



COMMERCIAL CLUB
of CHICAGO

Veterans Working Group Meeting

Wednesday, June 26, 2019

WELCOME AND REVIEW OF AGENDA

David Hiller
Robert R. McCormick Foundation

Meeting Overview

Welcome and Review of Agenda

David Hiller, Robert R. McCormick Foundation

Lightning Round

Veterans Working Group Introductions and 1.1.1

Remarks from Illinois Joining Forces

Brig. Gen. (Ret.) Stephen Curda, Ph.D., Executive Director

Presentations

Panel Introduction

Dallas Kratzer, Council for Adult and Experiential Learning

Panel: Veteran Mentoring Programs

Moderator – Dallas Kratzer, Council for Adult and Experiential Learning

- ❑ Juanita Hardin and Todd Siau, BMO Harris Bank
- ❑ Mel Parks, PwC
- ❑ Ron Burke and Tiffany Kehr, Abbott Laboratories

Table Talk Discussion

Dallas Kratzer, Council for Adult and Experiential Learning

Wrap Up and Meeting Evaluation

David Hiller, Robert R. McCormick Foundation

Networking and Lunch

Hilary Holbrook, Commercial Club of Chicago

LIGHTNING ROUND

REMARKS FROM ILLINOIS JOINING FORCES

Brig. Gen. (Ret.) Stephen Curda, Ph.D., Executive Director

ILLINOIS JOIN FORCES: THE WAY AHEAD

BRIG. GEN. (RET) STEPHEN K. CURDA, PH.D., EXECUTIVE DIRECTOR



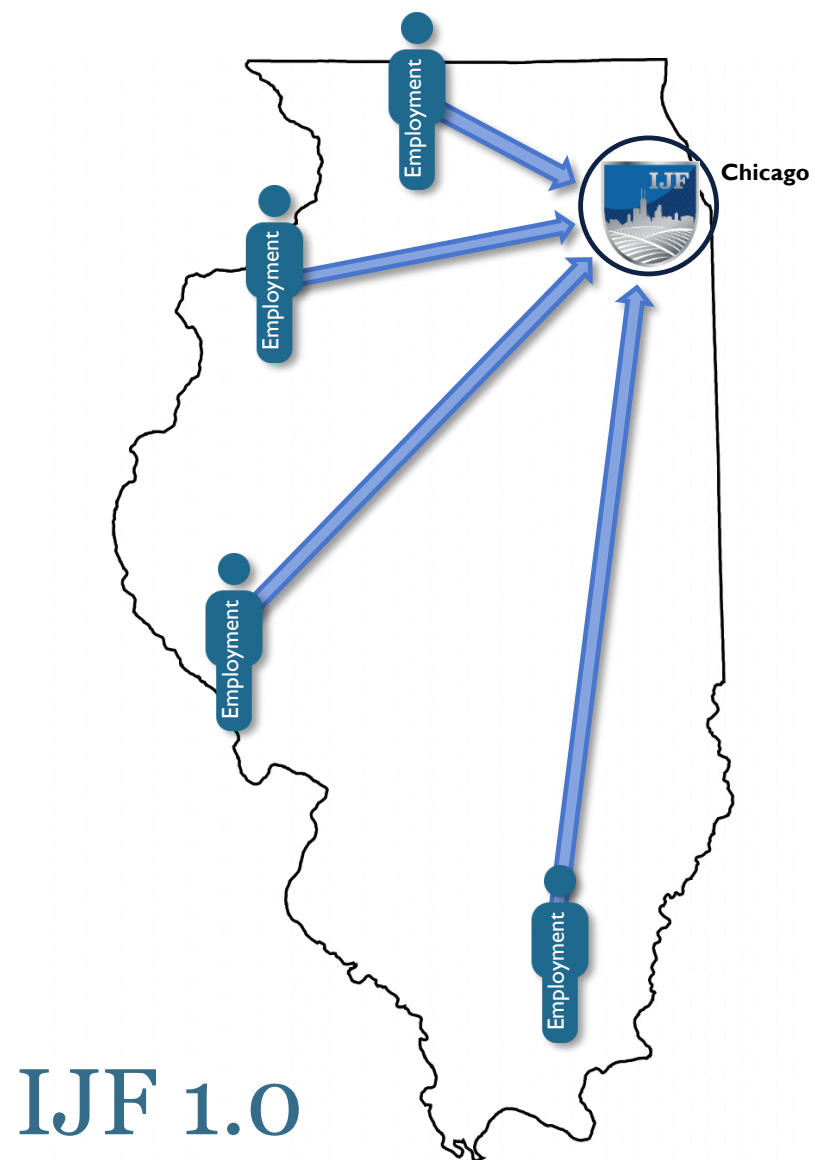
ILLINOIS JOINING FORCES

Growth. Wellness. Community.

