

IFMA South Florida Mentor Program

*Successful people never
reach their goals alone*



The IFMA South Florida Mentorship Program is designed to sustain our industry by providing education, resources, and guidance to a future generation of Facility Managers in South Florida.





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Overview of the IFMA South Florida Mentoring Program

Our Mentoring Program is designed to sustain the Facility Management (FM) industry by providing education, resources, and guidance to the future generations of facility managers in South Florida. Among the benefits to our Chapter members is to provide a formal Mentoring Program that focuses on career development and best practices within the world of FM.

This guide is designed to provide prospective mentors and mentees an overview of the program including roles, responsibilities, and benefits. It will help you decide if it is right for you to participate in the Mentoring Program.

The IFMA SFL Mentoring program involves a one-year mentoring relationship between paired mentors and mentees. To apply to the program as either a mentee or mentor, please fill out the respective application forms towards the end of this guide which will be used as the basis for pairing individuals. Matched pairs who agree to the relationship will then sign a contract form formalizing their participation over the next 12 months.

What the Program Will Do:

- Provide mentees with knowledgeable facilities professionals who can offer a wealth of experience and advice and enhance career development
- Help facility managers with less experience explore career goals and/or enhance their skill set and knowledge of FM to achieve their greatest potential
- Help facility managers in career transition to explore new pathways
- Allow senior members to mentor others and share their experiences
- Help the FM industry by providing FMs who aim for the highest professional standards

Requirements:

Successful mentorship relies on regular and consistent contact between mentors and mentees to develop a meaningful relationship. We ask the following of pairs in the Program:

- Meet for a one-on-one meeting in-person for at least one hour, once a month. We encourage phone conversations and emails between meetings.
- Jointly attend at least 3 IFMA programs together during the year.



IFMA South Florida Mentorship Program – Frequently Asked Questions

Q: I have several years of experience; can I still be a mentee?

A: Yes. If you are experienced in the industry but would like additional mentorship to promote career growth, you may participate in the mentoring program.

Q: Do I need to pay for the Mentorship Program?

A: No, this is a free benefit for our Chapter members.

Q: Do I have to start the Mentoring Program at the beginning of the calendar year?

A: No, you can start the Mentoring Program anytime during the year. The one-year commitment will end in the month of the next year.

Q: If a mentoring relationship isn't working out, how do you change or fix it?

A: Sometimes relationships or personalities do not work out, but your first choice should be to try to repair the relationship. If this is not possible, the relationship should be respectfully ended. Contact the Mentoring Program Chair if you are experiencing problems within your mentoring relationship and need guidance and/or assistance. You will have the option to be matched to another mentor or mentee.

Q: Can mentors have more than one mentee?

A: Yes, as long as they can commit to the time needed to make the relationship meaningful. IFMA SFL will initially cap at two per mentor.

Q: Can mentees have more than one mentor?

A: Yes, sometimes mentees need different mentors for different types of advice or expertise. They can have more than one mentor as long as they can commit to the time needed to make the relationship meaningful.

Additional questions? Please contact our Chapter Administrator at admin@ifmaSFL.org.



Becoming a Mentee

Mentees are individuals in facilities management who desire to learn and grow in their careers and seek guidance and support from more experienced professionals. They can be in different places in their careers from just starting out, or more experienced who are transitioning into new roles or responsibilities.

Benefits of being a mentee:

- The opportunity to direct your FM career and live up to your potential
- The opportunity to ask questions relevant to FM as a career and to your personal growth of experienced Facility Managers
- Having a sounding board to bounce off new ideas, options, and opportunities in a nonjudgmental environment
- Gaining new perspectives, knowledge & skills
- Learning to be more strategic and visionary
- Developing leadership skills

One day you will be the seasoned professional, and we hope you will “pay it forward” by helping others along their path in our profession.

What can you expect of your mentor?

Your mentor will help you to assess where you are now and where you want to go. Your mentor will serve as a coach, an advisor, or just as a sounding board. They are not there to make decisions for you – ultimately you are responsible for your own actions and any career or other decisions you might make.

