



THE ISSA HYGIEIA NETWORK **MENTORING PLAYBOOK**

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INTRODUCTION

The ISSA Hygieia Network Mentoring Program facilitates and encourages professional development of both women and men at any stage in their career and in any area related to their work in the professional cleaning industry.

As a way of fostering talent within the professional cleaning and hygiene industry, the ISSA Hygieia Network, a non-profit association dedicated to the advancement and retention of cleaning industry women, has launched a new mentoring program. This Mentoring Playbook provides the necessary tools required for mentees, mentors and other mentoring program leaders to succeed.

THIS PLAYBOOK WILL HELP:

- Mentees prepare for a mentorship, find the right mentor, establish professional goals and ambitions and maximize the mentoring experience.
- Mentors prepare for a mentee, set expectations, guidelines and rules and maximize the mentoring experience.
- Provide clarity on the importance of mentoring.



ASSISTANCE

Should you have any questions or require assistance on something not covered in this Playbook, please send an email to Hannah Kennedy at hannah@issa.com.



WHAT IS MENTORING?

Mentoring is defined as a professional relationship in which an experienced person (the mentor) assists another (the mentee) in developing specific skills and knowledge that will enhance the less-experienced person's professional and personal growth.

Mentoring is a one-on-one experience between a mentor and mentee. With a focus on the mentee's professional ambitions and needs, the mentor helps the mentee in multiple ways, such as:

- Developing and enhancing new business skills
- Providing access to independent, objective perspectives and insight on the industry and job market
- Problem solving and establishing confidence at work
- Pursuing and achieving career goals through skill-building exercises
- Gaining hands-on experience within the industry
- Receiving helpful advice and feedback
- Sharing helpful resources

MENTORING BENEFITS

Both mentees and mentors experience numerous benefits from working together.

In the U.S., women earn almost 60 percent of undergraduate degrees, yet they make up only 14.6 percent of executive officers, 8.1 percent of top earners and 4.6 percent of Fortune 500 CEOs.

Currently, six in ten (61 percent) Millennials benefit from having somebody to turn to for advice, or who helps develop their leadership skills, such as a mentor. Without a trusted mentor, young employees may not advance professionally or choose to quit and seek different career paths.

Employee retention is a challenge for nearly every business, but within the janitor industry alone, the annual turnover rate is approximately 300 percent.

With an overarching remit of supporting career advancement for women at all levels in the industry, the ISSA Hygieia Network Mentorship Program will help young professionals begin their career with a step ahead and help businesses improve employee retention.

HYGIEIA'S UNIQUE APPROACH

Women should not have to face or worry about gender discrimination in the workplace. Instead, women should enjoy opportunities for advancement solely on merit. Sadly, this is not always the case and, exacerbating the problem, women at all levels are often less confident requesting the tools and training required for continuous professional development.

The ISSA Hygieia Network aims to reverse this invidious social conditioning and provide an empowering and supportive network that allows talent to shine and develop regardless of gender.

Named after the Greek goddess of cleaning and hygiene, the ISSA Hygieia Network is an international community dedicated to the advancement and retention of women in all branches and at all levels of the global cleaning industry, with special focus on cleaners' advancement.

The business case for diversity and gender equality is equally irrefutable. A more diverse workplace – in which women are able to freely participate and where their contribution is valued – fosters creativity and innovation.

“70 years ago when my grandmother went to work, she walked through the back door of the building... just because she was a woman.

Still today, too many doors remain closed to too many women. I want our daughters and granddaughters to be able to walk through any door of any building in any place in the world.”

Deborah Gillis, CEO at Catalyst

A more diverse workforce also enables the understanding of a broader range of market segments, offering the potential for business growth. Numerous studies show that organizations with middle and senior management teams that are gender balanced consistently enjoy better bottom-line results.

The ISSA Hygieia Network Mentoring Program will provide ongoing education, networking and professional development for any women

working in, or associated with, the cleaning industry. It is specifically focused on creating an inclusive, diverse workforce within the professional cleaning industry.

The ISSA Hygieia Network Mentoring Program was founded by Dr. Ilham Kadri, CEO and President, Diversey and Founder and Chairwoman, ISSA Hygieia Network; Nathalie Doobin, CEO, Harvard Services Group; Holly Borrego, Senior Director of Cleaning Services, C & W Services; Linda Silverman, President, Maintex; Meredith Reuben, CEO, EBP Supply Solutions; Lydia Work, CEO, American Paper Converting Inc.; Kim Price: Vice President, Sales Force & Distributor Effectiveness, Georgia Pacific; and Carey Jaros, Chief Operating Officer, GOJO Industries.

MENTOR AND MENTEE RESPONSIBILITIES

To participate in the ISSA Hygieia Network Mentoring Program, participants are expected to abide by rules and responsibilities to ensure a successful and mutually beneficial experience.

RESPONSIBILITIES OF THE MENTOR:

- Mentors will engage with mentees in substantive communication online through the mentoring software (online or mobile app) at least once a month.
- Mentors will uphold meetings and appointments or provide advanced notification should a meeting need to be canceled.
- Mentors will establish realistic expectations and tasks needed to achieve mentee's career goals.
- Mentors will provide mentees with progress reports and feedback regularly.
- Mentors will offer a closure meeting to reflect on what was accomplished, and how the mentee can utilize their new skills.