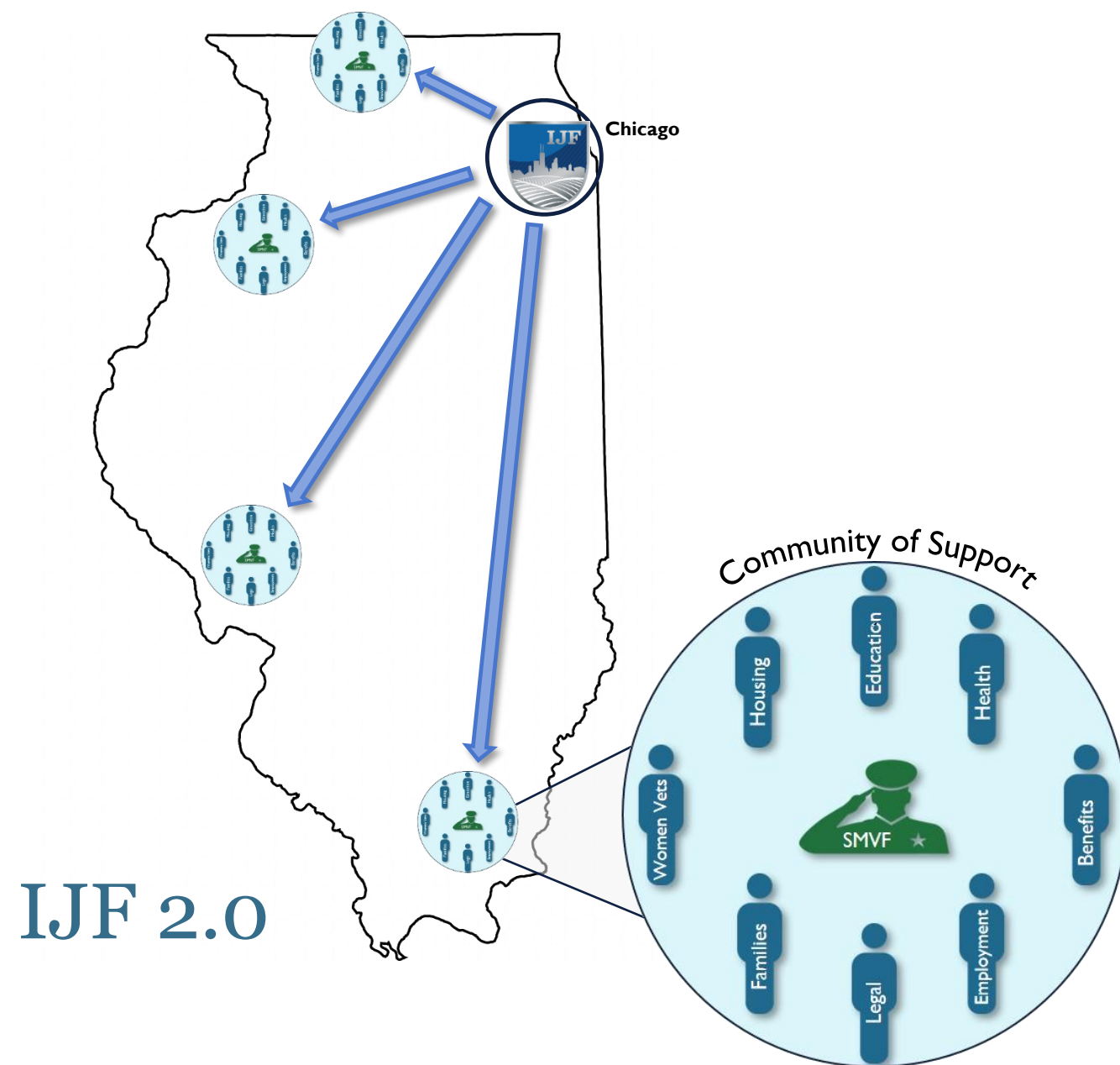
- Illinois Joining Forces serves as a statewide public-private partnership that promotes the efficient delivery of Growth and Wellness initiatives for Service Members, Veterans, and their Families at the community level throughout the State of Illinois.