Expectations of a Mentee:

- Develops achievable goals with action plans and is proactive to meet those goals
- Contributes to and researches discussion topics to enrich the mentoring experience
- Takes advantage of resources through program and mentor
- Is receptive and respectful to insight and feedback
- Considers a mentor’s advice but takes responsibility for their own decisions
- Does not become dependent on their mentor
- Maintains confidentiality in interactions
- Does not expect to conduct business with a mentor and avoids conflicts of interest

We expect you to actively participate in one-on-one meetings with your mentor. Show your enthusiasm by coming to the mentoring sessions well prepared to participate and share. Take

some of the load off your mentor by seeking to accommodate their busy professional and personal schedules. Don't make your mentor always be the one to seek contact with you; reach out to your mentor!

The mentee is also expected to become active and visible within the Chapter and jointly attend with the mentor a minimum of three Chapter meetings. Please hold them accountable for attending both your mentoring sessions and Chapter events.





Advice to the Mentee to Achieve Success

- As a mentee you need to want to be a partner in the relationship. You need to want to grow to your potential, gain new perspectives and knowledge and the ability to develop your skills within your industry role or the one to which you aspire.
- Develop goals and an action plan early on so you have something to work towards.
- Be as specific as possible when asking for advice or guidance. A mentor will usually offer both criticism and advice. Be open to both.
- Don't expect your mentor to make decisions for you. Ultimately you are in charge of your professional and career development.
- Be considerate of your mentor's time. Return phone calls, emails, etc., promptly.
- You should not expect your mentor to spend unlimited amounts of time with you – a mentor is not a crutch.
- Be attentive to your mentor's advice. Although the information provided might seem irrelevant at the time, it may prove useful at a future date.
- Show appreciation for time and assistance provided by your mentor. Mentors respond to encouragement too, and constructive feedback will help your mentor guide you in a more effective way.
- If you don't believe that either you or your mentor are able to have an effective mentoring relationship, even though it may be difficult to bring up, openly and candidly discuss with your mentor the issues. Discuss how you might be able to repair the relationship and possibly the need to end it. At this point, you may go on to a different mentor who may be a better match - not all personalities are complimentary. If the relationship does end, end it on good terms.
- Keep the door open with your mentor. You never know when you may need his or her advice or assistance in the future.
- Finding the time and energy for paired mentees and mentors to get together is one of the greatest obstacles. Planning ahead to connect via phone calls, emails, on-line conferencing, etc. between meetings, can make it possible to have shorter but more productive regularly scheduled in-person discussions.



Becoming a Mentor

The goal of the Mentoring Program to sustain our industry by providing education, resources, and guidance to the future generation of facility managers in South Florida. We encourage seasoned FM professionals to become mentors to expand the horizons of less experienced facility managers and to become the future stars in the industry.

A mentor is a trusted teacher, guide, coach, and role model. As a mentor, you will act as a sounding board, point out options to consider, help mentees master core competencies, provide suggestions for best practices, support them if they choose to earn an FM certification, coach them in becoming leaders in the industry, and most importantly, share of yourself as they can learn from your past experiences whether they were successes or not.

IFMA SFL mentors shall be experienced Facilities professionals who can provide advice and guidance to help the mentee grow to their potential with the FM profession and advance their professional career. A mentor should have at least 5+ years of experience or 3+ years' experience and hold a bachelor's degree or higher in Facility Management.

Expectations of a Mentor:

- Willingness to communicate regularly with mentee in person, by phone, email or online
- Assist your mentee in the areas including, but not limited to facilities management topics, career advice, support in attaining professional industry certifications if desired
- Help to determine mentee's goals and an action plan to meet those goals
- Encourage and inspire the mentee to tackle tough challenges
- Help the mentee identify gaps in skills or experience that inhibit the mentee in his or her current job or from moving to the next level commensurate with career goals
- Direct mentee to needed resources such as classes, seminars, articles and other sources of information that will increase his or her knowledge/experience base
- Share knowledge about developing a career path in the FM industry
- Provide insight into the influence of politics and corporate culture on the mentee's job and career path
- Suggest ways of responding when working with difficult individuals or situations
- Point out common mistakes/pitfalls to aid the mentee to succeed
- Does not dictate to a mentee but rather serves as a sounding board for ideas and options
- Allow the mentee to make his/her own decisions
- Be honest and share experiences from their own careers and lives

Becoming a Mentor (cont'd)

As in any trusted relationship, discussions and thoughts your mentee shares with you should be held in confidence. You can serve as a sounding board, discussing options and outcomes, but you should never make decisions for your mentee. They are alone responsible for their own decisions and actions.

