

Research Recovery & Reskill

WEBINAR SERIES



UCF

Rosen College of
Hospitality Management

UNIVERSITY OF CENTRAL FLORIDA

**Mentorship:
Making Meaningful & Impactful Connections**



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SERIES**

ucf | Rosen College of
Hospitality Management
UNIVERSITY OF CENTRAL FLORIDA



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About “Professor Deb”

- **Taught 4800+ Students**
- **Faculty Member of the Year 2018**
- **Introduction to Hospitality**
- **Guest Service Management**
- **Hospitality Communications**
- **Facilitated 1000+ Jobs**
- **Mentor of 1000+ Worldwide**
- **Guest Speaker – Crossing Industries**
- **40+ years Industry Experience**

Mentoring: A Definition



**How Would You
Define
Mentoring?**

Mentoring: A Definition

“Mentoring is a supportive learning relationship between a caring individual who shares knowledge, experience and wisdom with another individual who is ready and willing to benefit from this exchange, to enrich their professional journey.”

- Suzanne Faure

14 Reasons for Having a Mentor

They've Been There, Done That	They Save You a lot of Time and Money
Talk to an Unbiased Third Party	The Can Help You Make the Right Choice
Best Free Service You Can Get	They Serve As Inspiration
Access to their Network	They help you See the future
Opportunities for Career Paths and Growth and Development	Your Mentor Helps You Face the Truth
Share Insight and Advice	They Know What it is Like
You are More Likely to Succeed	The Share your Core Values

A Mentor Needs A Mentor



The Power of Mentoring

“MENTORING IS A RELATIONSHIP”

Each has a Responsibility to the Other

The Three C's of Mentorship

Consultant: Primary Role of a Mentor ...

Counselor: Listen and ask If Feedback Is
Wanted and/or Needed

Cheerleader: Provide Support And Enthusiasm

Relationship Building

Resume Walk Through

Elevator Speech

“Tell Me a Little Bit About Yourself”

Mentor Shares Theirs Too

The Role of a Mentor

Invest in your Mentee's Stories

Share your Vision

Support and Challenge your Mentees

Be a Positive Role Model

Be Genuinely Interested in your Mentee

Share Your Experiences and Insights

The Role of a Mentor

Ask Questions to Act as a Sounding Board

Provide Helpful Feedback

Acknowledge Achievements

Be consistent, show up, distraction-free

Recognize that every student is different –

“Meet Them Where They Are”

Characteristics of Excellent Mentors



**What Qualities
Do Great
Mentors Have?**

Characteristics of Excellent Mentors

- Successful in Career / Knowledgeable
- Good Listener/Sounding Board
- Flexible
- Value Diversity of Perspectives
- Nonjudgmental / Honest and Candid
- Able To Give Constructive Feedback
- Willing/Able To Devote Time To Developing Others
- Eager To Learn About their Mentee



Attributes of a Successful Mentor

Kind	Trustworthy
Honest	Understanding
Respectful	Passionate
Strong Communicator	Enthusiastic
Patient	Open-Minded

A Mentor Gets You To Your Goals

Faster

More Efficiently

More Joyfully



How to be a Great Mentee

Open up and be Honest

Always ask your Mentor

Ask them to explain if you do not agree

Thank them often and be loyal

Always be respectful



What a Mentee Hopes For

- Knowledgeable in the field
- Availability (for both)
- Truly wants to be there
- Truly wants to help
- Has your best interest in mind
- Constructive Feedback – but kind

A Mentee's Responsibility

Taking the advice

Take action

Respect their advice

**Ask for more – Knowledge is Power
(Let them know...and explain)**



“From my Mentee’s perspective”

What a Mentee Hopes For in the Relationship

“As a mentee, what I would want from a mentor is confidence in myself.”

“I would want my mentor to reassure me I’m heading in the right direction and taking the right steps for my future.”

“I would also look to their knowledge to give advice for any obstacles I might face.”

Trust and Respect

We Earn Trust and This Takes Time

We demonstrate respect All The Time

Gratitude and Appreciation are the foundations of the relationship

Do not ask for referrals, jobs and contacts

Do Ask for advice, guidance and honesty (gentle)

The Power of Mentoring

“The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves.” —

Steven Spielberg



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Additional Reskill resources:

Degree programs

<https://hospitality.ucf.edu/degree-programs/>

Graduate certificates:

[Hospitality and Tourism Technologies Graduate Certificate](#)

[Destination Marketing & Management Graduate Certificate](#)

[Event Management Graduate Certificate](#)

Upcoming Webinars:

"People" People Working (or Not Working) in Isolation: Coping Tools for the Hospitality Industry (4-part series)

- 1. Mental Health Strategies for Dealing with Isolation**
Thursday, Oct. 1 @ 12:00 p.m. ET
- 2. Service with a Mask: Managing Emotions and Stress during COVID-19**
Thursday, Oct. 8 @ 12:00 p.m. ET
- 3. Lessons from Astronauts on Dealing with Isolation**
Thursday, 10/15 @ 11:00 a.m. ET
- 4. Who am I? Finding Your Purpose in a Period of Unemployment**
Thursday, 10/22 @ 12:00 p.m. ET



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