Working Groups Model

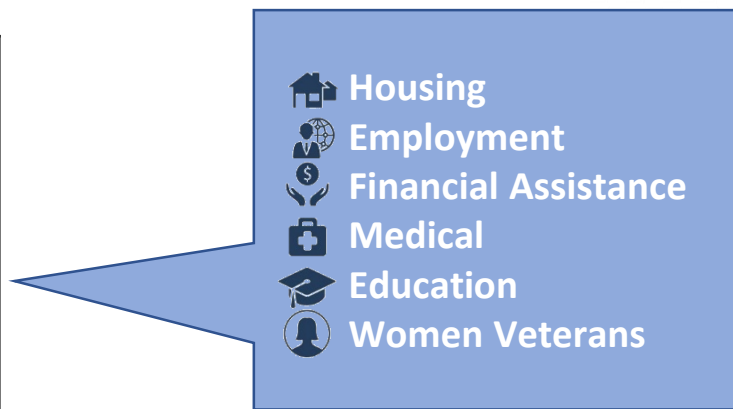
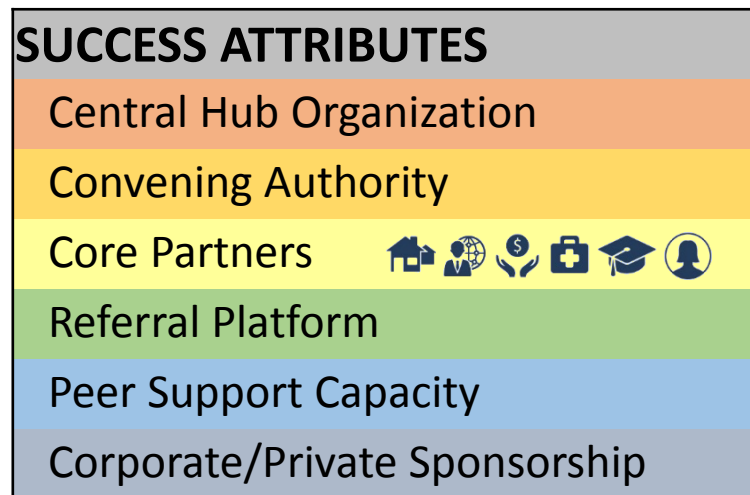
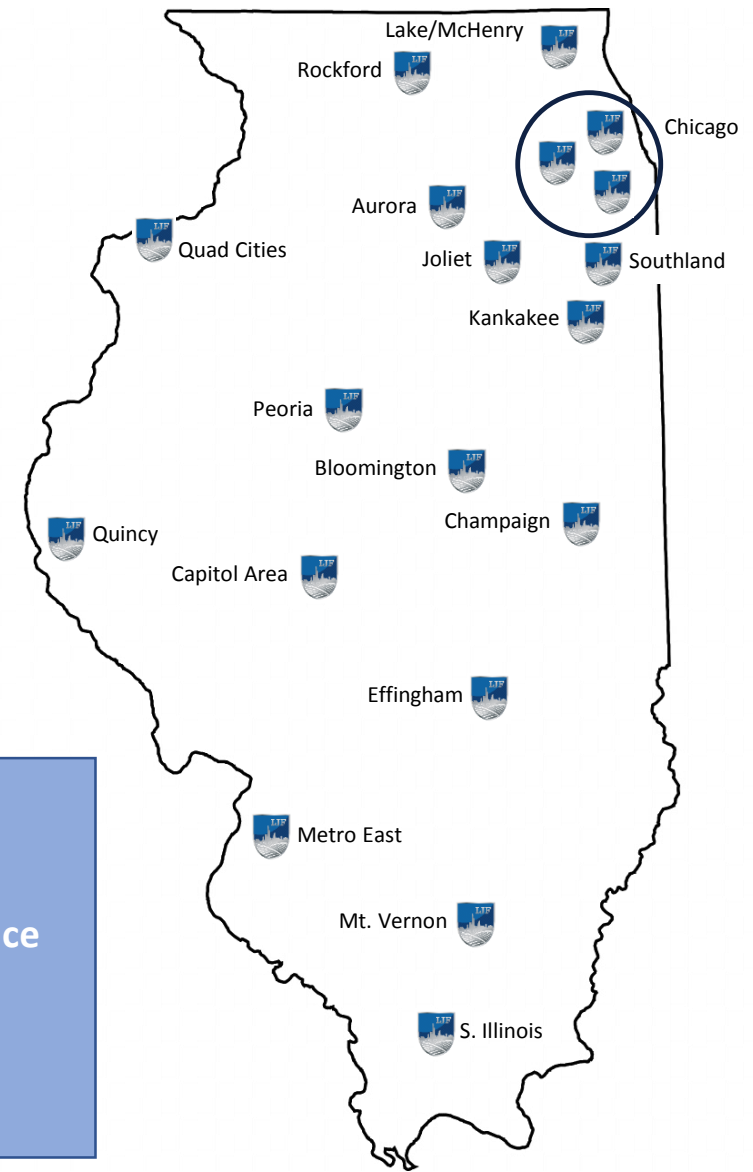


