

# Career Focused Mentoring: A Pathway for 21<sup>st</sup> Century Opportunities



*March 17, 2016*

# 2016 Collaborative Mentoring Webinar Series Planning Team



# Good to Know...

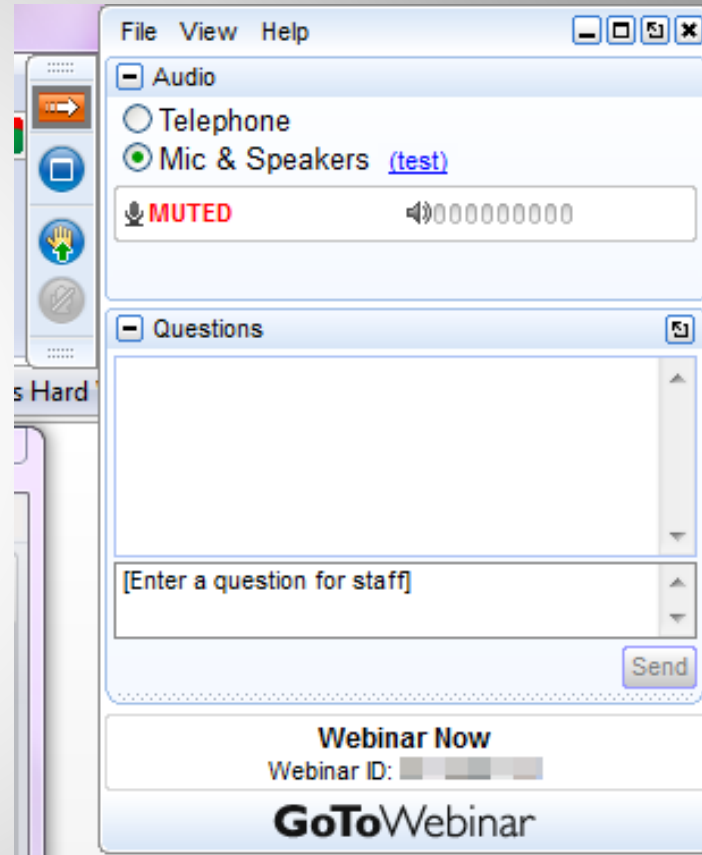
**One week after the webinar, all attendees receive an email with:**

- Instructions for how to access PDF of presentation slides and webinar recording
- Link to the Collaborative Mentoring Webinar Series webpage, where all slides, recordings, and resources are posted.

**Please help us out by answering survey questions at the end of the webinar.**

# Participate in Today's Webinar

- All attendees muted for best sound
- Type questions and comments in the question box
- Respond to polls
- Who is with us today?



# Poll 1

## **What is your experience level in the mentoring field?**

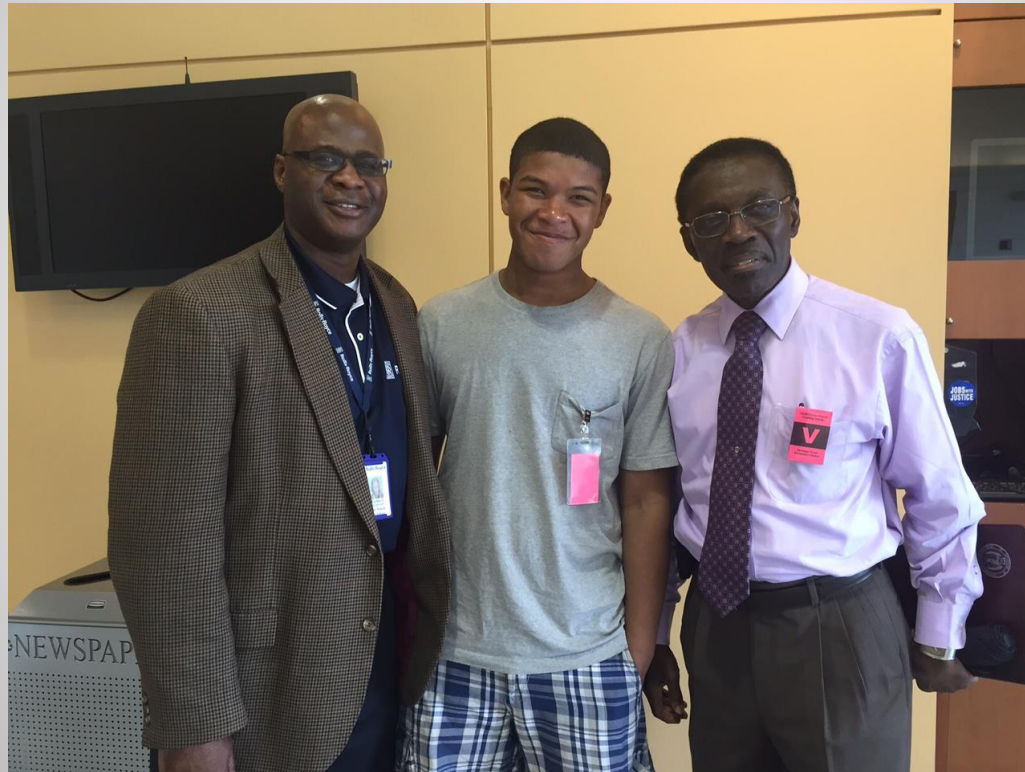
- Beginner
- Experienced
- Expert
- Other

