The Life-Changing Impact of Mentorship with Sonja Narcisse and Kelly Kennedy

[00:00:00] Emma Bjorngard-Basayne: [00:00:00] Everyone welcome to this next episode of the launch podcast. I am Emma Bjorngard-Basayne, same academic advisor in the school of business at the Stamford campus.

[00:00:18] Kayla Hogrefe: [00:00:18] this is Kayla Hogrefe, academic advisor for business on the Hartford campus. We have a really exciting episode for you today on the topic of mentorship.

[00:00:27] So what is mentorship? Why is it important and how can it help you in your personal and professional life? Emma and I speak to Kelly Kennedy, who you’ve heard quite a bit on our podcast before. She's the associate director of student outreach and development for the school of business. And we also speak to Sonja Narcisse, who is a faculty member within the management department.

[00:00:47] And Sonja is also a professional with years of experience within human resources. So we don't have a lot to say in our introduction of this episode, because the episode really speaks for itself. Sonya is. And Kelly are two of the most dynamic and engaging people you can listen to, and they're especially passionate about mentorship.

[00:01:05] So you're going to get a lot of great information and insight from the two of them. I will say numbers have shown that students who are mentored specifically college students who are mentored while they're undergraduate students have higher graduation rates, greater job placements. And deeper satisfaction with their personal professional and academic careers.

[00:01:26] Emma Bjorngard-Basayne: [00:01:26] There were times throughout this episode where I was like peering up and I felt so inspired and it also caused me to reflect on people who have added a lot of value and support to my life. And I know that we will talk a little bit about that. In the outro after the episode. So we hope that you'll feel inspired and that you will feel motivated to pursue mentorship and being a mentee in your own academic and professional career.

[00:02:00] [00:02:00] What is your name? And what do you do at UConn and beyond the account? So

[00:02:04] Sonja Narcisse: [00:02:04] my name is Sonja Narcisse, so I'm an adjunct professor for the part-time MBA program and for the Ms Human resource management program as well. I've been with UConn now I think three and a half, almost four years teaching. And then I'm also the senior vice president of human resources for gateway services.

[00:02:23] It's a private company that I worked at and Yeah, that's those are the two main jobs.

[00:02:28] Emma Bjorngard-Basayne: [00:02:28] And then the same question to Kelly. What’s your name and what do you do?
Kelly Kennedy: I'm the associate director of student development and outreach. I'm also career education faculty. So I handle all the career education for the story's campus and regional campuses for business school students. I'll love being on, on your podcast.

Kayla Hogrefe: Now, starting with Sonja, can you describe your area of expertise within the management field?

Sonja Narcisse: Well, I would say that I'm always learning, but if I had to say, what are some of the areas I tend to gravitate to, that would be anything that has to do with leadership coaching as well as individual coaching as well, career guidance. Where do you see yourself? You know, in eight months, 18 months. Eight years.

I'm also someone that does a lot of work in core competencies, assessing someone's talent and potential talent and helping them to, you know, put together a plan around that. So those would be the areas that I wouldn't say around management that really stick out for me.

Emma Bjorngard-Basayne: I wanted to ask you Sonja. So in your understanding and opinion, what is mentorship?

Sonja Narcisse: Yeah. I think it's, it's a number of things. I mean, the thing that comes to mind for me is it's helping to advocate. For an individual, right. That may not be in a position to do that or in the position to see their potential. So that would be one advising and counseling, I think is a, another element that stands out for me. It's directing them, you know, guiding them on this bumpy road. And it's more of questioning through coaching, through questioning, right? It's not necessarily saying here's what you need to do, but asking the questions to get them there themselves, I think is really important.

The other piece of it is being able to hold up a mirror. I know, that's what you think, but here's how this comes across. Right. And so I think it's really important that there's a really close, trustworthy relationship between the mentee and the mentor. I have one follow-up question too. So why do you think mentorship is important across all industries, but maybe especially in business.

Sonja Narcisse: Well, because I think we're constantly learning, no matter how many degrees you have, no matter how old you are, you know, look at the reason I enjoy mentoring is because I learn at the same time as well. And so it's a, it's a two way street of continuous learning. So that would be one. The second piece is, you know, if you're in leadership in a leadership role or in a business role, whatever it might be.

I always feel that you have a privilege to be able to mentor or guide people. And so I think that's the other element and, and I also think it's an opportunity to uplift others.
Right. And that can be women that can be minorities. It can be whatever it could be. Right. But there's, it gets back to what I said earlier around advocating.

Kayla Hogrefe: What does being a good mentor entail?

Sonja Narcisse: A trust-based relationship I think is important. And that comes with building time or building a relationship. I will only mentor no more than five people. Because when I do that, it's it's a full time job for me. And so I'm committing my time and my expertise to you as I would expect you to do for me as well.