As a mentor, we encourage you to look for ways support your mentee such as introductions and to invitations to events, sharing articles of interest and lessons you have learned along the way. Personalize what you have learned as you share, and you will enhance the relationship you are building with your mentee. Share your experiences and advice on such topics as career advancement, practice strategies, professional visibility, networking and overcoming barriers to career success. Successful mentoring involves a dynamic process whereby each participant learns to respect and trust their partner's commitment, expertise and individuality.

What are benefits of being a mentor?

As key members of the FM profession, you have the opportunity to influence the lives and professional goals of the next generation. You will receive as many benefits as a mentee, but foremost is the satisfaction of helping those less experienced than you. Your mentee will potentially enrich your life just as you have enriched theirs. As a mentor who has a genuine interest in and is committed to your mentees professional and personal development, we hope you will enjoy your participation as a very rewarding experience.

You will be recognized as a seasoned professional with a wealth of knowledge that you have shared with those up and coming in the industry.





Advice to the Mentor to Achieve Success

Successful mentoring involves a dynamic process, whereby each participant learns to respect and trust the partner's commitment, expertise, and individuality. A firm commitment to the mentoring process and a willingness to invest time and energy to your mentee is the most important components for a successful relationship.

You can add considerable value to a mentee's professional development and have a long-term positive impact. As a mentor, be willing to share your experiences and advice on such topics as best practices in FM, career advancement, overcoming barriers to career success dealing with difficult work situations or people, professional visibility and networking.

- Establish communication methods and frequency of contact from the beginning. Have an understanding with clear time periods, aims, objectives, and working arrangements. Reach out to your mentee if they are not reaching out to you. If you know you will be unavailable for a period of time due to travel or work schedules, let your mentee know.
- Remember that people come from diverse backgrounds and experiences. Get to know your mentee and allow them to get to know you. They may be hesitant to share until they get to know you better. Give them time to feel comfortable but let them know they drive the relationship.
- Think of yourself as an advisor to someone who is less experienced and could greatly benefit from your wisdom, insights, knowledge and expertise.
- Be realistic with your mentee about what you can offer in terms of feedback and expertise. You may be able to refer them to someone who knows more about a specific topic or to other resources that answer questions about a certain topic.
- Help your mentee to identify goals that they can realistically meet but don't be afraid to challenge them if you think they are falling short. Keep them accountable by helping them to develop an action plan.
- Show encouragement to your mentee and do not forget to recognize the work the mentee has done, and the progress made.



The 11 Core Competencies of Facility Management

1. **Communication** – Communication plans and processes for both internal and external stakeholders
2. **Emergency Preparedness and Business Continuity** – Emergency and risk management plans and procedures
3. **Environmental Stewardship and Sustainability** – Sustainable management of built and natural environments
4. **Finance and Business** – Strategic plans, budgets, financial analyses, procurement
5. **Human Factors** – Healthful and safe environment, security, FM employee development
6. **Leadership and Strategy** – Strategic planning, organization, staff and leadership organization
7. **Operations and Maintenance** – Building operations and maintenance, occupant services
8. **Project Management** – Oversight and management of all projects and related contracts
9. **Quality** – Best practices, process improvements, audits and measurements
10. **Real Estate and Property Management** – Real estate planning, acquisition and disposition
11. **Technology** – Facility management technology, workplace management systems



IFMA Professional Certifications

What are Professional Certifications?

In your continued quest for career advancement and professional fulfillment, the IFMA Certified Facility Manager (CFM), Sustainability Facility Professional (SFP), and Facility Management Professional (FMP) are key certifications that can equip you with the competitive edge necessary to distinguish yourself from the crowd. IFMA-SFL provides exceptional local training courses led by seasoned facility professionals to arm you with the instruction necessary for successful certification.

About FMP

In recognition of the need for an entry-level designation, IFMA offers a certification expressly for transitioning facility professionals who desire the hands-on experience required to obtain the CFM. The Facility Management Professional (FMP), a knowledge-based credential, is designed to accelerate FM transition into the professional environment.

