



**MISSOURI  
STATE EMPLOYEE  
MENTORING  
PROGRAM**

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**HANDBOOK**



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# Introduction



## **The State is only as good as its team members.**

Each of you has unique insights and abilities that help you succeed as team members. That means **each of you has something to learn and something to teach**. MOMENTS wants you to take those traits and share them with others.

As a mentee, you can choose a mentor who fits within your preferences and can help you meet your goals. As a mentor, you can share your knowledge and experience and also have the opportunity to learn from your mentee. To be successful, we encourage you to read this handbook carefully, think about your goals, and be open to sharing and learning with another State of Missouri team member.

# The Basics

**MOMENTS** is designed to be easily accessible and user-friendly. Before you begin your mentoring relationship, there are a few things we want you to know.

- [Always treat each other respectfully](#)
- [Communicate within your comfort](#)
- [Set clear expectations](#)

With that in mind, try to meet each other as often as you're comfortable and without interfering with other obligations (hopefully at least once a month). These meetings don't have to be strict and formal—get to know each other, your roles, and your goals. Mentors and mentees will both benefit, but we imagine you're here because you have specific things in mind that you hope to achieve. Be sure to check out the mentor agreement form to establish the expectations and goals of your mentorship.

# For Mentors

## Team members have a lot to gain from being a mentor.

Being a mentor can help you refine your communication skills, refresh your technical skills, and learn other aspects of State work. In the role of a mentor, you will be helping others while also supporting your leadership development. You must be open and understanding with your mentee and dedicate time to ensuring each of you get the most out of the mentorship. Below is a non-exhaustive list of traits and skills that strong mentors exhibit. Remember, each interaction is an opportunity for you to grow and develop.



### TRAITS

Enthusiastic  
Honest  
Supportive  
Understanding  
Responsive  
Accountable

### SKILLS

Communication  
Problem Solving  
Critical Thinking  
Adaptability  
Empathy  
Goal Setting

You certainly have more to offer than what is captured here; be sure to share that with your mentee. Here are some essential things to remember during the mentoring process.

- 1 Your mentee chose you because they believed you were a good fit.** You are in this position because you are knowledgeable and capable.
- 2 Your mentee looks up to you.** Listen, trust, communicate, and commit to meeting their needs within your comfort zone. Provide clear feedback and let them ask questions.
- 3** The mentoring process is fluid—learn what works and what doesn't, be open and understanding, and **don't lose sight of the big picture.**
- 4 Remember that you're equals.** Your mentee looks to you for guidance, but that doesn't mean you have to act like you know everything, provide commands, or force someone to work around your schedule.
- 5** Take satisfaction in this work. You are helping someone else, and you're learning too. **Be yourself and enjoy the collaboration.**

# For Mentees

**You may have less professional experience or you're seeking to learn more, you still have much to offer.**

You can improve upon a specific skill, learn about your department or division, increase career potential, or build more connections across different areas. To do this, we recommend communicating clearly with your mentor about the specific goals and, if you can, how you hope to reach them. Your mentor can only know as much as you tell them. There is a non-exhaustive list of mentee traits and skills below. This list provides ideas, not requirements.



