



# THE HARRODS HIVE

## **The Harrods Hive Global Mentoring Program**

Harrods has a unique opportunity to leverage its trusted legacy and brand reputation by introducing a tailor made Harrods Hive Global Mentoring Program.

The program will provide you, as students with an amazing opportunity to learn via one to one mentoring from senior leaders in the sector.

### **What is Mentoring?**

The precise nature of the mentoring relationship varies but there are some common points worthy of note in this situation:

- A one to one learning relationship where the mentor either has experience or expertise in an area and provides information, advice, support and feedback to the mentee.
- The mentor will be acting as a volunteer and not as a professional mentor engaged to give advice under a contract. No legal contract will exist between the mentor and the mentee, there being no intention to create any sort of legal relationship between them. The mentor will have no liability to the mentee in respect of any advice given, since the scope of the advice will be of a general nature only.
- The mentee must interpret and assess such advice in the light of all the fact and circumstances known to them and must take full responsibility for their own decision, acknowledging that they will not rely on the mentor in making decisions or taking any action.
- Both are expected to keep confidential any information that comes to light regarding each other during the relationship and not to infringe upon the intellectual property rights of the other party or any other third party.
- The mentee is kindly requested to keep Harrods updated on how the relationship is evolving, and complete an end of programme evaluation questionnaire.

### **Benefits of being a mentee**

- Increased confidence in interacting with senior professionals.
- An opportunity to focus on professional goals and reflect upon progress.
- A realistic perspective on the skills and qualities required for specific careers as well as advice and job search tips.

### **Benefits of being a mentor**

- Immense satisfaction from helping another person grow.
- Development of their interpersonal and communication skills.
- Increased self-awareness.
- Strengthened connection to Harrods.

### **Role and Responsibilities**

Below are the key requirements of each role and the responsibilities the mentor and mentee commit to when they agree to take part in the Programme.

#### **Mentor Role and Responsibilities**

- Listen, ask questions, probe for facts and career choices, challenge and act as a source of information, experience and opportunities from other sources.
- Define mutual expectations regarding the format and frequency of contact.
- Encourage the setting of realistic goals and the tracking of progress when you meet.
- Commit to meeting with the student for an introductory meeting (one-hour virtually) and 3 months of mentoring (1x one-hour virtual meeting each month)
- Demonstrate interest in both the profession and personal development of the mentee.
- Be a good, non-judgmental listener who is responsive to advice, suggestions and feedback.
- Keep confidential any information that comes to light regarding the mentee during the relationship.

## **Mentee Role and Responsibilities**

- Initiate contact with your mentor within three weeks of notification.
- Define mutual expectations regarding the format and frequency of contact – there may be flexibility in how your mentor communicates, whether this be in person, over the phone, over video calls.
- Work with your mentor to set realistic goals.

## **Process**

The mentee and mentor may mutually decide to commit more time to the relationship, and this could be discussed during the first meeting when setting expectations...alternatively it may emerge as the relationship is establishing.

## **Discussion Points You Might Want to Consider**

### Expectations

- Are we clear about each other's expectations of the mentoring relationship and what we hope to learn from each other?
- How closely do our expectations match?

### Discussion

- What are the core topics we want to discuss?
- What, if any, are the limits to the scope of the discussion.

### Interaction

- What is the best method of interaction? For example, is it in person? By email? Skype? Or a mixture?
- If one of us can no longer take part in a meeting, how will we let the other know?

### Who will take primary responsibility?

The mentor, the mentee or both together? Generally, sessions will be mentee-led, with the mentor to provide guidance.

- Setting the agenda for meetings?
- Organizing when, where to meet, and for how long?

- Initiating reviews of progress?

Are we both willing to give honest and timely feedback (e.g. to be constructively critical)?

Contact [TheHiveDubai@harrods.com](mailto:TheHiveDubai@harrods.com) , if you have specific questions with regards to the relationship with the mentor e.g. lose contact with your mentor.

## **Mentee Guidance**

### MENTEE MINDSET

Take a look at some of these tips to enter your mentoring partnership with an effective mindset.

- **Be open.** Allow yourself to be open to hearing different insights and advice. You need to be committed to driving your personal growth and development.
- **Be clear on your goals.** Although you may not know specifically what your career/ knowledge and skill goals are to begin with, be clear on what you want to achieve during the time on the programme. Use the time with your mentor to the fullest and be prepared with questions ahead of each touchpoint.
- **Ask for feedback.** A good mentor will provide lots of feedback, but if you feel like you're not getting enough then ask. We tend to think the worst when we hear the word 'feedback' but it's key to your professional growth. Receiving feedback is a skill to master, and is just as important as knowing how to give effective feedback.

### ETIQUETTE

**Respect your mentors time.** Show your commitment to the programme by attending meetings on time and avoiding (where possible) last minute changes to meetings.

**Prepare thoroughly.** Use your guide to help you to get the most of your sessions but be prepared to put in some self-reflection time pre and post meetings. Take ownership for riving your own development.

**Take your time.** Time estimates for each touchpoint are approximate. If you need more time to complete a touchpoint, or wish to meet more frequently than once a month, please do!

## **Mentor Guidance**

### MENTORING MINDSET

- You don't need to know all the answers or have exactly the same career experience to be a meaningful mentor.
- Offer advice, not answers. Position advice as options and ideas rather than answers and ask the mentee which one works for them.
- Challenge your mentee with questions. They should prompt your mentee to engage in self-reflection and achieve greater insight into the situations and challenges they are facing

### ETIQUETTE

**Protect your time.** Show your commitment to the programme by honouring the time you have scheduled with your mentee. Avoid moving or cancelling meetings.

**Prepare thoroughly.** Your mentee will have a guide, incorporating tasks or insights, with suggestions of what to prepare ahead of each touchpoint.

**Take your time.** Time estimates are approximate. If you need more time to complete a touchpoint, or wish to meet more frequently than once a month, please do!