About CFM

The Certified Facility Manager (CFM) credential sets the industry standard for ensuring expertise, proficiency, and applied knowledge of practicing facility managers. The certification process is designed to assess competence in the field through work experience, education, and administration of a comprehensive exam; since the program's inception in 1992, over 3,100 facility managers from 32 countries have secured this highly esteemed distinction.

About SFP

IFMA's Sustainability Facility Professional (SFP) is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization's economic, environmental and social bottom lines.

Where Can I take Classes?

The IFMA SFL Chapter offers the FMP and CFM classes locally every year. Classes can also be taken online through <https://www.ifma.org/credentials/overview/>

Where Can I Learn More?

For more information on IFMA credentials go to <https://www.ifma.org/credentials/overview/>

Mentee Goals and Action Plan Form

Date of Meeting: _____

This form can help you and your mentor to initially set a goal(s) that you want to accomplish during the year. Please consider using a “SMART” goal model - Specific, Measurable, Attainable Results-oriented and Time-bound. Work to develop sound goals that are critical to your performance. It may be helpful to bring this form to your meetings to help gauge progress with your goals, to stay on track or modify or change your goals as new things develop.

Goal #1: _____

Action items for goal:

A) _____

B) _____

C) _____

Progress towards goal:

Goal #2: _____

Action items for goal:

A) _____

B) _____

C) _____

Progress towards goal:

Goal #3: _____

Action items for goal:

A) _____

B) _____

C) _____

Progress towards goal:

Date/Time of next meeting: _____

Location: _____

Mentee Application Form **IFMA SFL Mentoring Program**

Name: _____

Company: _____

Title: _____

Cell Phone: _____

Email: _____

1. Years of FM Experience: _____
2. Indicate in the table below what your current role involves and the areas you would like to learn more about or develop a deeper understanding.

Area of Responsibility	My Current Role	Learn More
Budgeting / Finance		
Building Engineering / HVAC		
Construction / Project Management		
Disaster Recovery / Continuity		
Employee Programs (Fitness, Wellness, Childcare, etc.)		
Environmental Health & Safety (EHS)		
Event Management		
Fleet Management		
Food Service Management		
Help Desk Management		
IT / Data Center / Critical Systems Management		
Janitorial Management		
Maintenance / Repairs		
Move Management		
Real Estate / Asset & Property Management / Leasing		
Reception / Administration / Records Management		

Please email the completed Mentee Application Form to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTEE APPLICATION in the subject line.

MENTEE APPLICATION FORM

Area of Responsibility	My Current Role	Learn More
Security		
Site Maintenance / Landscaping / Parking		
Space Planning / Interior Design		
Sustainability / Energy Management / Green Initiatives		
Transportation Demand Management		
Vendor / Contracts Management		
Waste Management / Recycling		
Other:		
Other:		
Other:		

3. What are the top four benefits you hope to get out of this role?

- To obtain general knowledge of the Facilities Management industry
- Increase my aptitude and skills in my current role
- Gain knowledge and skills to prepare me for my next level
- Obtain advice on how to better communicate with my clients, colleagues, and C-Suite
- Obtain coaching, training, educational resources
- Obtain insights into career path planning, goals and objectives
- Help with challenges at work
- Obtain leadership skills

4. Have you ever had a mentor? In what Capacity

Please email the completed Mentee Application Form to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTEE APPLICATION in the subject line.

MENTEE APPLICATION FORM

5. What is important to you in a mentor?

- Expertise in certain discipline
- Holds IFMA credentials
- Previous positions held in the industry
- Proximity to my work or home location
- Same gender
- Years' experience Mentor possesses
- Type of company the mentor works for
- Other: _____

6. Please provide any other information you may feel is important to help us match you with the correct Mentor

MENTOR APPLICATION FORM

Mentor Application Form
IFMA SFL Mentoring Program

Name: _____

Company: _____

Title: _____

Cell Phone: _____

Email: _____

1. Years of FM Experience: _____
2. Indicate in the table below what your current role involves and your years of experience in each area of expertise.

Area of Responsibility	My Current Role	Years' Experience
Budgeting / Finance		
Building Engineering / HVAC		
Construction / Project Management		
Disaster Recovery / Continuity		
Employee Programs (Fitness, Wellness, Childcare, etc.)		
Environmental Health & Safety (EHS)		
Event Management		
Fleet Management		
Food Service Management		
Help Desk Management		
IT / Data Center / Critical Systems Management		
Janitorial Management		
Maintenance / Repairs		
Move Management		
Real Estate / Asset & Property Management / Leasing		

Please email the completed Contract to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.