## TRAITS

Open Minded  
Goal-Oriented  
Honest  
Understanding  
Responsive  
Accountable

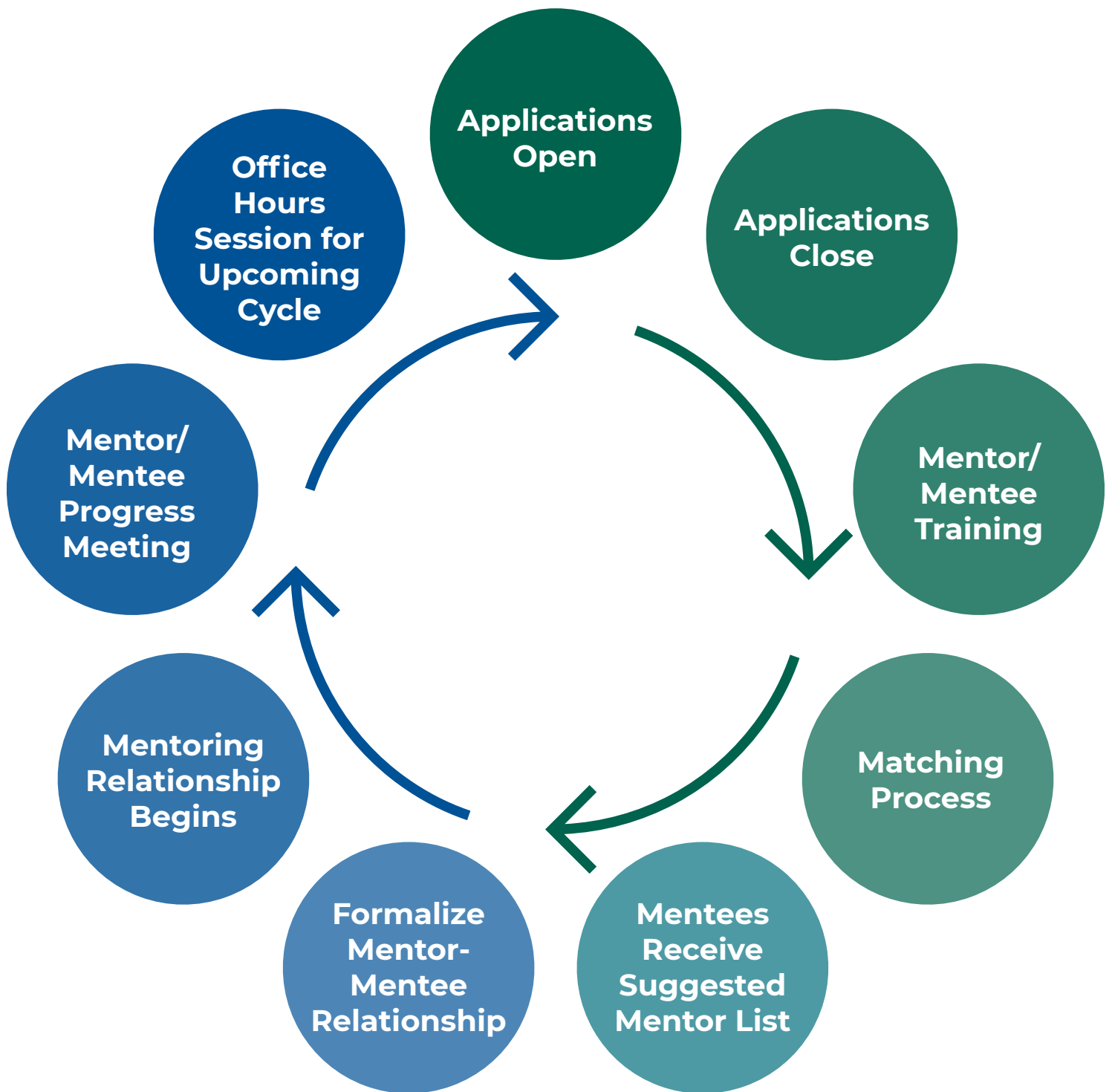
## SKILLS

Growth Mindset  
Willingness to learn  
Communication  
Resilient  
Initiative  
Flexible

