

MENTORSHIP PROGRAM

Mentor Training Package

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WELCOME TO THE MENTORSHIP PROGRAM

Congratulations on your decision to participate as a mentor in Greater Louisville International Professionals Mentorship Program! We address the unique challenges to attract and retain the brightest and most talented international professionals by providing a platform of distinct initiatives to develop professional relationships between accomplished international and local business people, to assist recruiters in their efforts to hire international talent, and to develop more successful professionals through mentoring opportunities. All this is achieved through networking at events, one-on-one meetings, the mentorship program, and access an interactive social media networks on our website.

The Process

Newcomers to Greater Louisville come with exceptional education and credentials. The only thing missing is a familiarity of the U.S. style of business and cultural norms. Participating in the Mentorship Program will help protégés become familiar with the:

- ✓ Credential and resume evaluation process for your profession in U.S.
- ✓ U.S cultural norms, best practices and workplace culture.
- ✓ Vocation-specific terminology for your profession.
- ✓ A professional network here in Louisville.
- ✓ The multitude of benefits of the quality of life of Louisville.

Business Community

The labor market is evolving and the emergence of foreign born skills is reshaping the needs our nation's future workforce. Louisville in particular is represented by a highly skilled pool of immigrant population, amounting to over 4% of our total population. As a result, we will continue to heavily rely on immigration to meet the needs of our labor force growth that comes with economic development. Additionally, having a diverse workforce of highly educated, successful individuals fosters business attraction and expansion, which benefits all in the region. Today and not tomorrow is the time to embrace and welcome an inclusive community of professionals where possibilities are for everyone. As a result, it is our goal to work closely with the business community to assist with:

- ✓ Integration in the professional community through networking.
- ✓ Best practices for diversity in the workplace.
- ✓ Awareness of the public of importance of international talent.
- ✓ Professional development opportunities through mentorship.

By participating in this mentorship program you will become familiar with best workplace practices for your field and one step closer to gaining meaningful career opportunities and relationships with accomplished Louisvillians. Reading through the following package will help you participate effectively and successfully in the Mentorship Program. We look forward to answering any questions you might have after browsing through the material.

PARTICIPATION CRITERIA AND ELIGIBILITY

For Mentors:

- ✓ Professional qualification in their field
- ✓ Experience working in their field in the United States
- ✓ Established and has lived in Louisville for longer than two years
- ✓ Currently working or have an extensive background in working in their field
- ✓ Ability to commit to meeting with their protégé for a minimum of 12 hours over a six month period
- ✓ A positive attitude toward newcomers to U.S
- ✓ A desire to help others and include protégés in their circle of contacts
- ✓ Be signed up on our website

For Protégés:

- ✓ Professional qualification gained outside of the United States.
- ✓ Little or no U.S. work experience
- ✓ Proficient command of the English language—both written and oral
- ✓ Ability to commit to meeting with the mentor for a minimum of 12 hours over a six month period
- ✓ A positive attitude toward working and living in United States
- ✓ A desire to make a difference in the community
- ✓ Awareness that the mentor is not responsible for providing work training, volunteer placements or employment during the relationship
- ✓ Be signed up on our website

BENEFITS OF MENTORING

For the Mentor:

- ✓ To learn about their profession or trade from an international perspective
- ✓ To enhance their professional development and leadership skills
- ✓ To contribute to the growth of the labor force and economic development of the Metro Area
- ✓ To increase cross-culture awareness
- ✓ To receive recognition for community volunteer service
- ✓ To be a role model to promote community engagement

For the Protégé:

- ✓ To learn about your professional field of work in U.S.
- ✓ To gain an awareness of work ethics and corporate culture in their field
- ✓ To acquire specific vocation-related vocabulary
- ✓ To receive support and encouragement
- ✓ To have opportunities for networking
- ✓ To learn and discover what Greater Louisville has to offer
- ✓ To share your international experience and practices to mentors
- ✓ To expand global perspectives and

OVERVIEW OF MENTORING

The objective of the mentoring relationship is for the protégé to gain a better understanding of their profession here in Greater Louisville, as well as to develop professional relationships that will aid them in their search for professional advancement, business opportunities, and assimilation in the community.

