



Mentorship Program



NCTA Mentorship Program Manual

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INTRODUCTION AND OVERVIEW

1.0 OVERVIEW

The purpose of this Mentorship Program Manual is to assist and support Mentorship Program Administrators (MPAs). It will provide an overall, and in some cases specific knowledge of administrators' roles and responsibilities to ensure consistency in the standards of processes, procedures and management of the program and its participants.

1.1 ABOUT THE MENTORSHIP PROGRAM

The Mentorship Program falls under auspices of the Membership Engagement Division (ME). This division is one of seven institutional pillars supporting NCTA's mission. The Membership Engagement Division's goals are to "increase networking opportunities, develop the talent and leadership pool, support NCTA initiatives and promote sense of ownership and belonging within the organization". The Mentorship Program strives to support these goals by inspiring, motivating, mentoring and coaching NCTA members who are new to their role or new to the field of testing.

1.2 VISION

To share knowledge and experience, while supporting testing professionals in their desire to succeed.

1.3 CODE OF CONDUCT

The Mentorship Program's Code of Conduct is a collection of principles, values, goals, ethics, and vision for the program. This code of conduct governs the responsibilities, behavior, actions and practices of all participants.

1.4 Guiding Principles

Below are the guiding principles of the Mentorship Program.

- Be honest.
- Be courteous.
- Be professional.
- Be supportive.
- Be respectful.
- Practice patience.

1.5 Best Practices

- Practice NCTA etiquette if communicating on the listserv (prefer to communicate one-to-one off listserv).
- Use “pros and cons” to offer feedback – Base your feedback on professional experience; avoid personal innuendos.
- No vendor bashing.
- Stay in touch; keep communication flowing between mentor and mentee.
- Ask for assistance – (Use “Tap in” or “Reaching Out” if needing assistance from another mentor).
- Use a referral method – reach out to other mentors (SME) if needed.
- Take a pulse from time-to-time (find out how the relationship is working); fine tune or change if needed.
- Avoid addressing areas/issues outside the scope of the mentor-mentee relationship. You may however, advise the mentee to consult offices/agencies in their organization.
- Evaluate the process – Surveys at 6 months, 1 year, and close of relationship.
- Always close the loop in your process

1.0 PURPOSE STATEMENT

Mentors will inspire, motivate and support mentees to achieve overall success in their testing careers, while providing guidance with their NCTA membership.

2.1 EQUALITY, DIVERSITY, AND OPPORTUNITY

Members will strive to ensure that opportunities are available to all participants of the program. MPAs and Program Participants will work diligently to support each other in every aspect of the program while being considerate of each other's limitations and experience levels.

2.2 GOALS

Promote Knowledge Sharing among members.

- Establish relationships and maintain communications and successful working relationships between seasoned testing professionals (Mentors) and new and existing professionals (Mentees).
- Train and supervise Mentors to provide support, and offer general counsel and encouragement to Mentees.
- Support Mentees by directing them to internal and external organizational resources experience, knowledge, skills, abilities, and attributes to develop and explore their desired areas of expertise.

Conduct periodic reviews and program assessments to measure performance and achievements.

- Solicit feedback from program participants to make data driven decisions about the direction and maintenance of the program
- Provide ideas and honest feedback to support the success of all testing professionals.