

# Missouri State...



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 Networked

Mentors Learners and Advisors

Mentoring Collaborating, Connecting, Learning, Sharing



# 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."





Building Employee Ambassador Relationships

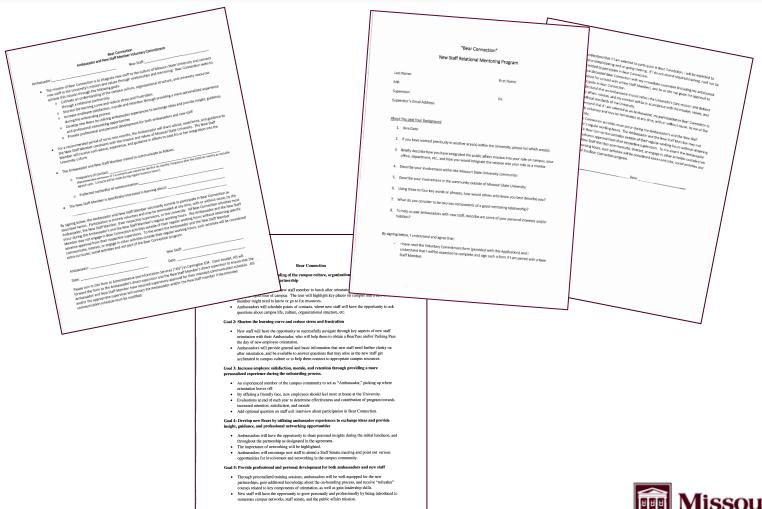


#### **Mission**

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





#### **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 SUCESS

**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**

