



# Online Mentoring

## AAUW Special Interest Group

*Facilitators:*

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# Why Mentoring?

Measurable benefits of Mentoring can include:

- Improved satisfaction, higher morale, greater motivation.
- Higher retention, improved organizational and community bonding and loyalty.
- Particular value to women, minorities, and at-risk youth – can work to improve organizational variety in three areas: demographic, geographic, and professional focus.
- Broadens the diversity of innovation and ideas available to the organization.
- Improves communication between target groups (erodes organizational silos) – community establishment, strengthening.
- Improved participant performance and value-to-organization, due to initial participants demonstrating value and results.
- Personal learning, professional development of the participants.
- Leadership building.

# Examples of Formal Mentoring Programs

- **TechWomen**

*<http://www.techwomen.org/>*

*U.S. State Department and International Institute of Education: 2011 to now*

- **TiE Silicon Valley - MentorConnect**

*<http://tiesv.mentorcloud.com/>*

*<http://www.mentorcloud.com/mentorcloud-stories/tie-mentoring-success-metrics/>*

*Professional Entrepreneurs: 2009 to now*

- **AAUW**

*<http://www.aauw.org/article/aauw-launches-new-online-mentoring-program/>*

*Just started in 2013!*

# AAUW Pilot Mentoring Program

- 6 month pilot program
- Using MentorCloud web-based platform
- Started in March 2013
- About 230 participants
- Weekly challenges:
  - Build MentorCloud profile
  - Review best mentoring practices
  - Connect with your mentoring partner
  - Join roundtable discussions to build your network
  - Use inspirational resources to build your knowledge
- *Still in process...*



# TECHWOMEN

**TechWomen** is an initiative of the U.S. Department of State's Bureau of Educational and Cultural Affairs (ECA), managed by the Institute of International Education (IIE). Emerging leaders from the Middle East and Africa join mentors in the Silicon Valley for a month. TechWomen has been so successful that its size was doubled for 2013. In the words of senior technical professionals who were mentees in 2011:

- **Dareen Alhiyari** (from Jordan):

"I just want to share with you my gratitude for the TechWomen program for bringing together women in technology. The beautiful thing about TechWomen is that it never ends! It's an everlasting membership of a professional network of special women. Now I get to know those women in technology in my area and collaborate with them, and I will get to know even more with every year!"

- **Maysoun Ibrahim** (from Palestine):

"My mentor was highly professional, supportive and a good listener. She was always willing to put the efforts needed to provide advice to her mentees to better shape their personalities and affect their professional career. She showed me that mentoring is an ongoing relationship of exchange of experiences aiming at strengthening our knowledge and achieving our dreams."

- **Sukaina Al-Nasrawi** (from Lebanon):

"Since the first TechWomen day, my mentor has been my continuous reminder of the importance of persistence, optimism, strong will to face life challenges and make a change. She strengthened my skills and introduced me to the concept of the elevator pitch, which is crucial for professional growth. She is a perfect example of a mentor. I truly appreciate her friendship, values and everything I learned from her. I am passionately looking forward to the day I can do the same for someone else".

# TiEcon 2013 Mentoring Metrics

TiEcon is “The World’s Largest Conference for Entrepreneurs”. TiE Silicon Valley MentorConnect program has several elements, including a web-based platform (MentorCloud) and a series of speed mentoring events – including one at TiEcon.

*Responses from 138 of the 185 TiEcon Mentees:*

- 98% of Mentees were satisfied with their MentorConnect experience. (64% awarded the highest possible rating of 7)
- 96% would recommend a similar session to others. (70% awarded the highest possible rating of 7)
- 92% said they would like to continue conversations online after the TiEcon program

*Responses from 30 of the 49 TiEcon Mentors:*

- 93% of Mentors were satisfied with their MentorConnect experience. (80% awarded the highest possible rating of 7)
- 97% would recommend a similar session to other Mentors. (83% awarded highest possible rating of 7)
- 97% felt that their time was well spent
- 93% felt that the Mentees were well prepared and asked excellent questions



# Being a Good Mentee

- **Do your homework.** Come to meetings with your mentor prepared.
- **Ask questions.** You want to learn how your mentor thinks and makes decisions — so ask!
- **Be respectfully persistent.** Relationships often fall apart because the mentee didn't follow up.
- **Be committed.** Make the time needed for the relationship.
- **Be patient.** The mentee often takes longer to process what she's learning.
- **Show up.** Come with goals, come with questions, come with ideas.
- **Follow up.** If your mentor gives you a contact, send the email that day. If someone helps you, send a thank you email.
- **Read up.** Constantly researching your field, your colleagues, and your competitors is the name of the game ...

# Being a Good Mentor

- **The Fine Art of Effective Listening:** listen twice as much as you talk, problems can be more complex than you think, acknowledge frequently.
- **Advice and Catalyze:** weigh options, let the mentee find the solution, discuss various actions.
- **Flexibility:** respect the mentee's choice, accommodate changes, life happens – reschedule, don't disengage.
- **Objective Support:** be a disinterested yet caring third party, safe harbor, evaluate and adjust goals, encourage risk-taking.
- **Share Yourself, Be Committed:** meet regularly – it is not mentoring if the interactions do not actually happen, live or virtual.. Connect mentee with your network, share your passion and have a passion for sharing.



# Picking a Mentor

“Someone Like Me...”

- Picking a good mentor is important.
  - Many are looking for a mentor who is like themselves in some particular way: age, gender, experience, nationality, language, ethnicity, rank or status, professional focus, etc.
  - None of these are primary consideration in making a mentoring match that actually works.
- **Availability is key.**
  - How well the potential mentor’s and mentee’s schedules match (and their flexibility to accommodate each other) is frequently a deciding factor.
  - Time requirements are often the first issue raised by a potential mentor: *How long? How often? Exactly when?*
  - A mentor who is seemingly-perfect in all other respects who is not available to the mentee is a bad match.
- If a mentor and mentee **start their relationship with open hearts and minds and meet regularly**, they will find common ground, even if their characteristics are not otherwise aligned.

# References & Resources

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# Let's talk about mentoring!



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