



Mentor's Minute

Welcome to Mentor's Minute – a weekly newsletter series to help you settle into your new role as a peer mentor. In this issue you'll find tips to help you bring your mentor training into practice.

Congrats on being selected as a mentor at UrbanBank! This can be a big booster for your career, as well as a huge help for your mentee. If you're new to mentoring, it can feel like a big job. This newsletter series will help you get a good start. Let's jump in!

Setting the Foundation

There are some things you should do early on with your mentee to level set and give things the best start possible.

- Clearly define what Mentorship is and isn't. You are a guide, not a supervisor. Unlike a manager-employee relationship, mentorship focuses on long-term development and career advancement instead of day-to-day business goals.
- Create psychological safety and a judgment-free zone. While you can bounce ideas off their manager, keep sensitive conversations confidential.
- After a few meetings, have an honest diagnostic conversation to ensure your personalities mesh. If it's not a fit, it's not a failure—it's an opportunity to find a better match. Finding the right chemistry for growth is key in mentorships.

The Art of Conversation

Be an active listener. The primary tool of mentorship is your ears, not your voice. Aim for the Mentee to do most of the talking. Don't be in a rush to fill every silence. Reflection often leads to the best insights.

Use strategic questioning and reflective phrasing to help your mentee process feelings. Instead of saying "you should do this..." try something like "what do you think caused that issue?" or "What solutions have you considered so far?"

Feedback and Goals

Turn good intentions into results by using the frameworks from your training: SBI model for feedback and SMART for goal setting.

SBI stands for Situation, Behavior, and Impact. This feedback model can be used for giving both positive and negative feedback. Describe each element as objectively as possible and then ask an open-ended question to invite the mentee to reflect.

Example: "Yesterday I saw you interacting with Mr. Rutherford (Situation). I saw how you correctly anticipated that the client would need that additional feature and you proactively offered it even when we typically don't bring it up at that phase (Behavior). Your insight impressed me. It showed me you're ready to handle high-value clients independently (Impact). What was your thought process? (invite reflection)".

The SMART model of goal setting is also an acronym – it stands for Specific, Measurable, Achievable, Relevant, and Time-bound. When your mentee sets a goal, ensure they are addressing every element of the model.

Once the goal is set, help keep them accountable. Let them know you're going to check in with them on their goals occasionally. Agree on a cadence such as weekly or monthly and stick to it. During this check in, use your conversational tools and feedback tools to help remove obstacles from the mentee's path.

Stay Tuned: In the next few issues, we will dive into navigating common challenges, networking, and re-engaging a stalled mentee.