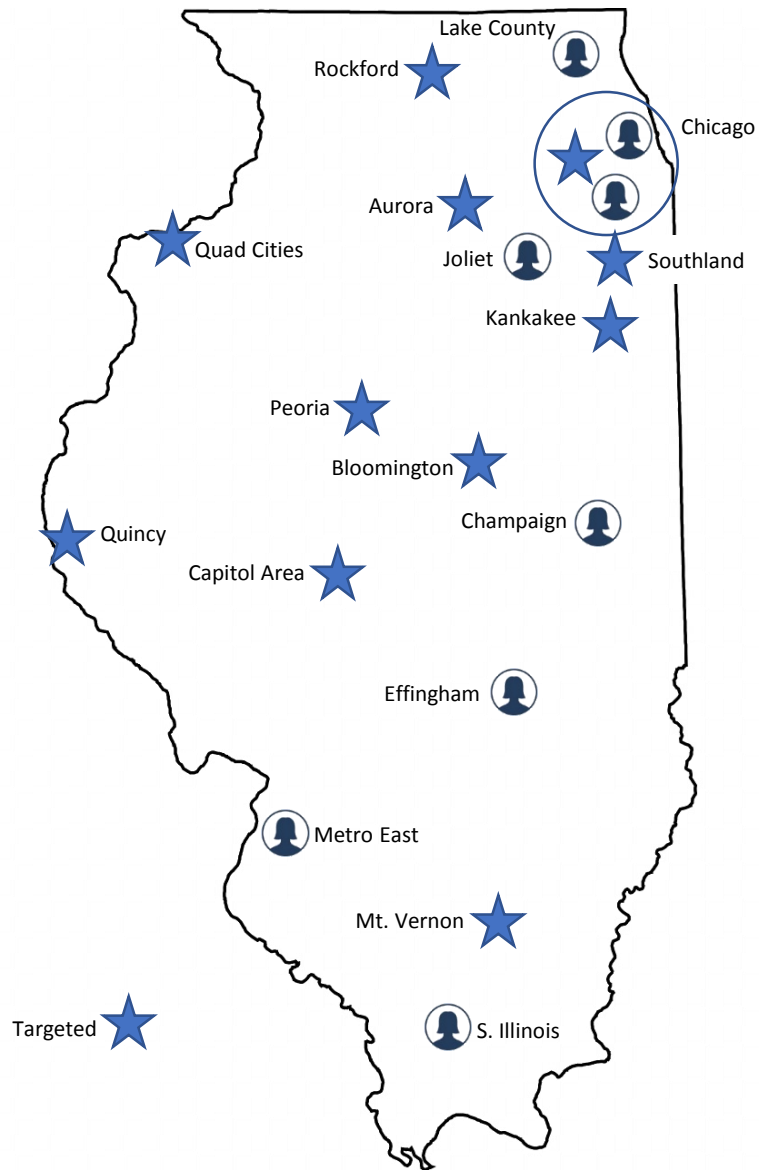
Veteran Support Community Model



Veteran Support Communities

- Services are best delivered *closest to home*
- Connects individuals to local resources and services they need, *when they need them*
- Run by the community members
- IJF serves in a supporting role





Women Veteran Ambassadors

- Promotes and advocates for women veterans' issues within their communities
- Recommends new policies and legislative priorities related to women veterans
- Provides peer support to fellow women veterans
- Key component of the Veteran Support Community