The role of the mentor is to provide support and guidance to the protégé in their pursuit to professional development.

The framework for nurturing mentoring relationships

While our staff will initiate the engagement by coordinating the first meeting between the mentor and the protégé, the mentorship program is developed collaboratively between the mentor and protégé during their first meeting. Each will receive a brief biography and a resume and a list of questions to prepare for the first meeting.

Here are some recommendations for ways in which the mentoring relationship can occur:

- ✓ It can function in varying capacities—as a group, one-on-one, or as peers.
- ✓ Together with the mentor, you will choose the best method of contact, for example, face-to-face, over the phone, by email, on social media platforms, or through networking opportunities.
- ✓ You and the mentor can choose to meet at work, in public places, such as libraries, or at a meeting place that is mutually comfortable.
- ✓ The mentor, the protégé and the mentorship coordinator will communicate regularly to ensure the maximum benefit to both the protégé and the mentor. We recommend a weekly or bi weekly call or email to nurture a dialogue.
- ✓ Remember that sport and food are two universal elements that bring people together. Find out more about each other's preferences and coordinate your meetings accordingly.
- ✓ We encourage you to post comments and stories about your meetings on our website to attract other viewers to learn about the program incentives.

Recommended activities:

- ✓ Invite protégés to visit your workplace and introduce them to your staff or colleagues.
- ✓ Include at least one non work related activity, such as inviting the protégé to an entertainment venue, to visit a museum or art gallery, go to a park or recreation area. Contact your mentor coordinator if you need assistance for ideas.
- ✓ For most international cultures, the value of family is an integral part of their life. If you take the time to meet each other's family at least once, you will gain much more respect and credibility in your interest in this program.

STAFF SUPPORT AND GUIDANCE

Our staff operates this program under the assumptions that both protégé and mentor:

- ✓ Are interested in learning about and are sensitive toward cultural, racial and linguistic diversity.
- ✓ Have experience with or are willing to learn about the elements of cross-cultural communication.
- ✓ Are committed to a relationship based on mutual respect.
- ✓ Have no intention to use the mentorship program to solicit a service or product.
- ✓ Are committed to diversification and success of everyone in the community.

Each role (the mentor and the protégé) has a unique value and the relationship is one of mutual consideration and commitment. The **Mentorship Coordinator** bears these particular factors in mind when a protégé is matched with a mentor. The match is neither made randomly nor without consideration of the needs, wants, personalities and goals of both participants. We are committed to ensuring a mutually beneficial relationship and will work with both parties to provide support, guidance and resources where needed. Please feel free to contact the Mentorship Coordinator at any time during the mentorship process.

CROSS CULTURAL COMMUNICATION

Cultural habits and norms can influence communication. The differences in communication style between you and your mentor can cause miscommunication or misunderstanding. The best way to prevent this is to know how individuals think and act from that culture. Being aware of some basic cultural differences can go a long way in keeping the communication lines between you and your protégé open and constructive.

The following are some tips to help you:

- ✓ Research the protégé's culture. It is essential to have some understanding of how people in their culture interact. For example, in some cultures, it is disrespectful for members of a group to speak in public meetings, so these people may feel awkward speaking in this setting. If you have any questions, a member of our staff would be pleased to help.
- ✓ Research how your protégé's culture views your culture.
- ✓ Avoid the use of slang and idiomatic expressions because your protégé may not be familiar with them yet.
- ✓ Listen actively—pay close attention to what your protégé is saying and ask questions if you do not understand. Check for understanding by asking them to repeat back what you have said.
- ✓ Recognize that accenting certain words or using intonation can drastically change the meaning of what you are saying. Your protégé may have some trouble picking up on subtle cues.
- ✓ Respect your protégé's tradition and formalities, just as your protégé will want to respect yours.

CONCLUDING THE MENTORSHIP PROCESS

The mentoring relationship may end for any of the following reasons and conditions:

- ✓ At the end of the agreed-upon time period, at which time you may be asked to fill out an evaluation survey.
- ✓ If the protégé and/or the mentor feel that the relationship is not helping them achieve the project goals.
- ✓ Unexpected personal or job circumstance preventing the fulfillment of your commitment.
- ✓ We ask that you coordinate the conclusion of the mentorship with the coordinator.