



IPMI CAPP Mentor Program Welcome Guide

CAPP Mentoring Program Mission Statement: To strengthen leadership skills and to provide support and guidance to future CAPP credentialed leaders as they go through the process of becoming a CAPP.

Goals:

- To create a core of experienced mentors.
- To provide support and guidance through interactions and offer professional development recommendations to prospective CAPPs.
- To promote leadership consistent with the CAPP Code of Ethics.

What is a mentor?

- A mentor is someone who provides “guided autonomy” to another CAPP either formally or informally. Encourages the mentee to develop their own goals, ideas, hopes, and aspirations. In doing so, assists the mentee in going outside of their comfort zone”, in identifying professional issues, opportunities and barriers. The mentor suggests and can at times, provide varied learning opportunities to the mentee.
- Being a mentor gives one renewed confidence in their own professional knowledge, skills and abilities. By helping others reach their professional goals, mentors understand that they can in fact reach goals they have set for themselves. Mentors also realize that they can participate in a program that will allow them to leave a positive legacy with the Association.

What is a mentee?

- Someone who is aspiring to become a CAPP to acquire knowledge and professional skills. They seek encouragement from other CAPP credentialed professionals in the Association membership who they may not normally interact with. They also are interested in learning industry best practices. Mentee can use this program to explore and attain opportunities for career and personal development.

Mentor requirements:

- Must be a current, active CAPP.
- Complete the mentor application.
- Create mentoring goals indicated on the IPMI provided Meeting Log.
- Complete the IPMI Meeting log.
- Complete the assessment once the formal goals have been attained and the formal program relationship concludes.
- To be available to be a mentor for a minimum of six months and a maximum of 18 months.

Mentor Do's

- Invest time in the process.
- Be dependable and consistent.
- Adhere to the CAPP Code of Ethics.
- Be encouraging.
- Be alert for mentoring moments.
- Give time to build trust.
- Clarify your goals with the mentoring relationship
- Be willing to be open and accessible.
- Freely and truthfully share personal and professional resources and experience.
- Follow through on what you say you are going to do.
- Communicate, verbally and non-verbally.
- A minimum of two hours per month must be set aside to:
 - prepare for meetings,
 - meet with their mentee, and
 - research and follow up on questions that the mentee identifies.

Mentor Don'ts

- Preaching
- Lecturing
- Create goals for the mentee.
- Miss scheduled meetings
- Be a no show
- Having more than two mentees at one time.
- Should have's or I told you so.



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Breaking the Ice/Initiating Conversation

- Tell the story of how you became a CAPP.
- Give examples of funny situations or fun situations you have been in because you are a CAPP.
- Give examples of how having a CAPP has enhanced your career.
- Give examples of your favorite experience/opportunity that happened to you because you are a CAPP.
- Ask the mentee why they want to become a CAPP.
- Ask the mentee what they want to gain from becoming a CAPP.
- Ask the mentee how they see becoming a CAPP will enhance their career.
- Play the 5 in Common game. Both the mentor and mentee find five things that they have in common.
- Play The Interview game. Both the mentor and mentee interview one another for ten minutes and learn about family, likes, dislikes, vacations, jobs, hobbies...etc.

Goals

- Recommend that the mentee set a small number of SMART (Specific, Measurable, Attainable, Realistic, Timely) goals and discuss the goals so that both the mentee and mentor feel they are realistic and achievable
- Meet with the Mentee on attainment of those goals a couple times a month as a progress and possible next steps action
- Use the [CAPP Resources](#) on the parking-mobility.org website
- When completing the meeting log, the originally identified goals can be the goals for the entire mentoring relationship. New goals do not need to be created for each meeting.



Meeting Log:

Date: _____ Time: _____

Activity: (email, webinar meeting, face to face meeting, phone call, etc.) _____

Identify a few SMART (Specific, Measurable, Attainable, Realistic, Timely) goals: (Can be the same goals for the entire mentoring relationship. These goals do not need to change.)

Details of meeting and indicate which goals were discussed and focused on:

Evaluate

- Set a specific date for the last formal meeting before completing the program evaluation.
- Once the formal end goal is reached and the mentee takes the CAPP exam and passes, the mentor and mentee will complete the program evaluation within 3 weeks.
- Mentor can claim 4 points for Program Type 3 Leadership on recertification paperwork once the evaluation is completed and returned to capp@parking-mobility.org.

Be yourself and enjoy this opportunity!

For questions or concerns contact capp@parking-mobility.org.