It's commitment. It's following through on the homework assignments you get from me. So it's not just, let's have a, you know, 30 minute discussion or an hour discussion. It is actually here's how your USS here's your development plan that we agreed to. Now let's start showing up your skills. And so a lot of my mentees will have homework assignments that can include reading a book.

But it's not just reading the book, I'll give them specific questions assigned against their development. So it's very unique in how I, I approach that. So that, that would be, you know, you gotta have that commitment. The second thing is availability. You know, you have to be available that I probably go to the far extreme and that I tell them I'm essentially available to you.

24-7. And for the first two months, you know, that you, you don't see them really tapping into that, but then afterwards they start doing that. Right. Which I think is important because issues problems don't occur between eight and five. They usually occur outside of that timeframe and on the weekends and the holidays, et cetera.

So availability would be the other component to it. And look, I think you have to have lastly what I would call a strong courage muscle, you know, you've gotta be able to hold up that mirror. This is not a yes. Job. It just isn't.

Thank you. Kelly, I'm gonna throw that question to you too.

Kelly Kennedy: Thanks Kayla.

I definitely see mentorship as sort of a mirror as well and seeing it rarely representing leadership. So the skills around leadership really would represent this well as, as an important part. So communicating often would be great. So you want to set limitations with your mentee. You want to have some ground rules, maybe even a contact schedule.

Because you as probably the more experienced person in the mentoring relationship can set the tone of how this might go in terms of that contact and communication offering constructive criticism is super important. I think if you are someone who's able to give feedback comfortably, that's going to make you a really good mentor.

And I think it's a great time for you as a leader to utilize your listening skills. So if you are a leader that might even be. Thinking about, am I utilizing my listing skills? Well as a
leader, this is a great way for you to try it out. One-on-one another thing I tell mentors is to ask really good questions.

[00:08:25] In fact, think about the questions you plan on asking during that conversation. First conversation, second conversation. Questions you've changed your questions. You've changed the outcomes. So if you think about what types of questions that you put yourself into their shoes, the mentee shoes, and say, what would you would hope that I've been asked or think about you 10, 15 years ago?

[00:08:46] What were you hoping to talk about? So think about how, what you're going to do to ask those questions, and don't be afraid to share your experiences. Stories are an incredible way for learning lessons [00:09:00] and really relating with the other person. So I think storytelling, you know, this happened to me early on in my career.

[00:09:07] This happened to me last week. Those types of stories can really resonate with a young professional and they can really connect the two of you and you can feel it much closer and make that communication stronger.

[00:09:19] Emma Bjorngard-Basayne: [00:09:19] What are the benefits of serving as a mentor to a younger professional? Would you say.

[00:09:24] Sonja Narcisse: [00:09:24] I think it's this kind of continuous theme that you're hearing from me and that is you're learning at the same time.

[00:09:30] Right? So you're learning, you're helping someone shine, helping them develop whether it's on a career level or a personal level. A lot of times, what I find is that they start to blend a little bit, which is, you know, you have to be comfortable with that kind of blending. But. You know, just to watch someone reach their potential is an amazing, amazing feeling

[00:09:55] Emma Bjorngard-Basayne: [00:09:55] when it comes to mentoring and mentorship will the relationship always feel [00:10:00] like hierarchal, you know, or there's someone who has much more experience than the higher position, or could it be more that we're on the same level, maybe someone has more years in that role? What would you say?

[00:10:10] Sonja Narcisse: [00:10:10] Yeah, I think it can be either, you know, it depends on the need of the individual.

[00:10:15] So you could have a peer to peer mentor. I think that's a lot of what I see a lot of times. So it depends on the individual, on the circumstances, for sure. I would say that, you know, as I think about the people that have mentored me, they have been in different relationships with me. Right. So not always my boss not always my peer, I'm someone that's completely outside of my industries and quite frankly, industry or the environment that I'm in.

[00:10:42] And I think this is important. You do want, you don't want more of you. You want to have someone that sees things differently than you. And so I would say the diversity of thought is important. And sometimes what happens with mentees is they find someone that
is very similar. To them, and you’re not going to get the learning from that experience.

[00:11:02] Emma Bjorgard-Basayne: That makes total sense. And Kelly, just the same question to you, you know, first is what do you feel are the benefits of mentoring a younger professional? And if you have anything to add to what

[00:11:15] Kelly Kennedy: I agree with so much that Sonja is saying already in terms of seeing yourself in that mentee, I think from a student perspective or a university perspective, I think the mentee situation presents itself when undergrads feel a little nervous.

[00:11:30] About interacting with someone who may be older, an age or an experience level. And I think what that does is it does make them apprehensive about communicating who they are and what they have to share. So a lot of the communication that we will be doing in many of the mentorship programs that are coming up for us here at the school of business will be communicating to our younger professionals that they are professionals.