# Poll 2

## **What is your role in the mentoring field?**

- Practitioner
- Researcher
- Technical assistance provider
- Funder
- Other

# Why Career Focused Mentoring?



# Today's Webinar

- **Panelist 1:** Erin LaBarge, SAP
- **Panelist 2:** Lori Mastromauro, New York City Mentoring Program
- **Panelist 3:** Miles Warren, JP Morgan

**Q & A throughout the presentation  
(use the Q & A panel)**

# Poll 3

**How long has your program had a strategic focus on career-minded mentoring?**

- We are just now exploring it
- Less than 1 year
- More than 2 years
- More than 5 years
- Other

# Panelist 1



## **Erin LaBarge, SAP**

- Event Production and Public Relations
- SAP- Competitive Intelligence, Human Resources, and Global Marketing
- Formation of SAP's first ever Early College High School (BTECH) locally
- Joined the Global CSR team to lead strategic programming and volunteer initiatives for the United States

# SAP Early College High Schools



## Goals:

- Connect HS students and young adults to technology career pathways.
- Leverage SAP technology, talent, and partnerships to improve the talent for the technology sector.

long-term pipeline of trained

## Pillars of Model:

- Mentorship from SAP
- Internship opportunities within SAP ecosystem
- Job placement opportunities with support from the Americas' SAP User Group (ASUG)

## The Set Up:

- Partnerships locally and nationally to guarantee success and scale
- 6 years of blended HS & college curriculum / experience
- In regions where there is a sizable SAP employee base to ensure employee engagement throughout program

## Our Core Assets:



Talent



Technology



Partnerships

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# Mentoring Overview

## Engagement:

- Pilot/2015 – all virtual via iCouldBe online platform, weekly back & forth interaction
- 2016 – entirely hosted in-person @ schools, 6 sessions per year representing 2 missions (1 per semester)

## Recruitment:

- Pilot/2015 – North America-wide announcement + Local communications
- 2016 – 100% locally-driven via communications/in-person

## Expectation:

- Scaffolded framework that supports all students
- Relationships that foster & build the workplace behaviors that will carry students from classroom to boardroom.
- Supplement with additional workplace learning opportunities.

# Our Learnings

- Identify your intention
- Meet the students and your mentors at their highest level of contribution
- Adapt, adjust and accommodate

# Panelist 2



## **Lori Mastromauro, New York City Mentoring Program**

- Over 20 years of program management experience
- New York State as director of mentoring initiatives in K-8 schools on Long Island.
- New York City Mentoring Program at the New York City Department of Education

# The New York City Mentoring Program



The New York City Mentoring Program (NYCMP) is an initiative of the New York City Department of Education which has connected tens of thousands of high school students with volunteer mentors – from local businesses, organizations, or associations - helping youth navigate educational, social, and professional growth. After school, students meet their mentors at their work sites or other planned locations throughout the City.

During mentoring sessions, mentors help mentees engage in career exploration, learn about goal setting, plan for college enrollment, and enjoy the City’s cultural resources.

