

**CPCU COLLEGE MENTORING PROGRAM GUIDE**  
**Central Illinois Chapter**

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# **TABLE OF CONTENTS**

## **INTRODUCTION 1**

### **BENEFITS OF MENTORING**

**Why Should I Participate as a Mentor? 2**

**Why Should I Participate as a Mentee? 2**

### **EXPECTATIONS**

**What should I expect from my Mentee? 3**

**What should I expect from my Mentor? 3**

### **ELIGIBILITY/REQUIREMENTS**

**What is Required of a Mentor? 4**

**What is Required of a Mentee? 4**

**How will Mentoring Relationships be Structured? 4**

### **PARTICIPATION PROCESS**

**What do I Need to Do to Participate? 5**

### **BEGINNING RELATIONSHIP**

**How should we Start our Mentoring Relationship? 5**

### **SUGGESTED ACTIVITIES & DISCUSSION STARTERS**

**What Topics should we Discuss Throughout the Relationship? 6**

**What are some Activities in which we can participate? 7**

### **MID POINT EVALUATION**

**How do we Assess our Relationship? 8**

### **FINALEVALUATION**

**How do we Assess our Relationship? 9**

### **MENTORING RESOURCES**

**Are there any Recommended Materials on Mentoring? 10**

# INTRODUCTION

The Central Illinois CPCU Chapter aims to provide you with every opportunity to reach your full potential as an industry professional. In support of this goal, we are excited to offer a College Mentoring Program to allow current and future members to develop professional relationships based on trust and respect. We believe everyone has benefited from mentoring in one form or another...what our chapter will do is provide you the tools and resources to enhance current relationships and help develop new ones.

This guide is designed to:

- offer you reasons why not to pass up this opportunity.
- describe the Central Illinois CPCU Chapter College Mentoring Program.
- describe how you can participate.
- offer suggestions to make a positive start to the relationship.
- save you time in preparing for your relationship.
- offer you ideas to build your mentoring relationship.
- help prevent disappointments in your relationship.
- provide mentoring best practices.

## **BENEFITS OF MENTORING**

### **Why should I participate as a college mentor?**

As a college mentor, you will have the opportunity to assist or support your mentee in several ways. In what ways can you personally benefit from this relationship?

- Broaden your scope of contact beyond your peers. Expand your network.
- Learn the perspective and critical issues of those who are culturally different.
- Strengthen coaching, tutoring, communication, and feedback skills.
- Sharpen leadership skills.
- Satisfaction gained from contributing to the development of others.
- Increase your enthusiasm in your career and in the insurance/financial services industry.
- Indirectly “pay back” your own mentors who helped you.
- Uses your accumulated wisdom and experience to develop others.
- Positively impact the quality of new members entering the insurance field.

### **Why should I participate as a college mentee?**

As a mentee, you will have a unique opportunity to develop a meaningful relationship with an industry profession. In what ways can you personally benefit from this relationship?

- Gain first-hand knowledge from an individual who is experienced in the field and has demonstrated competence in his/her profession.
- Work on developmental needs by being coached (assistance for interviewing & resume writing), soliciting feedback, and analyzing problems.
- Expand your network to include members of the insurance industry.
- Gain a broader perspective of the industry and the world of business.
- Access to a trusted advisor who can assist with decision-making, problem solving, and innovative thinking.
- Learn efficiencies through mentor’s experience that would normally be gained by trial and error.
- Gain insight on corporate culture and professionalism in the corporate environment.

## **EXPECTATIONS**

### **What should I expect from my college mentee?**

A key to a successful mentoring relationship is setting expectations of each other early in the partnership. It is very difficult to **meet** expectations if you **make assumptions** about what is expected. We recommend you discuss expectations with your college mentee when you begin your relationship. You should expect your college mentee to:

- Share information and perspective.
- Seek feedback from you on the relationship. Your college mentee should be prepared to ask for
- **specific** advice on your ideas, plans, and goals.
- Listen.
- Communicate openly.
- Remain open-minded.
- Follow through on commitments.
- Take ownership of and drive the relationship.
- Maintain contact with the mentor.
- Maintain confidentiality.
- Communicate additional expectations.

### **What should I expect from my CPCU mentor?**

A key to a successful mentoring relationship is setting expectations of each other early in the partnership. It is very difficult to **meet** expectations if you **make assumptions** about what is expected. We recommend you discuss expectations with your mentor when you begin your relationship. You should expect your mentor to:

- Demonstrate and promote ethical behavior.
- Share mutual interest and learning.
- Assist with personal and/or career growth and openly discuss work/life issues.
- Encourage exploration of ideas.
- Act as a trusted advisor and sounding board. Maintain confidentiality.
- Be available for regular meetings.
- Initiate conversation on expectations during first few meetings and schedule monthly meetings for the first semester of the relationship.
- Follow through on commitments.
- Be honest in providing constructive feedback. Reinforce positive behavior.
- Listen.
- Provide encouragement.
- Remain open-minded.

## **ELIGIBILITY/REQUIREMENTS**

The Central IL Chapter College Mentoring Program will set eligibility guidelines to identify mentors/mentees and provide some recommendations on the nature of the relationship.

### **What is required of a CPCU mentor?**

1. A CPCU designation.
2. Sincere desire to aid in another individual's development.
3. Ability to meet with your college mentee a minimum of once per month.
4. Ability to commit to a 1-year mentoring program (Start in September and runs through May)
5. Completion of Participation form.