RESPONSIBILITIES OF THE MENTEE:

- Mentees will engage in substantive communication online through the mentoring software (online or mobile app) at least once a month.
- Mentees will uphold meetings and appointments or provide advanced notification should a meeting need to be canceled.
- Mentees will share a list of professional goals and ambitions with their mentor.
- Mentees will respond to questions and communication within a reasonable timeframe.
- Mentees will not solicit Mentors for an internship or job following the mentorship.

Apart from the primary responsibilities, it's important for mentees to consider:

- Keeping an open mind, listening closely and asking questions.
- Exploring new ideas and viewpoints.
- Asking for help when needed.
- Establishing desired outcomes and goals.
- Participating at all times.
- Helping to determine the focus of the mentorship and any meetings.
- Following through on commitments.
- Taking strides to develop a professional relationship with the mentor.
- Remaining respectful of a mentor's time.

MENTORING VALUES AND STANDARDS

THE ISSA HYGIEIA NETWORK MENTORS WILL:

Reserve the right to decide if mentors and/or mentees are not suitable as participants in the Mentor Program and can terminate, remove or exclude participants at sole discretion.

- Make no guarantees or promises regarding the accuracy or quality of any advice imparted to mentees; the Council makes no claim as to the quality of any mentee or mentor, his/her suitability to provide academic advice, career coaching or professional development advice.
- Make no guarantees that mentees will be matched with a founding mentor, CEO or President.
- Reserve the right to refuse mentorship with a mentee who works for a competing company.

Values & standards that will help to provide the foundation for a strong mentoring relationship include the following:

- **RESPECT:** Mutual respect forms the foundation of the successful mentoring relationship. Learning is greatly enhanced when each person feels a sense of personal and professional respect for one another.
- **ACCOUNTABILITY:** In a mentoring relationship, accountability can only exist where respect exists. Care through accountability is expressed by sticking to agreed upon expectations, tracking goals, and consistent mentoring activities.
- **FOCUS:** Mentoring goals should be focused on the advancement of the ISSA Hygieia Network community, including current members, and professional development.
- **CONFIDENTIALITY:** To maintain the integrity of the relationship, agree to identify information as confidential when sensitive topics are brought up.
- **HONESTY:** Agree to be honest at all times.
- **INTEGRITY:** Alignment in what is said and what is done.
- **INDIVIDUALITY:** Agree not to ignore or trivialize differences in opinion. Openly discuss differences to build trust in the relationship.
- **COLLABORATION:** Recognize the importance of collaboration.

MENTORSHIP STRUCTURE

FOUNDATION

The first meeting will help mentee and mentor get to know one another and build trust. During this time, both parties will work to establish the mentee's goals and needs, along with meeting times and whether progress updates will take place on a weekly or monthly basis.

Mentees are expected to clarify their expectations for the mentorship. Mentors are expected to provide suggestions and feedback to enhance the mentoring experience and keep realistic expectations in mind. Both parties will discuss how to track and measure progress, as well as deadlines and other commitments.

MENTORSHIP

Once the mentorship begins, mentors will help the mentee meet their needs, address challenges, achieve goals and build professional skills to help the mentee advance in her career. Mentors will provide mentees with exercises, activities and assignments between meetings, and come prepared with feedback, information, advice and any relevant resources.

- Potential activities could include, but are not limited to:
- Personal strengths, values and work styles assessments
- Informational interviews
- Job shadowing in-person
- Accomplishment journaling
- Volunteer opportunities with mentor's company
- Attending relevant industry tradeshows

COMPLETION

When the mentorship is complete (six months), the mentor will recap and celebrate the mentee's success and progress results. Mentors will provide mentees with a "self-evaluation" survey to reveal how the mentee feels about the mentoring experience and pinpoint any areas for improvement going forward.

THE ISSA HYGIEIA NETWORK MENTORING PLAYBOOK



JOIN TODAY!

To apply for a mentorship with the ISSA Hygieia Network, please visit www.hygieiamentoring.chronus.com.

Once you have completed a profile, you will be matched with potential mentors. It is up to the mentee to request a mentorship. Mentors will either choose to decline or accept mentorships.

“Let us never forget that in the cleaning industry, as in every walk of life, women’s rights are human rights. Gender equality and the empowerment of women are essential to our sustainable future.”

John Barrett, Executive Director, ISSA

For any additional questions, please visit www.hygieianetwork.org.



*UNESCO, 2014

2085

The year the gender pay gap will close at the current rate of improvement

*International Labour Organization, 2015

In the US alone....



WOMEN earn almost 60% of undergraduate degrees

Yet....



They are only 14.6 percent of executive officers



8.1 percent of top earners



4.6 percent of Fortune 500 CEOs

RESOURCES

MENTEE HANDBOOK

A helpful handbook that informs mentees on how to get acquainted with their mentor, communications best practices, networking tips and suggested mentoring activities.

MENTOR HANDBOOK

A helpful handbook that informs mentors on how to get acquainted with their mentee, communications best practices, effective mentoring tips and suggested mentoring activities.