*“This program is truly a collaborative, community-wide effort. For three decades, it has engaged business and organizational supporters, volunteer mentors, school administrators, educators and students. Thanks to their dedication, mentees are broadening their horizons in school and in life.”*

*-Carmen Fariña, Chancellor, New York City Department of Education*



# Training & Supporting Volunteer Mentors

- Manage expectations
- Be flexible
- Encourage audience participation
- Provide ongoing support and resources
  - Full training packet
  - Monthly activity ideas
  - Group & citywide events
  - Regular technical assistance/debriefing opportunities
  - Acknowledge & recognize



# Measuring Impact via Online Surveys



- Employ “Survey Monkey” for data collection
  - Focus on program goals of college preparedness, career readiness, social skills development and cultural exploration
  - Assess program implementation aspects for coordinators
- 
- Utilize four survey tools:
    - Mentors
    - Mentees
    - School Coordinators
    - Mentor Coordinators
  - Administer at end of each school year
  - Scale ratings to get quantitative vs. qualitative data
  - Assess responses over summer



# Data Collection & Measurement

## *What we measure:*

- High School graduation rates:
  - % of mentees attending 2 year colleges
  - % of mentees attending 4 year colleges
- Work on job search/application process
- How to write a resume, prepare for a job interview, and use workplace technology
- Trends in historical data



# Additional Tracking

- Mentors (including clearance status)
  - Application
  - Training
  - Fingerprinting
  - References
- Mentees
- Participant demographics
- Retention rates
- Program implementation dates
  - Training
  - Kick off events
  - Debriefings
- Coordinator reporting
  - Regular status updates
  - Attendance sheets



# Challenges & Innovations

## **Volunteer Clearances**

- “Pre-cleared” & “cleared” status
- Deeper partnership with Department’s Investigation Unit

## **Technological Advances**

- New website and secure social networking platform
- Adoption by participants

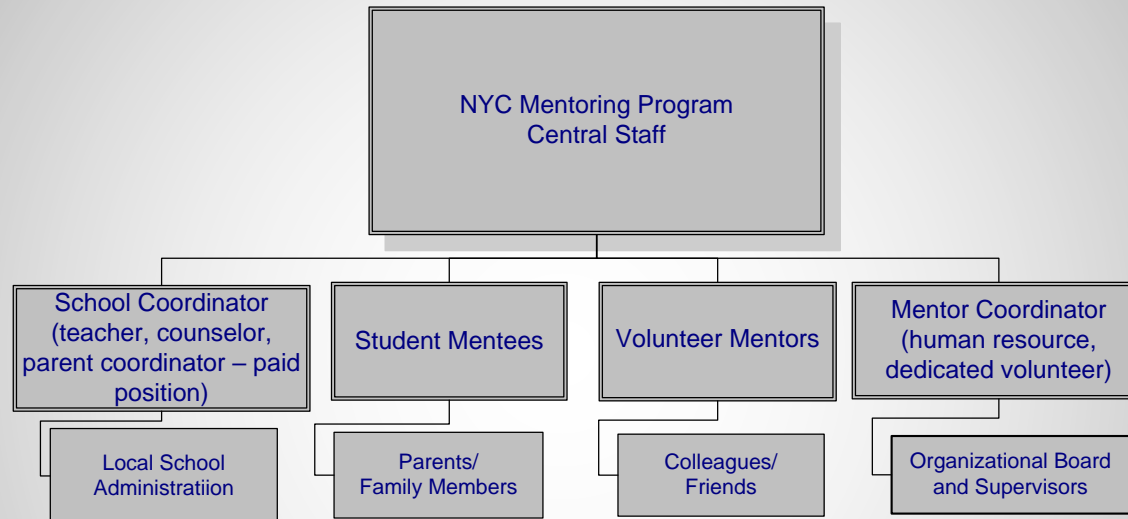
## **Program Assessment**

- Keeping survey response rates high
- Measuring program metrics on mentees against control group of peers



# Parting Advice...The Three C's of Success

Commitment ~ Communication ~ Coordination



Visit: [www.nycmentoringprogram.org](http://www.nycmentoringprogram.org)

# Panelist 3



## **Miles Warren, JP Morgan**

- Leads The Fellowship Initiative in Los Angeles.
- Prior to joining JPMorgan, Warren managed career programming at The Posse Foundation in Chicago
- He has also served as a high school director of college counseling in Chicago's west side

# The Fellowship Initiative



In 2010, JPMorgan Chase launched a pilot to test if the right combination of academic and leadership training, coupled with support for social and emotional development, could help young men of color excel in high school and graduate from four-year colleges and universities.

The pilot demonstrated that with a comprehensive enrichment program, these students achieved more than they imagined possible.

**A Comprehensive Approach**  
Programming includes academic enrichment, immersive experiential learning, leadership development, social and emotional support and college admissions coaching. TFI also educates and supports families throughout the college planning process.