### **What is required of a college mentee?**

1. Sincere desire to enhance skills and knowledge.
2. For college mentoring program, you must be actively involved in Gamma Iota Sigma (ISU) or the Risk Management & Finance Society (IWU)
3. Ability to meet with your mentor a minimum of once per month.
4. Ability to commit to a 1-year Mentoring program (Start in September and runs through May)
5. Completion of Participation form.

### **How will mentoring relationships be structured?**

1. Minimum 1-year commitment (Start in September and runs through May)
2. Partnership is mentee-driven.
3. The mentoring program is voluntary.
4. Matches will be based on mutual objectives and interests (identified by the Participation form).

## **PARTICIPATION PROCESS**

### **What do I need to do to participate?**

**For eligible and interested individuals:**

1. Complete Participation form.
2. College Mentoring committee will match up mentors and college mentees. You will be contacted with the name of your mentor (college mentee) along with his/her phone number and email address (if applicable).
3. Begin the partnership. The college mentee receives guidance from the mentor.
4. College Mentoring Committee may perform periodic follow-ups. We also recommend you assess your relationship on a periodic basis. If you have questions regarding the mentoring relationship or if you need additional resources, contact the College Mentoring Committee.
5. After one year, the mentee and mentor determine if they would like to continue the relationship.
6. Complete an evaluation of the relationship and program. Provide feedback on what and how the program can be enhanced.

## **BEGINNING THE RELATIONSHIP**

### **How should we start our mentoring relationship?**

As stated earlier, communicating expectations of each other are of utmost importance to a successful beginning and to avoid future pitfalls. What should the mentor and college mentee discuss at the start of the relationship?

- Mentor should initiate expectations:
  - What would college mentee like to gain from this relationship?
  - Discuss the partnership in detail, including: why you are participating, what roles each will play, what each has to offer (knowledge, skills, resources), when you will next meet (and additional meetings if able to plan in advance).
- Schedule/how often to meet. At lunch? Breakfast? After work?
- Develop personal relationship (personal background).
- Background of each.
- Create a mentoring plan (see below) that will focus the activities of your relationship.
- How to identify if the relationship has been successful.
- Interests and career aspirations of mentee.
- Steps the college mentee believes he/she will need to take to reach a short or long-term professional goal.

- College mentee's current and desired level of involvement in CPCU Society.

## **SUGGESTED ACTIVITIES/DISCUSSION STARTERS**

### **What topics should we discuss throughout the relationship?**

Although you may generate a number of topics of interest to both of you, here are some additional topics of interest:

#### **Discussion Starter / Topic**

- Claims Process (including subrogation, negotiation, mediation,etc...)
- Insurance Fraud
- Class Action Reform / Tort Reform
- Diversity in the Workplace
- Insurance Regulation Trends
- Catastrophic Events & Effects on Industry
- Current Trends in Insurance Industry
- Current Trends in the Financial Services Industry
- Current Trends in Business Environment
- Influences of CPCU Society on the Industry and Society
- Career Development / Create Development Plan
- Creating a Personal Vision (Goal Setting)
- Various Methods of Marketing & Distributing Insurance
- Products
- Succeeding in an Age of Uncertainty
- Global Business Trends
- Work / Life Balance
- Serving Emerging Markets (both w/in North America and abroad)
- Social Responsibility of Businesses
- Ethics
- Technology & Insurance/Financial Services
- Underwriting Trends
- Class Action / Legal Reform
- Developing a Business Plan
- How to Market Oneself
- Interview Skills
- Resume Writing

## **What are some activities in which we can participate?**

### **Activities**

- Work with college mentee to create his/her development plan
- Attend selected CPCU meetings together
- Schedule a job shadow day with the mentor
- If needed, set up a mock interview
- Meet with other mentor/college mentees for discussion forum
- Volunteer for a Good Works or other community project
- Review something the college mentee has written.
- Review a best-selling business book or business article

## **MID-POINT EVALUATION**

### **How to assess if we are meeting our objectives in the relationship?**

The following form will facilitate a discussion midway through your relationship to discuss the experience, determine if you are on track, and decide which steps to take next:

1. Examples of activities/interactions we've implemented to this point. Which were beneficial? Which were not as beneficial?
2. So far in this partnership, I've gained the following knowledge and/or skills:
3. Other benefits I'm receiving from this mentoring relationship:
4. How could our mentoring partnership or the program be more effective?
5. Recommendations to others involved in a college mentoring relationship
6. Other comments:



## **MENTORING RESOURCES**

### **Are there any recommended materials on mentoring?**

Website:

- [www.mentoringgroup.com](http://www.mentoringgroup.com)

Books:

- *Be Your Own Mentor*, by Sheila W. Wellington & Betty Spence, Random House, 2001
- *Beyond the Myths and Magic of Mentoring*, by Margo Murray, Jossey-Bass Publishers, 1991
- *Coaching, Mentoring, and Managing*, by William Hendricks, Career Press Inc., 1996
- *Inspiring Others to Win*, by Robert B. Sommer
- *Making the Most of Being Mentored*, by Gordon F. Shea
- *Mentoring: Confidence in Finding a Mentor and Becoming One*, by Bob Biehl, Broadman & Holman Publishers, 1997
- *Mentoring: Tao of Giving and Receiving Wisdom*, by Al Chungliang & Jerry Lynch, Harper, 1995
- *The Mentoring Connection*, by Michael G. Zey, Transaction Publishers, 1997
- *The Mentor's Spirit*, by Marsha Sinetar, St. Martin's Pres, 1998
- *The New Mentors and Proteges: How to Succeed with the New Mentoring Relationships*, by L. Philips-Jones, 1997
- *The Art of Mentoring: Lead, Follow, and Get Out of the Way*, by Dr. Shirley Peddy