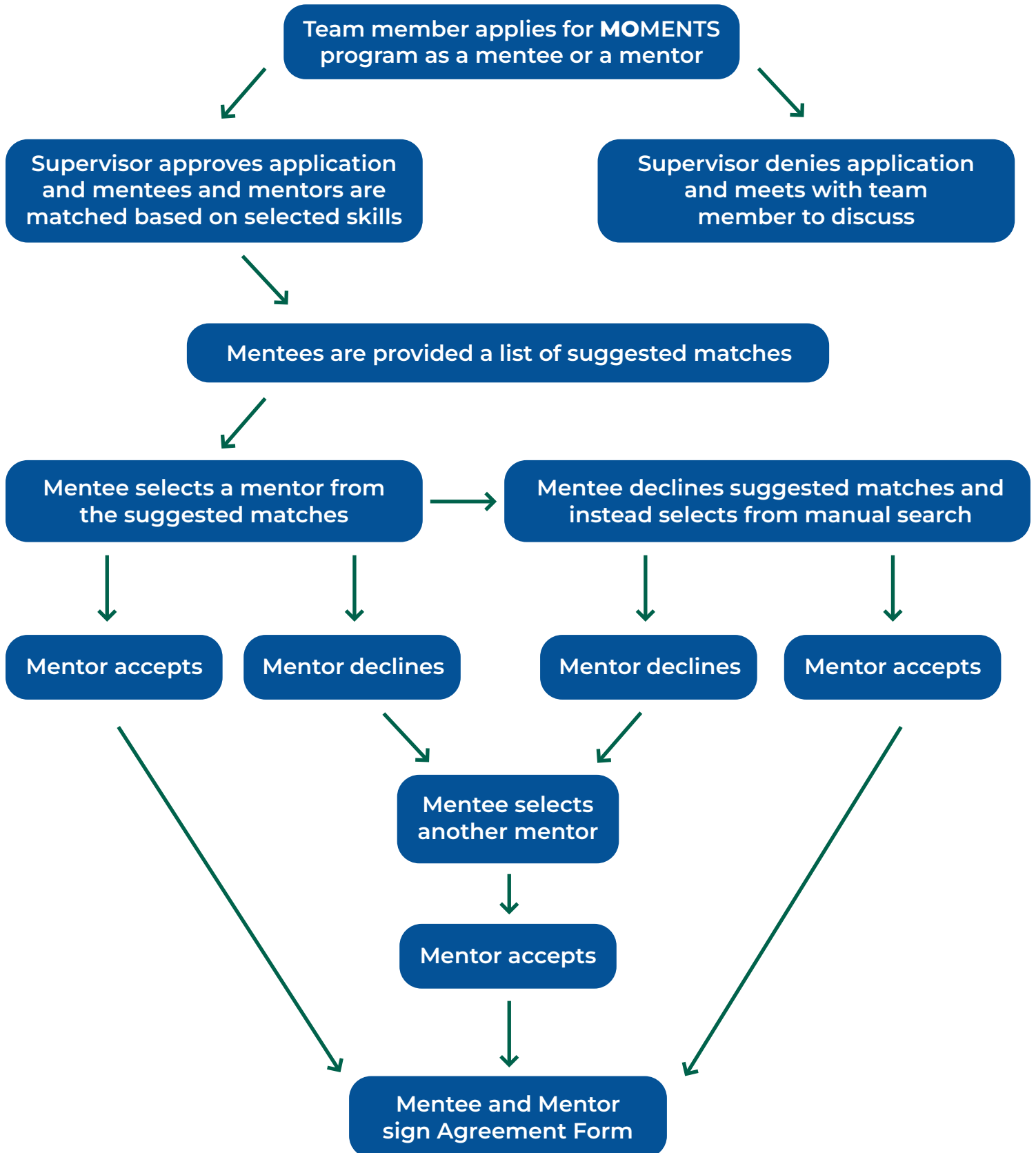
You certainly have more to offer than what is captured here; be sure to share that with your mentor. Here are some essential things to remember during the mentoring process.

- 1** You chose your mentor for a reason. Let them help you. **Your mentor is invested in your success**, so try to focus on your goals and how you can achieve them.
- 2** **Communicate your goals and listen to feedback.** Be open to what you hear, and try implementing it into your professional life. If something doesn't work, try to share and discuss other options.
- 3** **Respect your mentor's time and commitments.** Participating in **MOMENTS** doesn't guarantee a specific result, but it will help you connect with others who have had different experiences and are willing to pass on what they've learned.
- 4** By being open with your mentor, you can gain valuable insights into your situation and gain confidence to address other issues in the future. **Make the most of this chance for growth.**

# Quarterly Program Cycle



# Applicant Flowchart



# Meetings

You should begin with a conversation to learn the basics about each other, why you're connecting, and to set clear expectations.