MENTOR APPLICATION FORM

Area of Responsibility	My Current Role	Learn More
Reception / Administration / Records Management		
Security		
Site Maintenance / Landscaping / Parking		
Space Planning / Interior Design		
Sustainability / Energy Management / Green Initiatives		
Transportation Demand Management		
Vendor / Contracts Management		
Waste Management / Recycling		
Other:		
Other:		
Other:		

3. Mentors will provide support and encouragement to mentees and act as a sounding board for ideas. Please choose the top areas in which you feel you can best benefit a mentee.

- Provide general knowledge of the Facilities Management industry
- Increase a mentee’s aptitude and skills in their current role
- Provide knowledge and experience to prepare a mentee for their next level
- Provide advice on how to better communicate with clients, colleagues, and C-Suite
- Provide coaching, training, educational resources
- Provide insights into career path planning, goals and objectives
- Help with challenges at work
- Provide coaching on leadership skills

Please email the completed Contract to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.

MENTOR APPLICATION FORM

4. Have you ever been a mentor? In what capacity?

5. Have you ever had a mentor? In what Capacity

6. What is important to you in a mentee?

- Interest in a particular area of expertise
- Desires IFMA credentials
- Proximity to my work or home location
- Same gender
- Years' experience Mentee possesses
- Type of company the mentor works for
- Other: _____

Please email the completed Contract to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.

MENTOR APPLICATION FORM

7. Please provide any other information you may feel is important to help us match you with the correct Mentee.

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MENTOR/MENTEE CONTRACT

**IFMA South Florida Mentoring Program
Mentoring Program Contract Between Mentor and Mentee**

The following Contract outlines the Mentoring partnership for a period of 12 months between:

Mentee Name:		Mentor Name:	
Company:		Company:	
Cell Phone:		Cell Phone:	
Email:		Email:	

What expectations do you have of your mentor?	MENTEE TO ANSWER:	
What expectations do you have of your mentee?	MENTOR TO ANSWER:	
Are you committed to a face-to -face meeting with one another a minimum of 4 times during the next 12 months?	MENTOR TO ANSWER YES NO	MENTEE TO ANSWER YES NO
Are you committed to attending at least 3 Chapter meetings and/or roundtable or deep dive events in the next 12 months?	MENTOR TO ANSWER YES NO	MENTEE TO ANSWER YES NO

Please email the completed Contract to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.

MENTOR/MENTEE CONTRACT

Do you agree to attend a minimum of 3 Mentoring Program events with other mentors and mentees in the next 12 months?	<p style="text-align: center;">MENTOR TO ANSWER</p> <p style="text-align: center;">YES NO</p>	<p style="text-align: center;">MENTEE TO ANSWER</p> <p style="text-align: center;">YES NO</p>
We agree to identify a goal(s) on which to focus and develop an action plan by which we are accountable to one another.	<p style="text-align: center;">MENTOR TO ANSWER</p> <p style="text-align: center;">YES NO</p>	<p style="text-align: center;">MENTEE TO ANSWER</p> <p style="text-align: center;">YES NO</p>
Do you agree to abide by ethical conduct including all matters revealed to you in confidence?	<p style="text-align: center;">MENTOR TO ANSWER</p> <p style="text-align: center;">YES NO</p>	<p style="text-align: center;">MENTEE TO ANSWER</p> <p style="text-align: center;">YES NO</p>

IMPORTANT: The IFMA South Florida Mentoring Program supports the growth and career development of the mentee and mentoring is given in good faith. By signing below, the mentee hereby acknowledges his/her personal responsibility to judge the extent to which the guidance and advice is appropriate for them and their employer, and in no case shall IFMA or the mentor be liable for the subsequent decisions and actions of the mentee. By signing below, the mentor agrees that they will provide coaching and feedback to the mentee but in no way will direct or demand the mentee undertake a particular course of action and that it is entirely up to the mentee to make his/her own decisions.

Mentor Signature:

Date:

Mentee Signature:

Date:

Please email the completed Contract to the IFMA SFL chapter administrator, admin@ifmaSFL.org and it will be passed on to Mentor Committee Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.