Leadership

Networks &  
Social  
Supports



Mentoring



College  
Preparation



Academics

Cities

2014 – 2021 cohort

New York, NY

Chicago, IL

Los Angeles, CA

40 students  
participate in each city

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# TFI THEORY OF CHANGE

Young men of color face social, economic, and systemic challenges that impact their education and career success.

Drawing from exemplary practices from the **youth development, college access, career development and education** fields, TFI Fellows with learning experiences that are designed to help them achieve their education and career potential.

Through **youth-centered, asset-based** activities that promote **inquiry and interdisciplinary learning**, TFI focuses on the **social and emotional development** of Fellows, while also fostering competencies that contribute to enhanced cognitive skills and academic performance.

## ACTIVITIES

**Coaching**

**Peer Support Network/Brotherhood**

**Mentoring**

**Academic Instruction**

**Tutoring**

**STEM**

**Arts**

**Leadership Development**

**Service Learning and Civic Engagement**

**College Access**

*College Visits  
Application Assistance  
SAT Prep*

**Professional Development**

**Family Workshops**

## CORE DEVELOPMENTAL AREAS

**Cognitive Development and Study Skills**

**Social and Emotional Learning**

*Goal-Setting  
Communication  
Creative Thinking  
Inquisitiveness*

*Confidence*

*Optimism*

*Generosity*

*Discipline and Persistence*

*Self Management*

*Grit*

**Leadership Development**

**Professional Development**

**Build Social Capital; Positive Networks**

**Collaboration and Teamwork**

**Cultural Competence and Exposure to Diversity**

## OUTCOMES AND INDICATORS

**Program Participation and Retention**

*Attendance  
Completion Each Year*

**Improved Academic Performance**

*Class Scores  
Standardized Tests  
Teacher Feedback  
GPA*

**Social and Emotional Growth**

*Survey information and observations to assess self-awareness, discipline, confidence, persistence, ability to access resources, and other less tangible measures (e.g., optimism, inquisitiveness)*

**College and Career Ready**

*College visits completed  
Applications completed  
Financial aid applications*

*Volunteer experiences  
Work experiences*

**POSITIVE EDUCATION AND EMPLOYMENT OUTCOMES FOR YOUNG MEN OF COLOR**

**HIGH SCHOOL GRADUATION**

**COLLEGE DEGREE**

**EARLY CAREER SUCCESS**

# TFI Mentoring Overview

## RECRUITMENT

- Mentors are JPMorgan employees from across all lines of business
- Mentors are recruited through membership groups, events, outreach from business champions, and TFI's overall internal communications strategy

## SELECTION AND MATCHING

- Employees complete the mentor application on Survey Monkey
- Mentors are selected based on fit and their ability to make the time commitment. In most cases, TFI staff also meet with employees before matching them to Fellows
- Once mentors are selected, they are matched based on interests (e.g., college, career, sports, music) and personal attributes (e.g., ability to draw out quiet Fellows)

## ROLE

- Provides a positive, structured, trusting relationship that **focuses on the needs of Fellows**
- Fosters **caring and supportive** relationships
- Encourages and challenges Fellows to **develop to their fullest potential**
- Helps Fellows to **develop his vision, goals, and plans for the future, and identify resources**
- Uses **coaching** to problem solve and help Fellows develop decision-making skills

# TFI Mentor Commitment

## **TIME WITH TFI FELLOWS**

Weekly Contact; Monthly In-Person Meeting; Quarterly Group Mentor Activity

## **ADDITIONAL ACTIVITIES AND SUPPORTS**

2-Hour Training; Monthly TFI Staff Check-In; Monthly Mentor Training

## **GENERAL REQUIREMENTS**

- Promote the welfare and safety of the Fellow at all times
- TFI does not permit Fellows to ride in personal vehicles or participate in overnight stays
- Maintain appropriate physical, social, and emotional boundaries
- Staff should always know your plans and where you will be with the Fellows
- Staff should be copied of emails between mentors and Fellows
- Mentoring activities should take place at JPMC or another public setting (e.g., museum, arena, college campus)
- Fellows should not be left alone with adults who were not approved by TFI
- Families are an important part of TFI; however, most mentoring activities should not include family members (unless it was designed to include them)
- Mentors should not offer or accept expensive gifts (including cash)
- Incidents and urgent concerns should be immediately be reported to TFI (examples include allergic reactions, injuries, concerns about abuse)
- In case of an emergency, mentors should contact emergency response personnel and TFI as soon as possible