The first meeting should be more guided and include:

- Communicating goals
- Planning a meeting schedule
- Addressing potential obstacles

These items can be addressed and the answers recorded on the Mentoring agreement form located under resources on the **MOMENTS** website.

**Meetings will evolve over time as you both learn more about each other and get comfortable, you should keep these things in mind for a successful mentoring experience.**

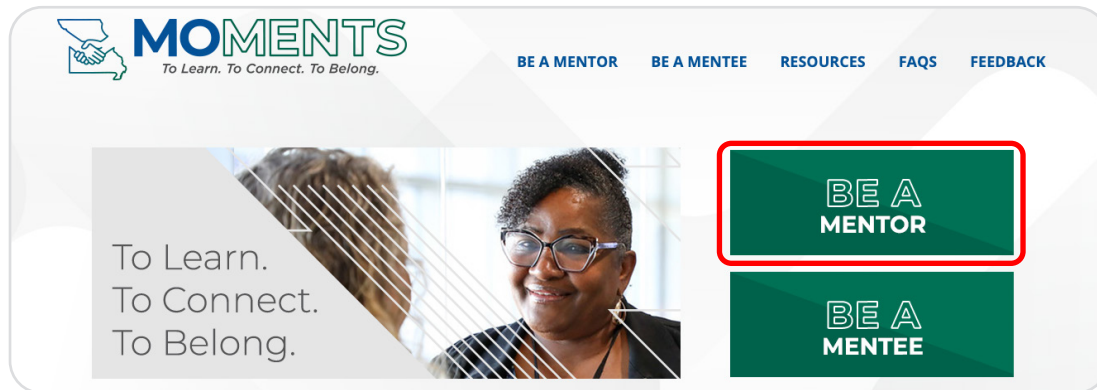
After that, meetings should proceed as you both are comfortable and have discussed. For example, if the mentee wants to learn or refine a specific technical skill, the sessions can involve a demonstration by the mentor, or the mentee can practice working on that skill with the mentor's guidance. A mentor can also take the time to introduce others who may be helpful for networking or accomplishing a given task. The meetings should be structured in a way that works for both of you. The important part is that mentors and mentees feel the meetings are productive and work toward the established goals. No matter what, don't feel stuck if something isn't working.





# Navigating the Website (For Mentors)

1. Visit **MOMENTS.mo.gov** and select the “Be a Mentor” button.



2. Choose the ‘Create Mentor Application.’

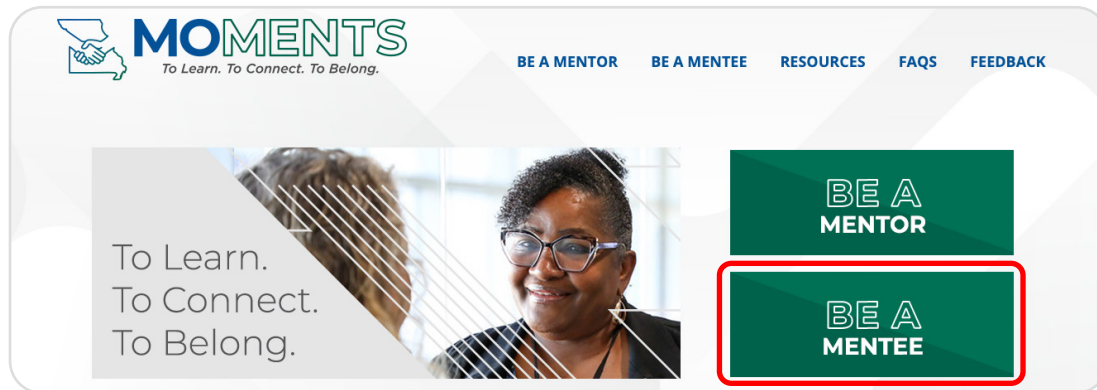


3. The application will automatically populate your name, supervisor information, work location, job title, hire date, agency, and division. If any of your information appears incorrect, contact [talentdevelopment@oa.mo.gov](mailto:talentdevelopment@oa.mo.gov).

