



Missouri State[™]
U N I V E R S I T Y

USA

university staff ambassadors[™]

***Our Work. Our Passion.
Our University.***

“Mentoring is not a replacement for good management or leadership, nor is it a replacement for the appropriate development or training program. Instead, a valuable mentoring relationship is one of trust between two individuals— one of whom is more experienced in the organization than the other—and provides insight and guidance, and perhaps helps to make connections.”

Alaina Love, Management Consultant and Author



Why the University Staff Ambassadors?

- Understand their University
- Professional development tailored to our university
 - Customer service
 - Problem-solving using actual University challenges
 - Communication and Teambuilding
 - Managing People, Paper and Projects
 - Leadership training
- Network of high achievers
- Personal knowledge of each member
- Ongoing professional development training, networking



Current Trends in Mentoring

- Less of a hierarchical relationship (much more peer to peer)
- Career development (insight focus) versus career advancement (promotion)
- Group, Team, Remote, Virtual
- Cost effective and time efficient development tool (wealth of talent already inside the organization)
- Use of Terms

Paired

Mentors

Mentoring

Networked

Learners and Advisors

Collaborating, Connecting, Learning, Sharing



Missouri State.
UNIVERSITY

Job Mentoring vs Relational Mentoring

Career Advancement vs Career Development

Promotion vs Insight

Mentor vs Ambassador



RELATIONAL MENTORING

- ✓ Webinars
- ✓ Researched larger employers and other universities
- ✓ Focus Groups: USA members
USA supervisors



University Mission Statement

Missouri State University is a public, comprehensive university system with a mission in public affairs. Our purpose is to develop fully educated persons with a focus on ethical leadership, cultural competence and community engagement.

Long Range Plan Goals

Improve the undergraduate programs across campus through emphasis on student learning outcomes, and elevate multiple programs to "destination program" status.

Strengthen and expand focused graduate programs to positively impact the region and state.

Create a more diverse student body and workforce.

Establish the University as an "Employer of Choice."






BEAR
M S U

CONNECTION

Building **E**mployee **A**mbassador **R**elationships



University Staff Ambassadors



Mission

Integrate new staff to the culture of Missouri State University and connect them to the University's mission and values through relationships and mentoring

Goals

- Cultivate an understanding of the campus culture, organizational structure, and university resources through a relational partnership
- Shorten the learning curve and reduce stress and frustration
- Increase employee satisfaction, morale and retention through providing a more personalized experience during the onboarding process
- Develop new Bears by utilizing ambassador experiences to exchange ideas and provide insight, guidance, and professional networking opportunities
- Provide professional and personal development for both ambassadors and new staff



**Bear Connection
Ambassador and New Staff Member Voluntary Commitment**

Ambassador: _____ New Staff: _____

The mission of Bear Connection is to integrate new staff to the culture of Missouri State University and extend new staff to mission through the following goals:

- Cultivate an understanding of the campus culture, organizational structure, and university resources through a relational partnership
 - o Shorten the learning curve and reduce stress and frustration
 - o Increase employee satisfaction, morale and retention through providing a more personalized experience during the onboarding process
 - o Develop new hours by utilizing ambassador experiences to exchange ideas and provide insight, guidance, and professional networking opportunities
 - o Provide professional and personal development for both ambassadors and new staff
- For a recommended period of six to nine months, the Ambassador will share advice, experience, and guidance to the New Staff Member consistent with the mission and values of Missouri State University. The New Staff Member will receive such advice, experience, and guidance in efforts to ease his or her integration into the University culture.
- The Ambassador and New Staff Member intend to communicate as follows:
 - o Frequency of contact: _____ (minimum once every 1-2 weeks per month for the first six months, frequency after the sixth six-months will be agreed upon. Contact will be made during regular business hours)
 - o Preferred method(s) of communication: _____
- The New Staff Member is specifically interested in learning about: _____

By signing below, the Ambassador and New Staff Member voluntarily commit to participate in Bear Connection as described herein. Participation is entirely voluntary and may be terminated at any time, with or without cause, by the Ambassador, the New Staff Member, their respective supervisors, or the University. All Bear Connection activities must occur during the Ambassador's and the New Staff Member's regular working hours. The Ambassador and the New Staff Member will not engage in Bear Connection activities outside of their regular working hours without obtaining specific advance approval from their respective supervisors. To the extent the Ambassador and the New Staff Member communicate, interact, or engage in other activities outside their regular working hours, such activities will be considered extra-curricular, social activities and not part of the Bear Connection program.

