

## Contact plan

- ⦿ If your mentor/mentee is at induction, agree your next meeting today - where and how!
- ⦿ If your mentor/mentee is not at induction – **WAIT** until you receive the **formal connection email**
- ⦿ WBS Relationship Connection - Contact Plan
  - Mentees need to **contact their mentor within 7 days** of receiving the relationship connection email.
  - If mentees have NOT heard back from their mentor in 14 days, notify [donna.curtis@wbs.ac.uk](mailto:donna.curtis@wbs.ac.uk)
  - Mentors are asked to contact their mentee, if they have not heard from their mentee after 7 days of the connect email.
  - If your mentor has **still not heard from their mentee within 14 days**, mentor's must notify WBS ... very often something simple has happened to an email.
  - **All relationships** expected to be in touch within 14 days of the formal connection email.
- ⦿ **Communicate Effectively:** establish contact method, rules and boundaries
  - Method – phone / Skype / face to face / mobile / text / email.
  - Timing – When best to contact, when to avoid e.g.: time of the day / day of the week
  - Discussion Points – when/how to share meeting discussion points (*recommend emailing the mentor the day before as session*)
  - Not heard back – discuss what happens if you have had no response from an email. Some may prefer a reminder email, others a text to prompt or WhatsApp – whichever, find out.
- ⦿ **Commit & Prioritise:** relationship responsibilities
  - It is **the mentee's responsibility** to maintain contact and drive the relationship. However, mentors have a duty to encourage and check with a mentee, if contact goes quiet.
  - **Commit** to the relationship – schedule, prepare & follow-up. Keep in regular contact with your mentor; or notify them when you do not need help! For example: drop them an email/text saying that *“Everything is ok and no support is required. I'll be in touch in xx number months or weeks”*.
  - **Prioritise - limit rescheduled meetings** or calls! This is a matter of common courtesy and we ask both parties to adhere to this practice. If a meeting/call must be changed, where possible give reasonable notification.
  - **Challenge** - if your mentor has tasked their mentee to deliver something for the next interaction, allow enough time to complete, and limit regularly delaying. 'Life' happens, therefore if there is a problem completing or finishing, it is **only fair** to let your mentor know within a reasonable time. Then offer a realistic deadline when you can complete.
    - This is your opportunity. Be **open, honest** and share. **Use this time wisely**. It can disappear more quickly than you can imagine.