4. Complete the short bio, working hours and include any information you are comfortable sharing (hobbies, volunteer interests, etc.)
5. Select your strongest career and soft skills. You must select a minimum of three and a maximum of six between the two categories.
6. Once you have finished your application, click ‘Save’.

# Navigating the Website (For Mentees)

1. Visit **MOMENTS.mo.gov** and select the “Be a Mentee” button.



2. Choose the ‘Create Mentee Application.’



3. The application will automatically populate your name, supervisor information, work location, job title, hire date, agency, and division. If any of your information appears incorrect, contact [talentdevelopment@oa.mo.gov](mailto:talentdevelopment@oa.mo.gov).

Mentee Application

Employee First Name \*  
Employee Last Name \*

Supervisor First Name \*  
Supervisor Last Name \*  
Supervisor Email \*

Work Location \*  
Current Job Title \*  
Hire Date \*

Agency  
Division  
Working Hours \*  
Select Working Hours...

Short Bio \*

Select top strengths you are looking for in a mentor (minimum of 3 and maximum of 6 between both skill areas)

Career Skills  
Change Management  
Collaboration  
Decision Making  
Delegation  
Networking

Soft Skills  
Goal Setting  
Growth Mindset  
Interpersonal Communication  
Resiliency  
Time Management

Add >>  
<< Remove

Add >>  
<< Remove

Selected Career Skills Ranked In Order

Selected Soft Skills Ranked In Order

Save Close

4. Complete the short bio, working hours and include any information you are comfortable sharing (hobbies, volunteer interests, etc.)
5. Select which career and soft skills you are seeking in a mentor. You must select a minimum of three and a maximum of six between the two categories.
6. Once you have finished your application, click ‘**Save**’.

# After the Mentorship

A crucial part of the **MOMENTS** program is the post-mentorship survey.

**Once you have completed or discontinued a mentorship with a mentor or a mentee, even if you are switching to a different mentor or a mentee, please fill out the post-mentorship survey.** This survey provides critical feedback on your experience with your mentor and the **MOMENTS** platform. Your answers will benefit the program and its users.

## Post-Participation Survey: Mentees

### Your Information

Name \*  
First  Last  Email \*

Department \*

### Your Mentor

Name \*  
First  Last  Department \*

### Your Experience

How often did you meet with your mentor?

What skills did you work on with your mentor? Select all that apply.  
 Soft Skills  
 Career Development

Please send any concerns you experienced with this mentor to your department's Human Resources team.  
How would you rate your overall experience with MOMents?

Did you gain any access to tools or resources you had not had prior to this mentorship?  
 Yes  
 No

Do you feel the quality of your professional development has improved over the course of your mentorship?  
 Yes  
 No

Please provide any comments or concerns about your experience with

## Post-Participation Survey: Mentors

### Your Information

Name \*  
First  Last  Email \*

Department \*

### Your Mentee

Name \*  
First  Last  Department \*

### Your Experience

How often did you meet with your mentee?

How did you meet with your mentee?

What skills did you work on with your mentee? Select all that apply.  
 Soft Skills  
 Career Development

Was your mentorship with this mentee completed at an agreed-upon end date, or discontinued?  
 Completed  
 Discontinued

Please send any concerns you experienced with this mentee to your department's Human Resources team.  
How would you rate your overall experience with MOMents?

Do you feel the quality of your professional development has improved over the course of your mentorship?  
 Yes  
 No

Do you plan to explore other mentoring opportunities through MOMENTS in the future?  
 Yes  
 No  
 Undecided

Please provide any comments or concerns about your experience with MOMENTS

If you would like a MOMENTS team member to contact you about any concerns with the platform, please check 'Contact Me.'  
 Contact Me



# MOMENTS

*To Learn. To Connect. To Belong.*



**MOMENTS.mo.gov**



**TalentDevelopment@oa.mo.gov**



**573-526-4500**