Missouri State™
UNIVERSITY

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

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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

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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	Networked
Mentors	Learners and Advisors
Mentoring	Collaborating, Connecting, Learning, Sharing

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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

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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."

MSU BEAR CONNECTION

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

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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

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Bear Connection
Ambassador and New Staff Member Voluntary Commitment

"Bear Connection"
New Staff Relational Mentoring Program

Last Name: First Name:
M#:
Supervisor:
Supervisor's Email Address: Ex:

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.

Bear Connection

Goal 1: ...understanding of the campus culture, organization... partnership

- ...new staff member to lunch after orientation...
- ...sents tour of campus. The tour will highlight key places on campus that a new... member might need to know or go to for resources.
- Ambassadors will schedule points of contacts, 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 Bears 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 on-boarding process, and receive "refresher" 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.

PROCESS

❑ Applications Graduate of USA

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

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

❑ Networked Assigned a New Employee

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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

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MEASUREMENT OF SUCESS

Evaluation and Assessment:
        Mentors
        Mentees
        Supervisor of Mentors

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

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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

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DISCUSSION