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Mid-Tennessee Chapter

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## **CPCU COLLEGE MENTORING PROGRAM GUIDE**

Vision: To share experience and knowledge of members from the Mid-Tennessee CPCU Society Chapter with Middle Tennessee State University students through a mentoring relationship for the mentee's personal and professional growth.



# COLLEGE MENTORING PROGRAM GUIDE

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## **OVERVIEW FOR CHAPTER MEMBERS**

The program consists of the Mid-Tennessee CPCU Society Chapter along with MTSU providing a mentoring program between MTSU students and the CPCU chapter members. As CPCU's, we are committed to professionally, ethically and competently serve the insurance industry. These values will inherently help mentees in both their professional and personal growth.

In addition to providing these values to the mentees, the mentoring relationship will allow mentors valuable personal coaching and sharing opportunities. This collaboration between CPCU's and MTSU students will allow mentors to share these values with individuals who are the future of our industry and give back to the industry which has given so much to us and our families.



## INTRODUCTION TO MTSU STUDENTS

The Mid-Tennessee 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 Mid-Tennessee 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 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?**

**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?  
In what ways can you personally benefit from this relationship?**

- As a mentee, you will have a unique opportunity to develop a meaningful relationship with an industry professional.
- 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.

NOTE: The mentee should not enter this relationship with the expectation that it will lead to a job position within the mentor's company.



## 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.



## **ELIGIBILITY/REQUIREMENTS**

The Mid-Tennessee Chapter College Mentoring Program will set eligibility guidelines to identify mentors/mentees and provide recommendations on the nature of the relationship.

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

- A CPCU designation.
- Sincere desire to aid in another individual's development.
- Ability to meet with a college mentee a minimum of once per month.
- Ability to commit to a minimum 1-year mentoring program.
- Completion of Information form.

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

- Sincere desire to enhance skills and knowledge.
- Ability to meet with your mentor a minimum of once per month.
- Ability to commit to a 1-year Mentoring program
- Advise the MTSU Insurance Dept. of your interest in the program.
- Contact the CPCU Chapter College Mentoring Committee at [midtencpcu@gmail.com](mailto:midtencpcu@gmail.com) .



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

- Minimum 1-year commitment
- Partnership is mentee-driven.
- The mentoring program is voluntary.
- A list of prospective mentors will be forwarded to the new mentees who will review and contact those mentors who are of interest to the mentee.
- Mentees are encouraged (but it is not necessary) to contact more than one prospective mentor before making final decision on a mentor.



## **PARTICIPATION PROCESS**

- Complete Mentor Information form.
- College Mentoring Committee will provide the mentee a list of prospective mentors. The mentee will review and contact those mentors who are of interest to the mentee. The mentees are encouraged (but it is not necessary) to contact more than one prospective mentor before making final decision on a mentor.
- Begin the partnership. The college mentee receives guidance from the mentor.
- College Mentoring Committee may perform periodic follow-ups. We also recommend you assess your relationship on a periodic basis.
- After one year, the mentee and mentor determine if they would like to continue the relationship.
- Complete an evaluation of the relationship and program. Provide feedback on what and how the program can be enhanced.
- If you have questions regarding the mentoring relationship or if you need additional resources, contact the College Mentoring Committee at [midtencpcu@gmail.com](mailto:midtencpcu@gmail.com) .



## **BEGINNING THE RELATIONSHIP**

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

**What should the mentor and college mentee discuss at the start of the relationship?**

Communicating expectations of each other are of utmost importance to a successful beginning and to avoid future pitfalls. 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 and 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 the CPCU Society.



## **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:

- Claims Process (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, Financial Services Industry or the General 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?**

- 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.
- If mentor's company guidelines permit, encourage and arrange for mentee to attend activities such as depositions, sales calls, field underwriting visits, trials, mediations, industry meetings, etc.



## **MID-POINT EVALUATION**

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

- Examples of activities/interactions we've implemented:
  - Which were beneficial?
  - Which were not as beneficial?
- So far in this partnership, I've gained the following knowledge and/or skills:
- Other benefits I'm receiving from this mentoring relationship:
- How could our mentoring partnership or the program be more effective?
- Recommendations to other mentor-mentee pairs:
- Other comments:



## FINAL EVALUATION

### **Did we meet our objectives and where do we go from here?**

The following form will facilitate a discussion at the end of your agreed time to discuss the experience and decide which steps to take next:

- As a result of this experience, I gained the following knowledge and skills:
- Other benefits I received in this mentoring relationship:
- Could the Mentoring Program have prepared us better for this experience? How?
- Recommendations to others involved in a college mentoring relationship
- Do we continue our relationship beyond our original agreed time?
- Other comments:



## MENTORING RESOURCES

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