face-to-Face OR Traditional One-on-One Mentoring
- Team Mentoring OR Group
- E-Mentoring OR Email Correspondence.
- Activities form the basis for developing and maintaining a trusting and caring relationship between Mentors and Protégés.
- Team Mentoring -Successful mentoring programs with group activities help to foster a sense of community for both Mentors and Protégés; providing informal support for the Mentors and a strong support system for Protégés.
- Face-to-Face mentoring allows both parties to concentrate on the details of the program, the 10 requirements and ensuring they are completed, progress on analyzing a career path and the many choices the Protégé is faced with, and most importantly engage one-to-one, which you can never achieve with email or any other form of communication.
- Examples we will try to engage you in are:  
Field trips, social get-togethers, community service projects, recreational / cultural events, awards and recognition events and skills building, workshops.

## 10 Program Requirements for the Mentor and Protégé

- 10 Ways for the Mentor and Protégé to engage in the mentoring system. These are the requirements or steps that will take place during the schools 2 semesters. So of them will be scheduled events, others will be carried out as arranged by mutual agreement between the Mentor and the Protege
- 5 Requirements MUST BE face-to-face meetings; the rest will take place by e-mentoring or team / group activities.



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## Program Components -10 Program Requirements for the Mentor / Protégé

| #                   | Date OR Due Date         | Event Steps  | Mentor   | Protégé | How Engaged                                 | Task Done | Date Completed |
|---------------------|--------------------------|--|----------|---------|---|-----------|----------------|
| <b>2010 Program</b> |                          |  |          |         |   |           |                |
| 1.                  | Late Oct                 | - Training workshop pre-mentorship program   | YES      | YES     | Team / Group<br><i>ALL Mentors Protégés</i> |           |                |
|                     |                          | - To help students make the most use of the program<br>- Tips and advice on do's and don'ts<br>- Training by Big-Name Corporate Management |          |         |   |           |                |
| 2.                  | 2 Nov 2010               | - Inclusion Recruitment Conference   | Optional | YES     | Face to Face                                |           |                |
| 3.                  | Oct-Dec                  | - Career Development Planning for Protégé  | YES      | YES     | E-Mentoring                                 |           |                |
| 4.                  | 1 <sup>st</sup> Semester | - Work based training-one day program  | YES      | YES     | Face to Face                                |           |                |
|                     | <u>OR</u> Nov            | - Internship at Mentor's Company / Corporation<br>- Tour Mentor's business office  |          |         |   |           |                |
| 5                   | 16 Nov Eve               | - Social Networking<br>- FinS Monthly / DROP   | YES      | YES     | Face to Face<br><i>ALL Mentors Protégés</i> |           |                |
| 6                   | 20 Dec                   | - Provide feedback on the effectiveness of the mentoring partnership via anonymous survey(s)<br>- Provided by QSA / FinS                   | YES      | YES     | E-mail to QSA / FinS                        |           |                |
| 7                   | TBC Jan                  | - Tour Protégé's Campus<br>- TBC-on Campus Activity / Exhibition   | YES      | YES     | Team / Group<br><i>ALL Mentors Protégés</i> |           |                |
| <b>2011 Program</b> |                          |  |          |         |   |           |                |
| 8                   | Jan-Feb 2011             | - TBC / Attend experience sharing organized by QSA   | YES      | YES     | Team / Group<br><i>ALL Mentors Protégés</i> |           |                |
| 9                   | Feb                      | - UPDATE / Career Development Planning for Protégé   | YES      | YES     | E-Mentoring                                 |           |                |
| 10                  | 15 Mar                   | - Evaluation Form<br>- Mentors and Protégés  | YES      | YES     | E-Mentoring                                 |           |                |
|                     | 15 Mar                   | - Graduation<br>- Celebrate end of Program<br>- Certificates / Gifts<br>- FinS Event   | YES      | YES     | E-Mentoring or Group                        |           |                |



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## What is a Mentor?