Ambassador: _____ Date: _____
New Staff: _____

**Bear Connection
Sharing of the campus culture, organizational structure, and professional networking**

- Please turn in this form to Administrative and Information Services ("AIS") in Carrington 104. Upon receipt, AIS will forward the form to the Ambassador's direct supervisor and the New Staff Member's direct supervisor to ensure that the Ambassador and New Staff Member have received supervisory approval for their intended communication schedule. AIS and/or the appropriate supervisor will contact the Ambassador and/or the New Staff member if the intended communication schedule must be modified.
- New staff member to lunch after orientation on their first day of campus. The tour will highlight key places on campus that a new staff member might need to know or go to for resources.
- Ambassadors will schedule points of contact, where new staff will have the opportunity to ask questions about campus life, culture, organizational structure, etc.
- Goal 2: Shorten the learning curve and reduce stress and frustration**
- New staff will have the opportunity to successfully navigate through key aspects of new staff orientation with their Ambassador, who will help them to obtain a BearPass and/or Parking Pass the day of new employee orientation.
 - Ambassadors will provide general and basic information that new staff need further clarity on after orientation, and be available to answer questions that may arise as the new staff get acclimated to campus culture or to help them connect to appropriate campus resources.
- Goal 3: Increase employee satisfaction, morale, and retention through providing a more personalized experience during the onboarding process.**
- An experienced member of the campus community to act as "Ambassador," picking up where orientation leaves off.
 - By offering a friendly face, new employees should feel more at home at the University.
 - Evaluations at end of each year to determine effectiveness and contribution of program towards increased retention, satisfaction, and morale
 - Add optional question on staff exit interview about participation in Bear Connection.
- Goal 4: Develop new hours by utilizing ambassador experiences to exchange ideas and provide insight, guidance, and professional networking opportunities**
- Ambassadors will have the opportunity to share personal insights during the initial luncheon, and throughout the partnership as designated in the agreement.
 - The importance of networking will be highlighted.
 - Ambassadors will encourage new staff to attend a Staff Senate meeting and point out various opportunities for involvement and networking in the campus community.
- Goal 5: Provide professional and personal development for both ambassadors and new staff**
- Through personalized training sessions, ambassadors will be well-equipped for the new partnerships, gain additional knowledge about the onboarding process, and receive "twinkler" courses related to key components of orientation, as well as gain leadership skills.
 - New staff will have the opportunity to grow personally and professionally by being introduced to numerous campus networks, staff senate, and the public affairs mission.

**"Bear Connection"
New Staff Relational Mentoring Program**

Last Name: _____ First Name: _____
MR _____
Supervisor: _____
Supervisor's Email Address: _____

Do: _____

About You and Your Background

1. Hire Date: _____
2. If you have worked previously in another area(s) within the University, please list which area(s).
3. Briefly describe how you have integrated the public affairs mission into your role on campus, your office, department, etc., and how you would integrate the mission into your role as a mentor.
4. Describe your involvement within the Missouri State University community.
5. Describe your involvement in the community outside of Missouri State University.
6. Using three to four key words or phrases, how would others who know you best describe you?
7. What do you consider to be two key components of a good mentoring relationship?
8. To help us pair ambassadors with new staff, describe some of your personal interests and/or hobbies?

By signing below, I understand and agree that:

- I have read the Voluntary Commitment form (provided with this Application) and I understand that I will be expected to complete and sign such a form if I am paired with a New Staff Member.

I understand that if I am selected to participate in Bear Connection, I will be expected to attend initial training and on-going training. If I do not attend required training, I will not be invited to participate in Bear Connection.

I understand that I will be expected to complete and sign such a form if I am paired with a New Staff Member, and be of the age not given the approval to be a Bear Connection.

I understand that an Ambassador should reflect the University's core mission and distinct standards of the University.

I understand that if I am selected as an Ambassador, my participation in Bear Connection is voluntary and they be terminated at any time, with or without cause, by me or the University.

Bear Connection activities must occur during the Ambassador's and the New Staff Member's regular working hours. The Ambassador and the New Staff Member may not engage in Bear Connection activities outside of their regular working hours without obtaining specific advance approval from their respective supervisors. To the extent the Ambassador and the New Staff Member communicate, interact, or engage in other activities outside their regular working hours, such activities will be considered extra-curricular, social activities and not part of the Bear Connection program.

Date: _____



Missouri State.
UNIVERSITY

PROCESS

- Applications Graduate of USA

- Selection Information submitted on application
Supervisors' approval/recommendation
Experience in USA Program

- Training USA
Human Resources
Counseling and Testing
 - Ambassador Manual
 - Agreement
 - Description
 - Recommended points of contact
 - Reference material

- Networked Assigned a New Employee



Ambassador/New Employee

- Pickup from Orientation
- Welcome Lunch
- Highlights Tour of Campus
- Agree upon points of contacts over next 6-9 months..
frequency, format, etc.
 - Month 1: 3 hours (Lunch, tour, follow-up)
 - Month 2-9: As agreed upon – monthly contact



MEASUREMENT OF SUCCESS

Evaluation and Assessment:

Mentors

Mentees

Supervisor of Mentors

Back into the pool between 6-9 months with supervisor approval



For the **new employee**,

- Successfully integrate them into the culture and socialization
- Help increase the employee's self-confidence and satisfaction
- Impart knowledge
- Reduce Frustration
- Provide networking opportunities

For the **Ambassador**,

- The new hire may provide fresh ideas for the Ambassador
- Ambassadors receive positive recognition and reinforcement from the new employee
- Builds leadership skills
- Improve communication skills

For the **University**,

- Provide new employees an understanding of the University's culture
- Engender staff engagement, commitment, and loyalty
- Protect our investment in the recruiting process
- Improve new employee's time to productivity
- Relieve supervisors of some of the routine tasks/questions



DISCUSSION