# College and Career

- ✔ **Career Interests & Exposure**
- ✔ **Goal Setting**
- ✔ **College Application Support**
- ✔ **Networks**
- ✔ **Professional Culture**

Not only has TFI given us a caring brotherhood and amazing experiences, but TFI has also provided us with one of the biggest things in our lives, our mentors. My mentor, Jonathan, is like the older brother that I never had. There is never a week that goes by that he doesn't send me a text message ask me about how my week went or how I am doing. That really means a lot that someone is taking the time out of their day to ask me how I am doing when I didn't have anyone to talk to.

- TFI Fellow Arturo

*Prior to my participation in The Fellowship Initiative, I was unmotivated and lonely. The Fellowship Initiative has changed all of that. During our trip to Riverside College, I gained not only new motivation but I also gained a new family.*

*Over the months I have spent in The Fellowship Initiative, I have been presented with enriching learning experiences that have unlocked my ambitions. I have vowed to be a better man every day.*

- TFI Fellow Isaiah



## 2015 TFI GOAL SETTING

This activity is based on a *reverse résumé idea*—What will you need to do so that you have the education, grades, experiences, and recommendations needed to get into a great college and win scholarship awards?

### Academic Performance

To demonstrate that I am both driven and capable of academic excellence, I will:

Current GPA: \_\_\_\_\_ Desired GPA: \_\_\_\_\_

Strategies: (e.g., increase the number of hours I study each night, seek tutoring in X)

- ✓
- ✓
- ✓

### Extracurricular Activities

To demonstrate that I am a well-rounded student with diverse interests, and the capacity and desire to move into leadership roles, I will:

My Current Activities: (e.g., TFI, sports teams, clubs, community service)

- ✓
- ✓
- ✓

Strategies to Increase/Improve Activities: (e.g., join X, grow into leadership role)

- ✓
- ✓
- ✓

### 2014 Reflections

3 things that I am most proud of:

- ✓
- ✓
- ✓

3 things that I could have done better:

- ✓
- ✓
- ✓

3 things that I learned about myself:

- ✓
- ✓
- ✓

## College and Career Development

The college application process starts now. It includes improving my GPA, researching colleges and scholarships, practicing writing for my college essays, preparing for the college entrance exams, identifying adults who will provide recommendations, participating in extra curricular, service, and work experiences, and building my professional network.

College Planning Goals: (e.g., visit X# of colleges, PSAT, practice essays, build relationships with teachers who can provide recommendations)

✓ College Visits Planned: \_\_\_\_\_

✓ Additional Plans: \_\_\_\_\_

Career Development Goals:

✓ Volunteer/Service: \_\_\_\_\_

✓ Job Shadow: \_\_\_\_\_

✓ Internships: \_\_\_\_\_

✓ Jobs: \_\_\_\_\_

✓ Building My Professional Network: \_\_\_\_\_

## Leadership and Personal Development

Leadership and personal growth helps us achieve our goals. Colleges look for applicants who demonstrate maturity, ambition, and other positive attributes (e.g., discipline, organization, self-awareness, strong communication skills, confidence, ability to access resources).

Key areas and strategies for improvement and growth include:

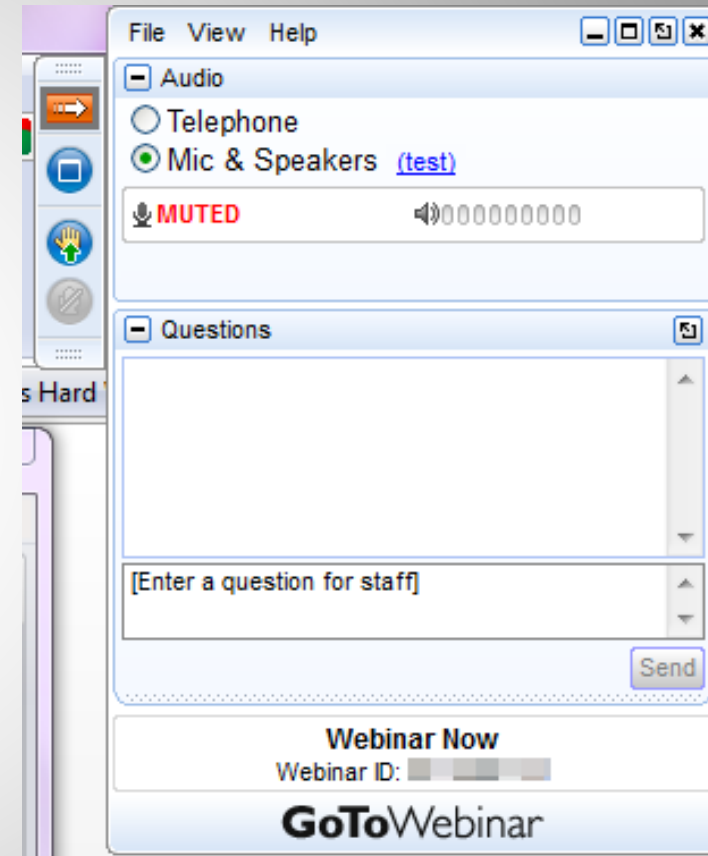
✓

✓

✓

# Q&A for all Panelists

Type your questions in the question box:



# Additional Resources

## Research Corner: Work Based Mentoring

Dr. Jean Rhodes, University of Massachusetts



NATIONAL  
**MENTORING**  
RESOURCE CENTER  
A Program of OJJDP

### - **Explores:**

- Skill enhancement
- Social networking and advocacy
- Enhanced self concept
- Additional exemplary work-based mentoring programs

Available at: [http://www.mentoring.org/old-downloads/mentoring\\_1310.pdf](http://www.mentoring.org/old-downloads/mentoring_1310.pdf)

# Additional Resources



## **National Mentoring Resource Center**

Apply for no-cost help for your mentoring program

[www.nationalmentoringresourcecenter.org](http://www.nationalmentoringresourcecenter.org)

## **Mentoring Connector**

Recruit mentors by submitting your program to the Mentoring Connector (previously called the VRS)

<https://connect.mentoring.org/admin>

# Remember...

## After the webinar:

- Please help us out by answering survey questions at the end of the webinar.
- Everyone will get an email with information on how to download the slides, recording, and resources on the CMWS webpage on the MENTOR website:

[http://www.mentoring.org/program\\_resources/training\\_opportunities/collaborative\\_mentoring\\_webinar\\_series/](http://www.mentoring.org/program_resources/training_opportunities/collaborative_mentoring_webinar_series/)

# Stay Connected

- **Email us** at [collaborativewebinarseries@mentoring.org](mailto:collaborativewebinarseries@mentoring.org)
- **Tweet** with hashtag #MentoringWebinar
- **Visit our webpage** on the MENTOR website for past and upcoming webinars:

The screenshot shows a web browser window with the URL [www.mentoring.org/program\\_resources/training\\_opportunities/collaborative\\_mentoring\\_webinar\\_series](http://www.mentoring.org/program_resources/training_opportunities/collaborative_mentoring_webinar_series). The page features the MENTOR logo (National Mentoring Partnership) with the tagline "Expanding the World of Quality Mentoring". Navigation links include "HOME", "ABOUT MENTOR", "START A PROGRAM", "PROGRAM RESOURCES", "GET INVOLVED", "NEWS & RESEARCH", and "SUMMIT 2015". A search bar and social media icons (Facebook, YouTube, Twitter, Email, LinkedIn) are also present. The main content area is titled "Collaborative Mentoring Webinar Series" and includes a breadcrumb trail: > Home > Program Resources > Training Opportunities > Collaborative Mentoring Webinar Series. A sidebar on the left lists "PROGRAM RESOURCES" with sub-items: Elements & Toolkits, Resource & Publication Library, Volunteer Referral Service, Background Checks, Training Opportunities, and Collaborative Mentoring Webinar Series. The main text describes the series as a partnership between MENTOR and several state-level mentoring organizations, including the Maryland Mentoring Resource Center, Indiana Mentoring Partnership, Kansas Mentors, the Mentoring Center of Central Ohio, the Mentoring Partnership of Minnesota, Oregon Mentors, and the Mentoring Partnership of Southwestern Pennsylvania. The text states that the series focuses on strengthening mentoring practice, sharing resources, and putting research into practice. On the right, "Collaborating Partners" are listed with logos for MENTOR, mentoring partnership, Big Brothers Big Sisters of the Greater Chesapeake, and Indiana.

**Collaborative Mentoring Webinar Series**

# Join Us Next Month!



Activity-Based Mentoring  
April 21, 2016  
1 - 2:15 pm Eastern



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