[00:11:56] And this is essentially a relationship and a relationship, you know, although it has some boundaries and some levels and things like that you’re talking about. But while these two people are working together, there should be an equal communication structure. That person. May have to fake it till they make it in terms of the confidence level.

[00:12:15] You know, I've seen undergrads, he mentored, we have a program in the Hartford location for CFA, for financial planners. We've seen students be nervous to outreach to their mentor because you know, there's intimidation there because maybe they're a full-time person or they've been working in the industry 20, 30 years.

[00:12:33] So we want to sort of step over that little Hill where you feel as though this person is not equal to you, because I think that can be inhibiting when the learning takes place.

[00:12:45] Kayla Hogrefe: what does being a good mentee entail?

Sonja Narcisse: Let's see commitment to the relationship and to, you know, the homework that comes out of it.

[00:12:55] I would also say. The ability to provide feedback to the mentor, because like I said, it's a two way street. So, you know, it's not just them sharing their experiences, but me sharing my experiences and them giving me feedback on how that might have come across. And I do that a lot and I get a lot of value out of that, for example, Oh, I won't give an example, but I will say that I've had two UConn students that I've been able to mentor and I have watched them grow and develop in their career and it's been really satisfying.

[00:13:33] And for example, I am in the midst of putting together an HR strategy for my company. And I actually sent it to them and said, take a look at that and let me know what
you think. And they gave me some really powerful feedback and I made adjustments as a result.

[00:13:48] Kelly Kennedy: [00:13:48] students should be thinking about these upcoming programs that we will have available at the school of business, because these are really incredible resources for you to [00:14:00] grow and learn.

[00:14:00] And I think as a mentee, there are really few requirements, if you would to be a mentee. So this should not be something you’re worried about. You don’t have to be ready. You don’t have to be a certain year. You don’t have to have a certain major. I think all of these things are just that you’re willing, as we’ve been talking about to engage in these conversations.

[00:14:22] I, you know, I want you to feel comfortable taking responsibility for your own learning here and communicating with a mentor about your preferences, what you hope to learn. What’s your hope to gain even your career dreams. These are amazing things you can share with someone more experienced than you, and all of those things will develop trust.

[00:14:44] So, and that’s how our relationship grows. So, you know, we all know that relationships are everything and this would be a great one-on-one opportunity for you. To develop this skill and learn how to do it as you go forth into your internships [00:15:00] and your full-time positions, but just keep in mind that there's really no requirements.

[00:15:04] Just the willingness to do the work it’s going to be. It’s going to be right. What’s in front of you.

[00:15:09] Emma Bjorngard-Basayne: [00:15:09] I just had a question that popped into my mind, just hearing a yield talk. So, you know, How do you like ask someone to be your mentor or, you know, if there are programs, you know, that's great, but like what if you see someone and you’re like, I would really want this person to be my mentor.

[00:15:25] Do you reach out over email? Is it better testing person? Like, and how do you ask the question?

[00:15:30] Kelly Kennedy: [00:15:30] I think when there's a, we were looking at. The students to a professional. I think that there has to be what we call that time commitment. I think the only thing that you can sort of say actually works when you want to build that trust or build the repertoire that you might have going forward with this person enough to ask for more of their time would be two is give time and commitment in the beginning.

[00:15:57] So if you are going [00:16:00] to sort of outreach, you know, Emma, the student reached out to you and said, you know, I’d like you to be my, my mentor on the first conversation. That’d be, it might be a little bit much to hear because you don’t know this person. So setting a plan in place that might say first, I’m going to get to know them.

[00:16:17] Secondly, I might meet with them. Thirdly, I might add some value in the conversation, maybe offered to do something for them. And then finally, after you’ve had a
bunch of different conversations, that would be a good time to say. I don't know if you agree here, but we really are having a great dialogue.

[00:16:33] And I would like to see it go forward that we continue this conversation is a bit of a mentorship. How do you feel about that? So I think it's not so much, like, you know, do you want to be my mentor? Okay. And let's go forward. I think there's an evolution there much like any relationship, much like an, a networking relationship.

[00:16:51] You know, we've been on this podcast talking about networking and takes time, time, and energy is the only cure. To being able to [00:17:00] be upfront and ask good questions that will allow you to be someone's mentee. That's the only thing you can do.

Thank you. And

[00:17:07] Emma Bjorngard-Basayne: [00:17:07] Sonja, did you have anything you wanted to add to that?

[00:17:10] Sonja Narcisse: [00:17:10] No, I, I certainly agree with what Kelly was saying. I think I've had people approach me in class or after they've completed my course. And I usually, you know, for optics will not take someone on why they're in my class. So, and I've had people approach me on LinkedIn and it's not an automatic for me, you know, I, I they have to respond to three questions that I give them.

[00:17:33] And the first question is, why do you want to be mentored? The second one is what are you hoping to get from me? And then the third one is, is what are the gaps that you're trying to close? Right. And there's no rush to get it to me. