

PRSA Mentor Match: Terms and Conditions

PRSA's "Mentor Match" enables professionals seeking mentors to be paired with a mentor from PRSA's pool of volunteers to then create a custom, self-guided opportunity to get career advice from experienced professionals. PRSA's role is to match mentors and mentees, and to collect information about the experiences of those paired as mentors and mentees; PRSA does not supervise the program on a day-to-day basis, and so it is up to each mentor and mentee to design their own experience. In order to provide for a good mentor experience, and to increase the likelihood of a positive outcome for all, participants must read, understand, and agree to program terms and conditions.

Mentor and mentee: Joint Responsibilities

The nature of mentorship is that it is highly personalized, tailored to meet the needs of the mentee. As a result, it is recommended that all parties involved agree in advance as to how they expect the mentor/mentee relationship to work, covering:

- The duration of the relationship. Participants are free to mutually agree to extend the relationship, but should establish a planned term, with a clear end date, i.e. "we will work as mentor and mentee for three months, until June 30th."
- The frequency of contact. Participants should establish how often they will be in communication. A typical arrangement might involve a one hour phone call once a month. Participants of the program agree to respect the boundaries of the mentoring relationship, and will not attempt to contact their partner outside of the terms agreed at the outset of the program.
- Shared materials. If participants share materials, they should not share any materials that are inappropriate, i.e. those that might involve the confidential property of others, those that might infringe copyright, trademarks, or patents, or those that may be considered harmful, threatening, abusive, libelous, pornographic, or otherwise inappropriate.
- All detailed conversations should be considered confidential by both parties, and not disclosed by any party without agreement from the other. (As noted below, PRSA does collect data on the program itself for program management purposes.)
- Participants agree that they will inform PRSA if any serious issues, concerns, or disagreements arise during a mentoring engagement.

Mentee Responsibilities

- Establish a goal: The mentee should decide a goal for their consultations with their mentor: what is the issue, goal, or challenge they seek to resolve? This should be clearly communicated to the mentor, and agreed upon prior to both parties initiating sessions.
- Schedule meetings: It is the responsibility of the mentee to arrange the date and time of the mentoring engagements, finding a slot that is mutually convenient and agreeable to both parties. Keep in mind that this is a volunteer program: mentors should not be considered to be

“on call” unless they specifically agree to be contacted outside of scheduled appointments. As with any appointment, parties should advise each other in advance if appointments need to be rescheduled or cancelled.

- Be prepared for your meetings. Know what you want to cover, provide a progress report, have specifics, ask direct questions, and listen well and with an open mind.
- Speak up: Mentees should give regular feedback to the mentor about their progress towards goals, and the extent to which the mentor is helping.
- Thank your mentor – they are volunteers.
- Help the improvement process: Mentees should complete an evaluation of the program experience.

Mentor Responsibilities

- Work to build trust and confidence. Be fully engaged during the conversation, and don't be judgmental.
- Listen. Don't dominate the conversation, and don't interrupt absent a true need.
- Be honest but supportive. A mentor/mentee relationship, outside the confines of an office or other professional environment, is an opportunity to address difficult or challenging subjects. While being respectful, mentors should provide honest and direct advice to the mentee.
- Be professional. Treat the mentor/mentee relationship as any other professional relationship, and be mindful of commitments and goals, and the tone of the conversation as one would with any other professional relationship.
- Share your own experiences. Examples and real-life experiences can make advice more meaningful, more personal, and more useful.
- Respect confidentiality. Mentees need to know that they can speak honestly, openly, and in full confidence.
- Be action oriented. Give mentees specific, action-oriented advice as the situation may warrant.
- Help the improvement process: Mentees should complete an evaluation of the program experience.

General Program Conditions and Guidelines

- Any mentoring relations, and the individual sessions, are entered into voluntarily between the mentor and the mentee, separate and apart from PRSA, and any contact is undertaken wholly at the risk of the mentor and mentee.
- Neither PRSA nor mentors may be held liable for advice provided by mentors, nor for any consequences of the application of such advice by a mentee in their business or personal environment.
- PRSA is not responsible for the actions or behavior of mentors, or the advice provided by mentors during a mentoring engagement.
- By using this mentor matching service participants agree to hold PRSA harmless in any dispute that may arise as a result of the mentoring relationship. By participating in the PRSA mentoring

program, both mentors and mentees agree to indemnify and hold harmless PRSA for any loss, liability, claim, damage and expenses arising from or in connection with the PRSA mentor matching service.

- Race, gender, ethnicity, communication styles and personalities are to be respected by all participants.

Data Collection

- PRSA may periodically collect data such as mentee satisfaction with their mentors, mentor satisfaction with mentees, topics covered during mentorship session, frequency of sessions, or other aspects of the experience.