

## FAQ for Mentors

### 1. What are the criteria for becoming a mentor?

A strong mentor is someone who is committed to supporting another person's growth and can offer guidance grounded in real experience. While there are no formal prerequisites, effective mentors typically demonstrate several key qualities:

- **Genuine investment in someone else's development** — showing interest in helping a mentee grow professionally and personally.
- **Active listening and thoughtful communication** — creating space for open dialogue and understanding the mentee's goals, challenges, and perspectives.
- **Honest, constructive feedback** — offering insights that help the mentee reflect, learn, and build confidence.
- **Ability to create psychological safety** — fostering trust, respect, and a non-judgmental environment where the mentee feels comfortable sharing openly.
- **Encouraging independent thinking** — challenging the mentee in a supportive way that builds self-sufficiency rather than dependence.
- **Experience and insight to share** — drawing from real-world knowledge, lessons learned, and professional pathways.
- **Commitment to consistency** — showing up reliably, maintaining regular communication, and honoring the expectations of the mentoring relationship.

These qualities help ensure that the mentee leaves the relationship more confident, capable, and empowered in their own development.

### 2. How will I be helping my mentee, and what are my responsibilities as a mentor?

As a mentor, you will support your mentee's professional growth and development by:

- **Providing guidance, encouragement, and constructive feedback** — helping mentees reflect on their experiences and build confidence in their decisions.

- **Helping them set, refine, and track career goals** — supporting goal-setting conversations and checking in on progress over time. This refers to their broader professional goals, not their annual performance goals.
- **Sharing relevant experiences, insights, and best practices** — offering real-world context that helps mentees navigate challenges and opportunities.
- **Supporting skill development and professional confidence** — identifying strengths, growth areas, and ways to build capability.
- **Acting as a trusted sounding board for questions or challenges** — creating space for open, honest discussion.
- **Maintaining consistent, timely communication** — meeting regularly and being responsive within reasonable expectations.
- **Creating a respectful, supportive environment that promotes learning and independent thinking** — empowering mentees to make their own decisions.
- **Helping them better understand career paths and growth opportunities within the organization** — offering visibility into roles, trajectories, and ways to advance.

Treat conversations with discretion to maintain trust and psychological safety.

### **3. How long is the mentoring commitment, and how many hours are involved?**

The expected time commitment is approximately **6 hours over 3 months**, which generally averages to:

- **30 minutes per week, or**
- **2 hours per month**

This is a guideline rather than a strict requirement. You and your mentee can agree on a meeting schedule that fits both of your availability and supports their goals.

### **4. How are mentors matched with mentees?**

Matches are created using information provided by both mentors and mentees through the MentorEase platform. The matching process takes a holistic approach, considering factors such as professional interests, experience, areas of expertise, and development goals. MentorEase helps identify strong alignment, and the program team reviews these insights to create pairings

that are well-suited and mutually beneficial.

#### **5. Who do I contact if I have any concerns?**

If you have questions or concerns at any point, you can contact **mentoring@syska.com** for assistance and guidance.

#### **6. What if I encounter challenges with my mentee?**

Throughout the mentorship, you should regularly discuss progress toward your shared goals. However, if you experience challenges or feel the relationship is not progressing effectively, you can email **mentoring@syska.com**, and a member of the committee will support you.

#### **7. What are the criteria for mentees to be selected?**

To participate, mentees must:

- Be available for both in-person or virtual meetings
- Commit to approximately 6 hours over 3 months for mentoring sessions and monthly educational meetings

#### **8. Can I be matched with someone outside my department/discipline?**

We aim to match mentors and mentees with similar professional backgrounds whenever possible. However, exact matches cannot always be guaranteed. In some cases, a cross-discipline match can actually be beneficial—offering fresh perspectives, broader exposure to the firm, and insights into different career paths or problem-solving approaches.

Matches are recommended based on overall alignment of goals, interests, and experience. We encourage flexibility and openness when considering pairings, as valuable mentoring relationships can form both within and outside your immediate discipline.

#### **9. What if my mentee is unresponsive or disengaged?**

If communication challenges arise, we encourage you to first reach out directly to your mentee. If the issue continues, contact **mentoring@syska.com** for support and guidance.

## 10. What topics should I discuss with my mentee?

Mentoring conversations can cover a wide range of professional and developmental topics. Common areas include:

- **Career development** — exploring long term goals, strengths, and potential pathways.
- **Navigating the company** — understanding culture, processes, expectations, and how to work effectively within the organization.
- **Technical skill growth** — identifying skills to build and discuss strategies or resources for development.
- **Professional goals** — clarifying short- and long-term objectives and how to make progress toward them.
- **Workplace challenges** — talking through obstacles, decision making, and problem-solving approaches.
- **Networking and relationship building** — discussing how to expand connections and collaborate across teams or disciplines.
- **Exposure to different perspectives** — sharing experiences, lessons learned, and insights from your own career journey.

These topics are meant to guide the conversation, not limit it. The most effective mentoring relationships evolve naturally based on the mentee's needs and goals.

## 11. Will I receive any training or resources before mentoring begins?

Yes. Mentors will have access to program guidelines, recommended conversation topics, and supporting materials to help you start the relationship with confidence. You can find all relevant information and resources in the program's resource hub.

## 12. Is confidentiality expected in mentoring conversations?

Yes. Mentoring conversations are expected to remain professional, respectful, and handled with discretion. Sensitive topics—such as career concerns, challenges, or personal reflections—should stay within the mentoring relationship to support open, trusting dialogue. At the same time, mentoring is a professional development space, so discussions should stay focused on growth and workplace experiences rather than personal or HR related matters.

**13. Is mentoring performance evaluated?**

The program may include feedback surveys or check-ins to understand your experience and identify ways to improve the mentorship program.

**14. Can I mentor more than one mentee at a time?**

Typically, mentors are matched with one mentee to ensure a focused and meaningful experience. Exceptions may be considered based on availability and program needs.