A mentor is an experienced individual that serves as a trusted counselor, loyal adviser and coach who helps and guides another individual's development. The mentor is a confidant who provides perspective, helps the PROTÉGÉ / STUDENT reflect on the competencies they are developing, and provides open, candid feedback. Mentors have a unique opportunity to serve as a "sounding board" for the Protégé on issues and challenges they may not share with individuals within their own organization. Mentors are people who are interested in and willing to help others.

## Mentor Characteristics

- **People Oriented:** One who is genuinely interested in people and has a desire to help others develop and grow. A successful Mentor is one who provides sufficient time with the Protégé, possesses good people skills and knows how to effectively communicate and actively listen. Active listening is a skill that includes paying attention to the body language and other sensory cues of the Protégé. A mentor must also be able to resolve conflicts and give appropriate feedback.
- **Good Motivator:** A mentor needs to be able to motivate a Protégé through encouraging feedback and challenging work assignments. A mentor will expand a Protégé's experiences while noting the advantages and rewards associated with accepting new challenges.
- **Effective Teacher:** A mentor must thoroughly understand the skills and knowledge required by the Protégé's position and goals, and is able to effectively teach these skills to the Protégé. A mentor also manages the learning of the Protégé.
- **Secure in Position:** A mentor must be confident in his or her career so pride for the Protégé's accomplishments can be genuinely expressed. A mentor should appreciate a Protégé's developing strengths and abilities, without viewing these accomplishments as a threat. A mentor enjoys being a part of the Protégé's growth and expansion.

## Mentor Characteristics

- **Professional Excellence:** A successful Mentor is usually one who has been successful in their field of expertise and possesses the educational background and experience needed for achievement. A skilled Mentor possesses and maintains current, up-to-date business or work related knowledge and /or skills; he/she takes on more responsibility than is required by the job and volunteers for additional activities/learning. A Mentor attempts to inspire a Protégé with the same drive for achievement.



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## Mentor Characteristics (con't)

- **Respects Others:** A Mentor is one who shows respect for another's well being. Every person, including the Mentor, has certain vulnerabilities and imperfections that must be accepted. A Mentor should learn to accept a Protégé's weaknesses and minor flaws, just as the Protégé must learn to accept the weaknesses and flaws of the Mentor. Mentors can, in fact, help a Protégé explore his or her vulnerabilities and imperfections. Without passing judgment, a Mentor must also recognize that differences in opinions, values, and interests will exist. By accepting such differences, a Mentor projects openness to others. Not all of these characteristics are equally found in every one.
- **Other Aspects:** Individuals that have had positive formal or informal experiences with a Mentor tend to be good Mentors themselves. Good Mentors are experienced individuals that have a good reputation for helping others develop their skills.

## What is a Protégé?

- A Protégé is a self-motivated individual seeking to continuously promote personal development. A Protégé recognizes personal strengths and weaknesses and actively seeks methods for personal growth.

## Protégé Characteristics

A successful mentoring relationship not only depends on the characteristics of the Mentor, but also on the characteristics of the Protégé. The following are characteristics of the "ideal" Protégé.

- **Eager to Learn:** A Protégé has a strong desire to learn new skills and abilities, or a desire to develop existing skills and abilities. A Protégé seeks educational and/or training opportunities whenever possible to broaden his or her capabilities. A Protégé strives to elevate his or her level of technical skills and professional expertise to gain a greater mastery of the job.



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## Protégé Characteristics (con't)

• **Team Player:** A Protégé usually must interact with many others as a part of the requirement of his or her position. It is important the Protégé cooperate and communicate with these others. A Protégé must be a team player and contribute as much as possible to the mentoring relationship.

• To do this, a Protégé should:

- |  |                                      |
|--|--------------------------------------|
| 1. Initiate and participate in discussions | 2. Seek information and opinions     |
| 3. Suggest a plan for reaching goals       | 4. Clarify or elaborate on ideas     |
| 5. Resolve differences                     | 6. Be fair with praise and criticism |
| 7. Accept praise and criticism.            |                                      |

• **Patient:** A Protégé must be willing to put time and effort into the mentoring relationship. A Protégé must persevere through the difficulties that arise during the learning process.