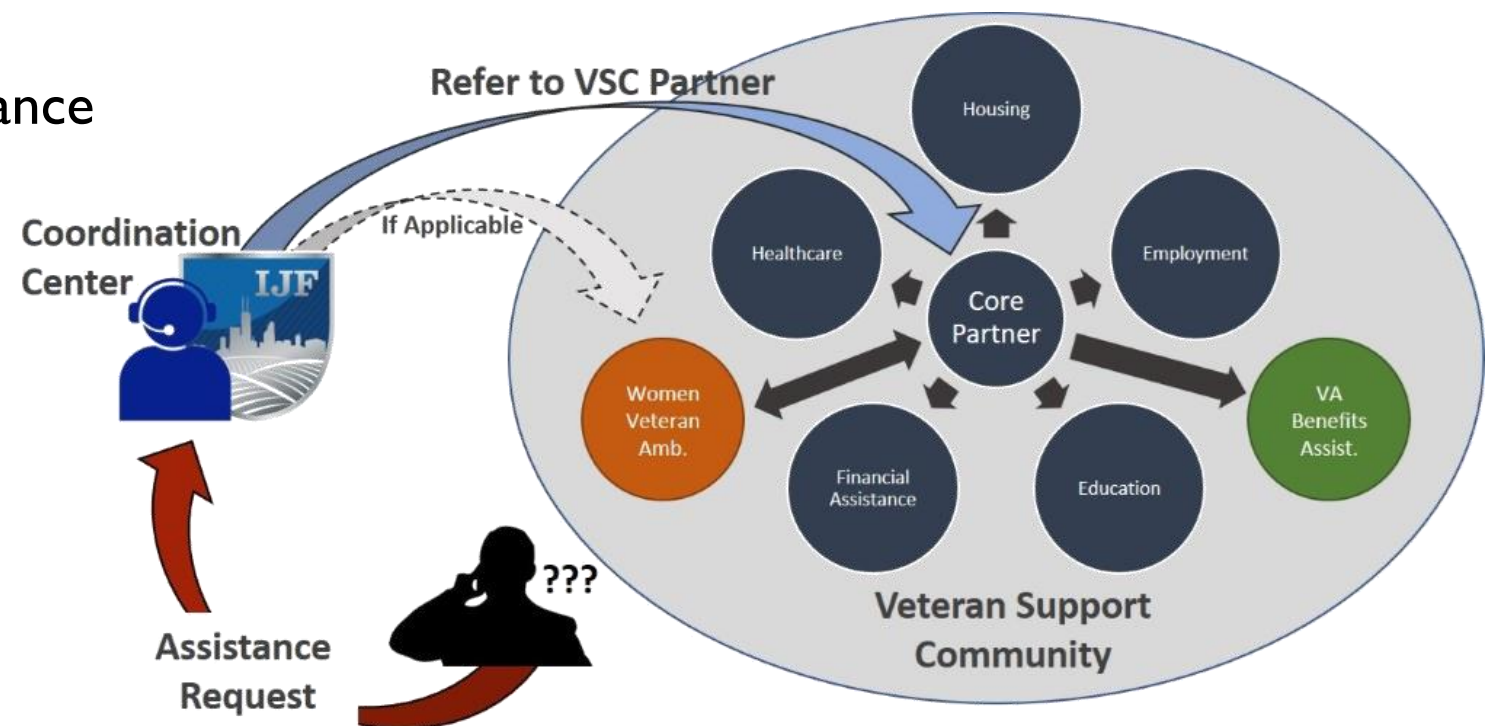
Women veterans are an under-represented and under-resourced segment of the veteran population. The Women's Ambassador Program identifies highly-skilled women veterans who want to make Illinois the most beneficial state for their sisters-in-arms to live and thrive in.



Care Coordination Center

- Processes assistance requests from anywhere in the state
- Serves as a single point-of-entry for all needs
- Connects individuals to core partners and Women Veterans Ambassadors in their community
- Maintains and analyzes data from assistance requests to gauge trends

CALL 833-INFO-IJF FOR ASSISTANCE,
OR VISIT ILLINOISJOININGFORCES.ORG



In partnership with



QUESTIONS?

“Illinois Joining Forces - from beginning of service to end of watch, we are here for all.”

Brig. Gen. (Ret) Stephen K. Curda
Executive Director
Illinois Joining Forces
skcurda@illinoisjoiningforces.org
312-380-5250



PANEL:

VETERAN MENTORING PROGRAMS

Moderator: Dallas Kratzer, Council for Adult and Experiential Learning

VAC Peer to Peer
Mentor Program

26 June, 2019

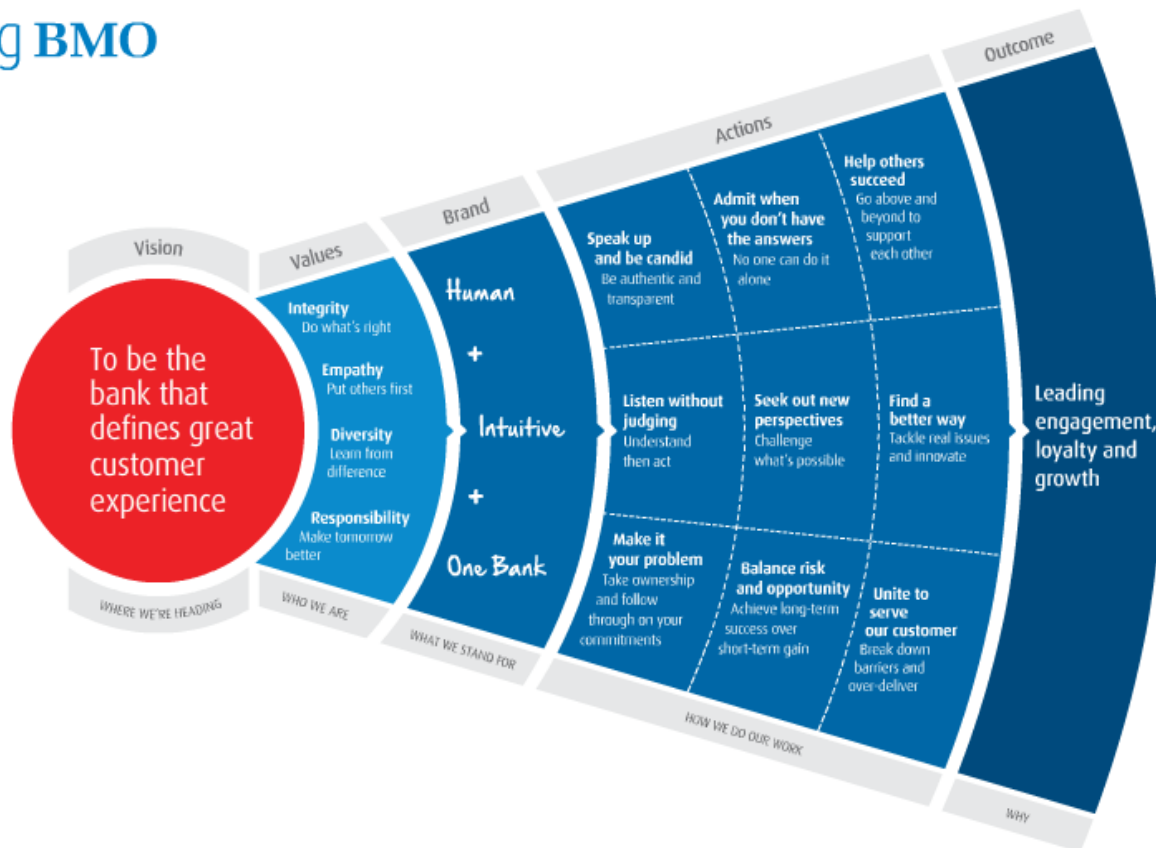




BMO Veterans Advisory Council

Why Military Veteran representation matters to BMO...

Being BMO



- Our Vision: Ensures that BMO is positioned to compete by identifying top talent in the labor market to better support the needs of our customers.
- Our Values: Supports the culture and values of BMO by attracting fresh diverse perspectives and experiences to the organization
- Brand: Gain insights on products and services that best supports the needs of our military veteran customers through our employees in a human, intuitive and one bank approach
- Actions: Clear alignment to BMO's actions that are consistent with the values of Military Veterans
- Outcome: Leading company in military veteran recruitment, engagement and promotion that is aligned with the US government hiring benchmark



Tools & Resources for Mentors & Mentees

Mentoring Agreement

Quick Tips

Mentoring Agreement

A Mentoring Agreement can help to establish the terms of your mentoring relationship and help both the mentor and the mentee to hold each other accountable. Remember the following tips for success in a mentoring relationship:

KEYS TO A SUCCESSFUL PARTNERSHIP

- Ensure the partnership is mentee-driven
- Face-to-face partnerships
- Set ground rules
- Hold each other accountable
- Know what success means

For more detail on the keys to success in mentorship, visit the Mentoring pages on the HR Intranet

Mentee Name	Mentor Name
Relationship Timing	
When will the Mentoring relationship start?	How often will we meet?
When will the relationship end?	Ideal location of meeting (i.e. day, in person)
As a mentee, I agree to: <small>(example: I agree to be open and communicate with my mentor)</small>	As a mentor, I agree to: <small>(example: provide honest and constructive feedback in a supportive way)</small>
1)	1)
2)	2)
3)	3)
As a partnership, we agree to the following objectives and outcomes as a result of this relationship:	
1)	
2)	
3)	
Mentee Signature	Mentor Signature
Date	Date

Quick Tips for Mentees

Whether, formal or informal, a mentoring program provides a unique opportunity to learn and grow. Being honest and proactive are both critical to a successful partnership. Some tips for a Successful Mentoring Relationship are listed below – You can find additional tips and useful references in your Veterans Mentor Packet.

