



# Mentor Guide

## WQA Mentorship Program

*Grow Your Network, Perspective, and Impact.*

The mission of the WQA Mentorship Program is to embolden personal and professional growth of professionals in water, by fostering an exchange of knowledge, experience, and advice, furthering the entire drinking water treatment industry. The WQA Mentorship Program facilitates mentoring relationships, along with the opportunity for all program participants to form an exclusive cohort, learning from one another.

Program participants, both mentees and mentors, will have the chance for reflection and self-examination, discussions of experiences and insight to help expand leadership, communication skills, and to articulate and pursue personal and professional goals.

## **Role of a Mentor**

A mentor can support a mentee, as they discover their strengths and weaknesses, by being dependable, engaged, and authentic. Mentors tune into the needs of the mentee to assist, challenge, and encourage. By remaining open to the experience, mentoring can offer growth and self-discovery to both parties.

Additional resources on being a mentor:

[How to be a Great Mentor](#) – Forbes

[What Makes a Good Mentor?](#) – Thrive Global

[Mentoring Guide for Career Services Professionals](#) – National Association of Colleges and Employers

## **Program Expectations**

The program is free for all participants. There is the expectation of all participants to register and attend the 2022 WQA Leadership Conference Sept. 13<sup>th</sup>-15<sup>th</sup> at Resort at Squaw Creek in Olympic Valley (Lake Tahoe), CA and/or the 2023 WQA Convention April 18<sup>th</sup>-20<sup>th</sup> in Las Vegas.

Prior to beginning the program, all participants will review and sign WQA's Code of Ethics, Anti-Trust Statements and Conflicts of Interest. Both the mentor and mentee need to discuss their expectations from the mentoring program during their first one-on-one meeting. Communicating what both are willing and able to do to meet the other's expectations will help foster the relationship.

The WQA Mentorship Program is designed for the mentee to arrange meetings, prepare the agendas, and any other pre-meeting work to ensure the topics and themes being discussed are of key concerns to the mentee. The program wants to encourage mentees to be proactive and take responsibility for their own development and growth.

## **Goals**

Prior to the first one-on-one meeting, each mentee has been asked to complete the Mentee Worksheet and provide it to their mentor. The worksheet covers primary and secondary goals, as well as how the mentor can help in achieving them. A blank copy to review is on the WQA Mentorship Program Webpage: [www.wqa.org/mentoring](http://www.wqa.org/mentoring).

Throughout the program and during meetings, mentees and mentors should check in with the mentee's goals to ensure they are still relevant or need to be adjusted and that future agendas are designed to achieve them.

Additional resources on goal setting:

[SMART Goals: How to make your goals achievable](#) – MindTools

## **Time Management**

The WQA Mentorship Program recommends mentors and mentees plan on meeting at least six times during the program. The final agreed upon meeting frequency and length should be decided between the mentee and mentor during the first one-on-one meeting.

## **Example Questions or Topics for Mentoring Meetings**

The suggested questions and topics below are meant to help cultivate ideas for mentor/mentee meetings. Agendas may be crafted with different discussions in mind depending on mentee goals.

### **Meeting 1 [Theme: Introduction]**

- Get to know me: what is your education background? What was your first job? How were you introduced to the water treatment industry?
- Expectations: What are both our expectations during the mentoring sessions? How do we want to schedule follow-up meetings? [use mentee worksheet]
- Goal Setting: Discuss mentee worksheet. What influenced or drives these goals? [use mentee worksheet]

### **Meeting 2 [Theme: Handling Conflict]**

- What are strategies for time management?
- Tips for office politics
- Examples or suggestion on diffusing co-worker conflicts? Customers conflicts?

### **Meeting 3 [Theme: Networking]**

- How can I make the most of my network? Examples?
- What advice do you have when attending WQA's Leadership Conference and Convention & Exposition?
- Are there networking opportunities I should be mindful to take advantage of, in or outside the industry?

### **Meeting 4 [Theme: Leadership Development]**

- How to improve communication skills? (maybe with a customer or a formal presentation)
- What leadership skills stand out to you as being invaluable? How can I foster these skills?
- Are there leadership development opportunities you recommend?

### **Meeting 5 [Theme: Building Resources]**

- What do you use to stay connected to what is going on in the industry?
- Are there times when you look outside the industry for resources?
- Have you joined any professional groups or online forums you find helpful?

### **Meeting 6 [Theme: Professional Growth]**

- Reflecting on your experiences, what would you tell your younger self starting in the industry?
- What has challenged you so far in your career?
- What are your short-term and long-term goals? How are you going to approach these goals?

## **Mentor Checklist:**

### **ONBOARDING**

- Attend the WQA Mentorship Program orientation webinar
- Review and sign WQA's Code of Ethics, Anti-Trust and Conflicts of Interest documents
- Visit WQA's website to discover the association's tools and resources
- If you do not have a personal WQA member login, contact Kathleen Fultz at [kfultz@wqa.org](mailto:kfultz@wqa.org)
- Review Mentor Guide
- Help mentee schedule the first one-on-one meeting
- Receive and review mentee's worksheet prior to first meeting

### **DURING FIRST MEETING**

- Establish Goals: discuss goals from the Mentee Worksheet to set goals
- Mentoring Relationship Agreement: discuss mentor and mentee expectations and agree on the frequency and length of meetings [Example is provided in the Appendix]

### **MENTORING SESSIONS**

- Receive and review meeting agendas in advance of meeting
- Keep meeting notes to reflect on or revisit
- In-between meetings keep track of questions or issues to bring up in future meetings
- During meetings review mentor and mentee expectations and goals to reassess progress
- Bring energy: come to each meeting being enthusiastic, respectful, and open to engage with the mentee

### **DURING LAST MEETING**

- Review goals set at the beginning of the program
- Discuss future steps

### **OFF-BOARDING**

- A WQA Mentorship Program Administrator will contact you to set up a post-program interview to collect feedback from both mentees and mentors

