



MENTORING INSTITUTE



MENTORING & COACHING MONTHLY

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Volume IV Issue IX

November 2017

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IN THIS ISSUE

Welcome back, and thank you for joining us again for the November issue of *Mentoring & Coaching Monthly*. This month we will be recapping our 10th Annual Mentoring Conference, which was held here in Albuquerque, New Mexico, last month. We will include conference highlights and an interview with Dr. Willie Jackson, who presented individually at our conference. Dr. Jackson is the founder and president of Reflective Resource Incorporated (RRI), which specializes in educational consulting, infrastructure development, and professional development services. Her presentation at our conference focused on mentoring Generation Z in the workplace, and some of her insights will be shared with you today.

Also in this issue is an updated list of upcoming events in the fields of mentoring and coaching, tips for building a meaningful mentoring relationship from the Search Institute, and some information on our 2018 mentoring conference. Read on for more!



HAPPY THANKSGIVING!

Happy Thanksgiving, mentors and coaches!

We would like to take a moment to express how thankful we are for your support of the UNM Mentoring Institute. Although the Mentoring Institute is small in size, with your help we've been able to make a big difference in the fields of mentoring, coaching and leadership.

This November, we are especially thankful for all of those who contributed to our 10th Annual Mentoring Conference. The conference was extremely successful thanks to all of our presenters, attendees, and temporary employees. The conference brought almost 550 people in total to UNM, and close to 200 presentations were given in the span of one business week.

We hope to make next year's conference even bigger and better! To do so, we'd love to hear your comments and suggestions. If you have an idea that would make next year's conference more enjoyable, please send it in an email to mentor@unm.edu or in a Facebook message to the UNM Mentoring Institute.

If you weren't able to attend the conference and are interested in accessing the videos we recorded at each of our plenary sessions and the presenters' papers we will be publishing in our academic journal, *The Chronicle of Mentoring and Coaching*, please consider purchasing a UNM Mentoring Institute membership. We are excited to share these materials with our members, along with much more, in early 2018. Details can be found on our website [here](#).

Once again, thank you for being such amazing supporters. We truly appreciate all you have done for us over the past decade.

We hope you had an amazing Thanksgiving with your friends and family!



ABOUT US:

The Mentoring Institute develops, coordinates and integrates research and training activities in mentoring best practices at the University of New Mexico (UNM). Through the application of instructional design standards, the Institute provides training and certification services for a diverse array of staff, faculty and students, in a centralized effort to recruit, train and develop qualified mentors for the university, the city of Albuquerque and the greater New Mexico community.

The Mentoring Institute does not replace or direct existing mentoring programs. Rather, it provides a variety of services to these programs. The Mentoring Institute aims to build up current mentoring programs and enhance the culture of mentoring within the University, and the state it serves.

The Mentoring Institute assists in stimulating and promoting a mentoring culture within the community. By encouraging the matriculation and graduation of students as well as the retention of faculty and staff at the University of New Mexico, the Institute also contributes to the development and economic growth of New Mexico.

Institute Founder & Executive Editor:
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Mentoring Generation Z

DR. WILLIE JACKSON

MENTOR-COACH
EDUCATIONAL CONSULTANT
REFLECTIVE RESOURCES INCORPORATED

How did you become interested in mentoring/coaching Generation Z?

My interest in coaching Generation Z is an extension of my current research focus on the generations in the workplace. Once I committed to focusing on the generations in the workforce, the door was opened to always be on the lookout for what is coming next. Quite frankly, I had a challenging mentoring assignment that was not working. This person was 20+ years old and fit the age parameter of a Millennial. What I learned from the feedback was that my mentoring strategies and approach were not meeting the need or adding value to the protégé. It was obvious that something had to change and I had to do something different. Around that time, I was browsing in a book store when the title *GENERATIONS* by Strauss & Howe caught my eye. I didn't know at the time that the titillating title and the 20% discount would enlighten my world and start me on the path to research the workforce with a generational slant.