KEYS TO A SUCCESSFUL PARTNERSHIP

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TIPS FOR MENTEES

- Take the initiative!
- Be open to feedback
- Be clear about your objectives and establish ground rules
- Keep an active dialogue
- Maintain confidentiality
- Be open and okay to ask guidance
- Know that a touch point opportunity
- Do not judge

FIRST MEETING TIPS

- Be prepared to discuss your professional background, current role and your career aspirations
- Discuss the Ground Rules for

CONVERSATION STARTERS

- What has gotten you to where you are today – professionally and personally?

Quick Tips for Mentors

Your role as a mentor is important because you are in a position to provide critical guidance which can have significant influence over their career and development. Some tips for a Successful Mentoring Relationship are listed below – You can find additional tips and useful references in your Veterans Mentor Packet.

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Will Felder, Capital Markets and Major (USAR), has volunteered to support mentors/mentees with any questions related to Bank policies and procedures for those serving in the Guard or Reserves.

TIPS FOR MENTORS

- Be honest
- Be open to feedback
- Keep an active and open dialogue
- Know that even a 15 minute touch point can be a great mentoring opportunity
- Consider facilitating networking and relationship building through your network
- Provide guidance and advice
- Think about a great mentor you have had, someone who has helped to support and guide you. Reflect on the successes of that partnership as inspiration
- Share successes and failures

FIRST MEETING TIPS

- Be prepared to discuss your professional background, current role and your own career aspirations
- Set the Ground Rules – the VMP Mentoring Agreement can be a useful resource to assist you in this
- Agree what you would mutually like to achieve from the partnership
- Clarify and agree roles and responsibilities

CONVERSATION STARTERS

- What has gotten you to where you are today – professionally and personally?
- What are your professional, and personal, objectives?
- What are some of your strengths that you would like to build on? Development areas that you would like to improve?
- How would you prefer to communicate and work together?
- What does success look like to you, for this partnership?

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Keys to Success

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Tips for Mentees

TIPS FOR MENTEES

- Take the initiative!
- Be open to feedback
- Be clear about your objectives and establish ground rules
- Keep an active and open dialogue
- Maintain confidentiality
- Be open and know that it is okay to ask for advice or guidance
- Know that even a 15 minute touch point can be a great opportunity for a connection
- Do not judge

FIRST MEETING TIPS

- Be prepared to discuss your professional background, current role and your career aspirations
- Discuss the Ground Rules for Meetings – the VMP Mentoring Agreement can assist you with this
- Agree what you would mutually like to achieve from the partnership
- Clarify and agree roles and responsibilities
- Make sure you set the date/time of your next meeting

CONVERSATION STARTERS

- What has gotten you to where you are today – professionally and personally?
- Have you had successful mentoring relationships in the past, or currently?
- Has there been a pivotal moment in your career that you feel was particularly important in contributing to success?
- How would you prefer to communicate and work together?



BMO Veterans Advisory Council

Monthly Touchpoint – Subjects for Consideration

Month	Topic
December	Introductions
January	Recognition at BMO – BMO BEAM & Spotlight Award
February	Networking At BMO
March	Building Your Talent Profile
April	Understanding Your Pay & Benefits
May	BMO Pulse Survey
June	Thinking about your Mid-Year Assessment
July	Volunteering At BMO – Inside & Outside the VAC
August	Managing Work-Life-Balance at BMO
September	Career Planning
October	Writing a Good Self Assessment
November	Developing Impactful Goals



BMO Veterans Advisory Council

Helpful Links...

VAC Website:

<https://intranet.bmogc.net/enterprise/ourresponsibility/DiversityInclusion/VAC/Pages/default.aspx>

Diversity and Inclusion Website: <https://intranet.bmogc.net/enterprise/ourresponsibility/diversityinclusion>

BMO U (Veterans Group):

<https://degreed.com/learning#/browse?type=groups>

BMO Employee Benefits:

<https://www.bmoharris.com/pdf/personal/bestofbmo.pdf>

VAN Mentoring Program

VAN Mentoring Program

Mission and Intent	Mentor is not a...
<p>Mission: To establish an individualized and flexible environment/program wherein individuals' knowledge, skills, and experiences are shared.</p> <p>Intent: To provide PwC military veterans an opportunity to create an impactful relationship with fellow PwC professionals and to be formally mentored by those more senior and experienced PwC colleagues on matters of personal and professional development. Participation in this program will lead to improved leadership, interpersonal, and technical skills for both mentors and mentees as well as facilitate effective transitions into PwC.</p>	<p>Coach: Coaches provide ongoing support and guidance to assigned individuals to facilitate the growth and success of coachees specific to the PwC Professional Coaching & Development Program.</p> <p>Relationship Leader: Relationship Leaders meet with assigned individuals to develop meaningful relationships that focus on the whole person throughout their career (discuss inspirational goals and build long-term relationships).</p> <p>Engagement Manager/Supervisor: Engagement Managers/Supervisors directly oversee and direct the work of PwC staff.</p>
Mentor Role/Responsibilities	Mentee Role/Responsibilities
<p>Role: To oversee and assist PwC military veterans in their professional and personal development, as well as their transition from the military to PwC.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Inspire, motivate, challenge and help your mentee create a future vision • Be an active listener—mentees need to be clearly heard and understood • Share similar experiences—help mentees embrace challenges by sharing • Provide corrective feedback in an encouraging manner • Speak of their mentee in positive or neutral ways 	<p>Role: Recognize the responsibilities of self-development and the need for guidance and support from a more experienced person.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Understand their needs • Set their goals • Convey their needs and goals to their mentor • Discuss how they can accomplish their goals • Write a summary to form new action items
Join the Program	
<p>Access the mentoring application via this link, then click the “Join Now” button and create a profile to be a mentee, mentor or both. In order to enroll as member of the <i>VAN Mentorship Program</i> you will need include the word “military” in the “About Me” section of your profile so you and other members can be identified via the “Quick Find” search tool to match.</p>	



ABBOTT MENTORING PROGRAM

Mentoring Orientation

MENTORING DEFINED

Mentoring is a tool for enhancing personal and professional growth through a developmental relationship between someone with experience or training in a certain area (the mentor) and a partner who wishes to learn from the mentor's experience or training (the protégé).

The **Mentor** is an individual committed to serving as a role model or teacher for a protégé. Mentors may help protégés set goals and develop the skills, relationships and experiences to reach them.

The **Protégé** is someone who proactively seeks a relationship with a more experienced person in order to strengthen skills and build on current knowledge for personal and professional growth.

THE BUSINESS CASE FOR MENTORING

Mentoring supports the business by developing our people and promoting an engaging, inclusive environment that inspires innovation.

- Engages, nurtures and develops people by promoting practice, observation, questioning and exploration of ideas in a safe environment
- Promotes learning through the sharing of personal stories about experiences, successes and challenges – true for the mentor and the protégé
- Facilitates the transfer and retention of institutional knowledge and intellectual property
- Helps us attract, grow and retain the best talent
- Creates a more diverse and inclusive environment, enabling us to reflect and understand the customers and markets we serve

ROLES AND RESPONSIBILITIES

There are three different roles in the mentoring program:

Role	Responsibility
Protégé	<ul style="list-style-type: none">• Drives the process• Schedules meetings and creates agendas• Communicates developmental needs• Shares perspectives, perceptions and concerns• Maintains confidentiality and integrity of the partnership• Seeks and responds positively to mentor's feedback
Mentor	<ul style="list-style-type: none">• Shares knowledge and experience• Keeps the partnership a priority• Provides honest feedback and support• Serves as a resource for career development• Maintains confidentiality and integrity of the partnership
Manager	<ul style="list-style-type: none">• Supports mentoring partnership• Maintains current managerial activities• Provides time and support for participants to commit to mentoring• Encourages participation in mentoring with his or her staff

DO'S AND DON'TS OF MENTORING

These shared experiences of protégés and mentors help us to understand what positive (and not-so-positive) mentoring looks like:

A Positive Mentoring Experience

Exhibit understanding/empathy
View challenges as opportunities
Be open to/cognizant of individual styles
Give honest and sincere feedback
Learn from others' experiences
Send agenda and be prepared for meetings
Be open to and accepting of feedback
Get engaged, ask questions and listen
Maintain confidentiality

A Less-Than-Positive Mentoring Experience

Have a condescending attitude
See everything in black and white
Be culturally insensitive
Be impersonal in communicating
Have a know-it-all attitude
Be late or unprepared for meetings
Be critical or overly directive with feedback
Withhold helpful information or learnings from your experiences
Disregard confidentiality



Abbott

DISCUSSION:

EMPLOYER RECOGNITION PROGRAMS WITH REGARD TO VETERAN HIRING

Moderator: Dallas Kratzer, Council for Adult and Experiential Learning

TABLE TALK

Moderator: Dallas Kratzer, Council for Adult and Experiential Learning

WRAP UP AND MEETING EVALUATION

David Hiller
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NETWORKING AND LUNCH

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