• **Risk Taker:** This means that a Protégé must move beyond tasks that he or she has mastered and accept new and more challenging experiences. A Protégé must realize to grow professionally; it is necessary to assess oneself, to acquire needed skills, to develop new skills, and to make contact with others. A Protégé must be willing to take chances!

• **Positive Attitude:** This is the most important trait for a Protégé to possess because it is a bright and hopeful attitude that can help a Protégé succeed. An optimistic Protégé is more likely to tackle difficulties and to stay on course. A Protégé should not be afraid to fail. Just as a Mentor is more than a teacher, a Protégé is more than a student. A Protégé, as a bright and motivated individual, is the future of a professional organization; the insurance that a well-educated, well-rounded, high-quality workforce will exist to meet long-term employment needs.

• **Other Aspects:** A Protégé should take the lead in the relationship evaluating his/her own strengths and weaknesses and in setting goals, initiating discussions, and maintaining communication, and developing a career strategy through education. Protégés should also be appreciative of their Mentor's time, follow through on commitments, and seek to maintain communication with their Mentor after the formalized relationship is over.



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## Mentoring Overview

- Mentoring plays a key role in developing one's professional career. The MENTORING PARTNERSHIP is an agreement between two people sharing experiences and expertise to help with personal and professional growth AND A CLEAR CAREER PATH. In mentoring's usual form, a Mentor is someone of substantial experience, talent or professional standing who nurtures the career of a Protégé.
- THE KEY TO SUCCESSFUL MENTORING is to recognize and respect each other's strengths and differences, clarify expectations and roles, establish clear goals and a mentoring action plan, and to manage the "logistics" of the mentoring process to ensure meetings take place.
- Maintaining the confidentiality of the Mentor / Protégé relationship is also crucial for success. Please respect this crucial point.

## Mentoring Roles and Responsibilities

### Do's

- Send correspondence by email if the Mentor is too busy
- Always reply as soon as possible
- Always be prepared for a meeting with the Mentor or the facilitator
- Contact QSA / FinS if you have problems with this program
- Take part in scheduled program events even if the Mentor is not available

### Don'ts

- Be too shy or too busy to meet your requirements or be too shy share your feelings
- Assume your mentor will pay for anything
- Contact your Mentor at unreasonable hours or be discouraged if the Mentor seems to busy, be patient and persistent

### **Mentor – The roles and responsibilities of the Mentor are to:**

- Demonstrate a willingness to commit to the mentoring process
- Develop a mentoring contract / agreement clarifying the expectations of the mentoring partnership
- Assist in developing & monitoring the Protégé's Individual Development Plan IDP
- Provide inroads and opportunities for developmental experiences for the Protégé
- Meet OR Connect with the Protégé in alignment with the proposed programs 10 Requirements
- Plan to spend an average of four hours a month working with the Protégé

### **Assume four main coaching roles:**

- **Teacher:** Assisting Protégé in setting developmental goals and plans to achieve them
- **Counselor:** Discussing work-related concerns impeding performance or career growth
- **Guide:** Sharing organizational knowledge gained from personal experience
- **Challenger:** Providing objective and honest feedback
- Participate in planned meetings with the Protégé and or QSA / FinS Protégé and to discuss the Protégé's IDP
- Act as a sounding board for the Protégé and Assist the Protégé in setting developmental goals
- Provide developmental feedback to the Protégé
- Provide feedback on the effectiveness of the mentoring partnership via anonymous surveys (provided by QSA / FinS) at the mid-point and the end of program



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## Mentoring Roles and Responsibilities

### • **Protege –**

#### • **The roles and responsibilities of the Protégé are to:**

- Take initiative and be proactive in his/her own career development
- Develop a mentoring contract/agreement that clarifies the expectations of the mentoring partnership
- Keep QSA / FinS informed of mentoring progress and schedule to ensure that it does not conflict with assignments and priorities of your school commitments
- Attend formal mentoring training, progress reviews, and forums
- Participate in open and honest discussions with the Mentor
- Develop an IDP with feedback from Mentors and QSA/FinS
- Meet with the Mentor approximately four hours a month, at least touching base weekly
- Provide feedback on the effectiveness of the mentoring partnership via anonymous surveys at the mid-point and the end of program (provided by QSA / FinS)