Could you please describe the characteristics of Generation Z and how they differ from Millennial?

Generation Z is 22 years old and younger. All members of this generation will have no awareness of a time without the internet and smart phones, making them digital natives. As a result, their real and virtual worlds naturally overlap. This is the generation who will master learning things on their own using Google or YouTube. Despite the pervasiveness of technology, they are passionate about social issues and concerns. Generation Z is independent, self-reliant and have a realistic outlook on life.

In contrast, Millennials range in age from 18–36 years old. The older Millennials (born in 1981) witnessed the birth of technological advances like personal computers and computer games. This makes them digital immigrants since they have lived through a technology transition. They are assertive with strong views and have an optimistic world view. Millennials are achievement oriented with a preference for working collaboratively in teams.

From your research, is there a specific generation that would make the best mentors/coaches for Generation Z?

It's not a matter of selecting one generation over the other to find the perfect match. The reality is that Generation Z will encounter all of the generations when they enter the workplace. The real question is how to make sure that all generations are prepared for their interfacing with Generation Z. Based on experience, I know that people focus on developing their craft by mastering a particular technique. In so doing they apply that technique to everyone they encounter in a mentoring/coaching relationship. It's based on the belief that everyone needs the same thing or everyone responds the same way if given time and enough exposure. But that is not the case, particularly with Generation Z. The best mentor will be the person who has a growth mindset with an adaptable set of behaviors. The challenge for mentors/coaches is to develop strategies and approaches that are appropriate and respectful of each generational persona.

Do you interact with any members of Generation Z at your own workplace? If so, how do they differ in work style/communication style from you personally?

Keep in mind that Generation Z is 22 years old and younger. Most are in high school or college, which makes them not old enough to cross my path on a daily basis. There are few opportunities for me to interact with them professionally in my work as a consultant, trainer and mentor/coach to individuals and organizations.

I am a Baby Boomer. My personal preference is to meet face-to-face and have verbal conversations to talk things through. However, in my interactions with Millennials and some Generation Xers, I have learned the value of communicating via email and text. Email allows me the opportunity to elaborate on my ideas in a way that's similar to a verbal conversation. However, the response from the recipient may not be immediate. Yet, with texting, the fewer words the better—often yielding a quick response.

How do you go about researching this topic?

First and foremost, I considerate it part of my personal journey. I'm passionate about education and I'm always in a learning mode. Consequently, I read....a lot. In addition to browsing bookstores for the latest publications, I do proactive literature searches. The Library of Congress is my favorite resource. It has a wealth of information and exposes me to other individuals, organizations or researches in the United States as well as other countries.

How do you implement your research at your own workplace? (For example, do you have your own mentoring/coaching program?)

There are two ways in which I implement the research into my work. First, it provides the foundation and content for training packages for current and future clients. Most organizations are grappling with how to deal with the challenges they face with employees under 35. I work to meet the client's needs to help them understand the root causes of the challenges and what they can do about them on an individual or organizational level. Second, I revisit my inventory or tools, techniques and materials in order to incorporate my findings and new information. Though I retired from teaching, the truth is that I am a teacher at heart. Everyone knows that teachers are famous for worksheets and handouts. In my one-on-one work as a mentor/coach, it's important to capture concepts in a way that both documents the process and resonates with visual learners.

Do you believe more research needs to be done regarding mentoring/coaching Generation Z in the workplace?

More research would be beneficial to help individuals in the workplace understand the characteristics and motivations of Generation Z and how that compares to their predecessors. In addition to the research, the area that needs the most focus is the application of specific techniques or strategies in real life encounters which acknowledge and engage Gen Zers voice and skill set.

What feedback did you get when you presented this topic at the UNM Mentoring Institute's 2017 Conference?

