

Mentors are expected to work closely with one or two participants in the Appetite for Success program, spending an hour on a regular basis in the gaps between other program events. You will provide valued support, source of ideas and other experiences.

The key roles that the mentor plays with their participant/s include:

- Experienced advisor
- A network contact, and source of other contacts
- Role model
- Trusted guide
- A safe place to vent issues; a confidante
- Coach, offering alternatives
- A reflective mirror
- Performance reviewer
- Personal 'counselor'

Key skills for the mentor

In the early stages of the relationship:

- Empathy
- Disclosing of personal experience and background, sharing; building rapport and trust
- Encouraging goal setting; stretching but supporting
- Ensuring commitment and progress

In the established stage of the relationship:

- Helping problem solve
- Generating ideas and alternatives; providing information and contacts
- Challenging inappropriate behaviour; acting as a reality check
- Coaching; demonstrating new skills/ ways of doing things
- Assisting planning
- Ensuring commitments are kept; progress is made
- Ensuring confidence and skills to appropriately take initiative.

How the mentor can contribute to the participant, the Appetite for Success program and the industry

Working as a mentor in this program assists each participant to see value in building a long term career in the hospitality and food industries. You will help your participant work through difficult patches, help them handle situations at work and in their personal lives, and help them therefore remain engaged and productive in their business and the industry generally. This is not only in their interests but also those of their employer and the industry at large.

High levels of engagement, feeling supported, developed and bonded are key factors in employee retention, which in turn is in the interests of the industry through reduction of staff turnover, employment and training costs, development of career and personal resilience, and industry workforce capacity.

As a mentor, it is likely that your impact on the participant will be higher than that of their employer or manager. You help contribute to an intense and highly significant experience in each participant's personal development. Obviously then, your role needs to be respected and taken seriously.

How to prepare for a mentor/ participant session

Some prompt questions will be provided for you, to assist those who haven't mentored before. Your intent in conducting the first sessions of your mentor/ participant relationships is to establish some common ground and knowledge of one another's background, experience and skills, so that you can build rapport and trust. This will assist you to focus discussion around those areas that the participant needs/ wants to develop most.

Prior to the commencement of the program, you will have detail of the program content over the various sessions of the year, so that you can appreciate what information the participant is learning at any point in the program. In the first few months of the program, you will also receive a copy of the learning and development plan they establish for the program, and their "Innerview" assessment report, both of which provide some information on their strengths and development needs. A briefing on how to use this information will be provided to you immediately prior to the program's commencement.

So, to prepare for the first few mentor sessions with the participant, it is suggested that you:

1. encourage them to share/ think about their goals for the program, and their learning as they progress
2. understand their development needs and goals for the program, by familiarising yourself with any background material that will be provided for your participant
3. think about those parts of your own experience that will be useful to share, in moderation
4. remember to listen more than you talk
5. demonstrate a commitment to being a role model; be prepared to make and keep appointment times; be flexible; show them you care
6. be discreet about past and current employers; respect commercial confidences and instruct your participant to do the same
7. encourage your participant to come to sessions with a list of things they want to talk about with you
8. keep them honest; follow up on commitments they make to you, to tasks/ behaviours they plan to try out on the job, or things they commit to do between your discussions.

To register your interest and availability please phone 5459 3000 and the Program Coordinator for Appetite for Success will contact you to make a time to visit and discuss this further.