### • QSA / FinS Responsibilities

#### **QSA / Fins –**

- QSA / FinS acts as a supervisor and plays a critical role in the success of the mentoring partnership
- Both organizations reinforce the learning by providing timely feedback and opportunities to practice new skills
- QSA / FinS will also provide feedback on the overall mentoring process and design

#### **The roles and responsibilities of the QSA / FinS are to:**

- Meet or coordinate with the Protégé and his/her Mentor to discuss the IDP
- Support the Protégé in the developmental process to assist in the successful completion of his / her IDP



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## Closing Remarks

### **Value of the Mentoring**

- Mentoring brings value to everyone involved in its practice: MENTORS, PROEGES, QSA AND FINS and the University Experience for the Protégé as well as all the related organization(s) for which all are exposed to during the course of the calendar program. Protégé's have an opportunity to gain wisdom from someone who has traveled the path before them. Mentors have an opportunity to invest themselves in someone who seeks what they can offer. The QSA and FinS organization(s) has the opportunity to share and spread its acquired learning and know-how. In addition to those who are directly involved in its practice, mentoring also helps the community at large because it fosters an environment in which people work together and assist one another in their drive to become better skilled, more intelligent individuals.

## QSA – Queers Straight Alliance History

- Queer Straight Alliance aims to provide a safe social platform for the Lesbian, Gay, Bisexual and Transgender (LGBT) members both on and off campus. The Alliance is a student group founded by students in the University of Hong Kong. Through various talks and social activities, the students in Hong Kong will benefit from educational, personal, career and social perspectives.

- Who can be members?

Local students (HKU and any universities / institutes in Hong Kong)  
Exchange students (HKU and any universities / institutes in Hong Kong)  
Alumni  
University staff  
QSA friends who are interested in the Alliance's events



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## FinS – Fruits in Suits, HK History

- JOIN US IN CONNECTING US ALL TO THE COMMUNITY, SUPPORT, ADVERTISE, SHOWCASE YOUR COMPANY, REACH OUT AND MAKE A DIFFERENCE! We are dedicated to fostering access to and information about other LGBT owned, LGBT operated, LGBT friendly and LGBT employed business in the Hong Kong and Asia Pacific region.
- FinS is a LGBT informal monthly professional networking event that takes place in Hong Kong established in 2004. FinS continues to grow in size, have access to resources and aid in influence on the local business community. The event held on the third Tuesday of every month, where like-minded people come together in an exclusive and private venue called DROP. FinS originated in Melbourne and now exists in Sydney, Auckland / Christchurch NZ, with an up-start in Tokyo.
- FinS EVENTS, primarily focus and showcase businesses, from the LGBT community and those who wish to market to the community. The businesses showcased collaborate with FinS' on a theme, event venue set-up and how to best market products and services to our community and FinS members. These not only are highlighted with an event at the monthly gatherings but also extend to e-newsletters, the FinS website and other avenues of awareness.
- FinS MEMBERS as of September 2010, our organization has near 1200 members. Our members are mostly professionals, from lawyers and bankers to teachers, community workers, journalists, businessmen / women and the young professionals that are just starting out in the workforce. But whatever our members' professions, FinS is for everyone and you do not have to wear a suit! Our monthly networking events have attracted as many as 280 guests and vary from month to month, averaging between 70 to 150 guests per event.



### **Business Marketing Feature on FinS**

Our most recent media coverage was a live interview on Melbourne's Joy 94.9 with Allan Smales, Co-Presenter of "Orange Ribbon", a LGBTIQ multicultural radio program airing from Melbourne.

Thank you very much and look for you at the next  
Mentor Protégé 2010-2011 Program Event!