The audience was very receptive to the presentation at the conference. Initial response was positive with a lively discussion during the question and answer session. I'm pleased that the presentation sparked conversations among the participants. It's important to get people talking about the subject, sharing experiences and exchanging ideas about the concepts and more importantly, the application in their situations. The feedback from audience members who are Generation Z was noteworthy. Several of them told me that they want people to hear about them in the way I described them. They were especially pleased that I did not tell horrible stories about them. They thanked me for putting generational differences in a context they could understand. It helped them process how other generations interact and respond to them.

MORE ABOUT DR. WILLIE JACKSON

Dr. Willie Jackson is the founder and president of Reflective Resource Incorporated (RRI). RRI is an educational and professional development consulting firm specializing in coaching, mentoring and mediation. RRI is committed to:

- Assisting clients in becoming empowered individuals that sustain and maintain their organization mission as evidenced by excellent productivity.
- Inviting clients to participate in their process of making something better.

Dr. Jackson began the journey of consulting and mentoring in 2006 with an independent contract from Minneapolis Public Schools. She designed change programs for the district and provided assistance to district administrators in transition who wanted to leave a legacy, accept change and/or grow in a new position.

Dr. Jackson is an experienced teacher, principal, district administrator, mediator and mentor with almost 30 years experience in all levels of education including:

- 13 years of experience in the classroom,
- 6 years as a school site principal and
- 10 years as district level administrator.

Her passion for learning and appreciation of all human beings allows her to be effective in each of her roles. She is particularly adept at paradigm shifts to enhance the educational environment for students, with a particular emphasis on special education and students with special needs.

2017 MENTORING CONFERENCE HIGHLIGHTS

Last month, close to 550 professionals joined us in Albuquerque, NM to celebrate our 10th Annual Mentoring Conference. This conference spanned from Monday, October 23rd to Friday, October 27th, and featured 14 plenary sessions, 3 pre-conference workshops, 1 poster session, 1 round-table session, and over 180 individual presentations.

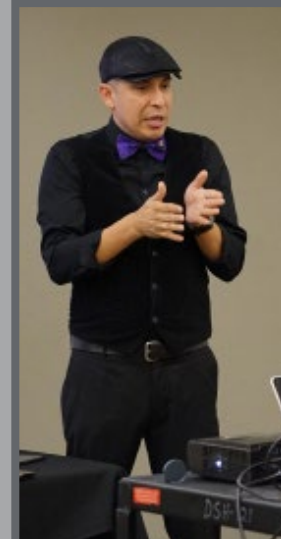
We are incredibly lucky to have had such an amazing turn out, and we hope all of our participants had a great time learning more about mentoring, coaching, and leadership.

Here are some of our fondest memories of last month's conference:

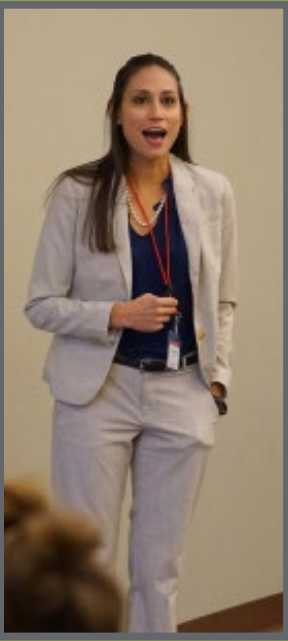
Monday



Tuesday



Wednesday



Thursday





Friday



UPCOMING EVENTS

- Coaching in the Cyber Physical World Coaching Conference

 December 3–5, 2017
 Taj Samudra, Columbo, Sri Lanka



Can coaches remain complacent that the cyber-physical world will have little or no impact on our way of coaching? If we were to embrace these new technologies could we use them to improve our mastery of coaching? How might philosophies and concepts like self-awareness, fulfillment, love and compassion that remain integral to coaching fit in this new world?

- Coaching Skills to Engage Individuals and Organizations

 December 06–07, 2017
 Victoria, British Columbia



This Coaching Skills program offers hands-on learning opportunities to develop and implement coaching skills for a range of situations in the workplace. Participants will explore several methodologies and their impact, and learn how to apply proven models to facilitate conversation and improve performance at all organizational levels.

- The 2018 National Mentoring Summit

 January 24–26, 2018
 Washington, D.C.

The National Mentoring Summit is the only national convening of youth mentoring professionals, researchers, philanthropic investors and government and civic leaders aimed at collectively strengthening and expanding quality mentoring relationships for young people across the country.

- 24th Annual EMCC International Mentoring, Coaching and Supervision Conference

 April 11–13, 2018
 Amsterdam, Netherlands

The theme for the 2018 conference will be: A cut above the rest —taking organizations into the future. Keynote speakers will be John Mattone and Richard D. Lewis. A number of parallel sessions and MasterClasses will also be available, with instructors from all over the world.



IN THE NEWS:

This month's selection of mentoring-related news



Motto
3 Underrated Skills That'll Help Get You Ahead at Work
By Jeremy Duvall



Pensions Expert
When Mentoring Matters
By Sandra Wolf



Forbes
How Millennials Can Mentor Senior Executives (And Show Their Leadership)
By Avery Blank



The Business Journals
How to pair up employees for mentoring relationships
By Kathy Close



Science
NIH-funded network struggles to use mentoring to foster diversity
By Jeffrey Mervis

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SOCIAL MEDIA:



Facebook



Twitter



Instagram



LinkedIn



Pinterest

SAVE THE DATE!

The 2018 Mentoring Conference
will be held at UNM from
October 22–October 26.

The conference theme will be
related to innovation and
entrepreneurship.

The call for proposals will be
released on March 21st.

Stay tuned for more information!

MENTORING TIPS

An excerpt of "10 Ideas for Building Meaningful Mentoring Relationships" from the [Search Institute's Blog](#):

1. **Follow your mentee's interests.** When adults willingly participate in activities or conversations chosen by the young person, not only will the young person be more engaged, but the adult can also see and experience what really matters to the young person. This builds a stronger connection.
2. **Listen to understand.** Make an effort to understand your mentee's point of view when he or she shares ideas or opinions. Rather than immediately dismissing an idea, ask questions to learn more about the thinking behind the idea.
3. **Highlight future goals.** Talk with your mentee about their future possibilities, particularly the things they look forward to or dream about. This future orientation can motivate young people to keep moving forward when they encounter obstacles or distractions.
4. **Help your mentee work through failures.** The ways adults respond to failures can either help or hurt motivation and self-confidence. Emphasize that failure and mistakes are a necessary part of learning.
5. **Break it down.** Sometimes young people (and adults) get overwhelmed with major tasks or problems. Break down bigger problems, challenges, or tasks into more manageable pieces. Then the young person can develop a plan to accomplish one step at a time—with your encouragement, feedback, and problem-solving help along the way.
6. **Shift levels of support.** Provide more support when your mentee is struggling and less when he or she is succeeding or making progress. Pull back as your mentee improves so he or she gains more control and confidence. Doing too much for young people takes away their opportunity to grow.
7. **Make decisions together.** Whenever you can, make choices together, rather than just deciding on your own or turning the responsibility for deciding over to your mentee. In the process, they learn how to articulate what's important to them, they practice decision-making skills, they learn to work with others, and, in the end, they develop self-confidence and their sense of responsibility.
8. **Learn from them—and show it.** Young people have a lot to teach adults—whether it's about youth culture, technology, a subject they're mastering in school, or an activity or talent they are cultivating, such as music, art, or sports. As you discover things that really interest you, let your mentee know.
9. **Inspire your mentee to see future possibilities.** As you learn about your mentee's interests, talents, hopes, and dreams, float ideas about education, activities, or careers they might explore as they grow up.
10. **Introduce new ideas and experiences.** Young people shape who they are and who they are becoming by trying out different ideas and experiences. Find ways to expose your mentee to people, belief systems, places, cultures, vocations, and opportunities that may not have ever occurred to them.



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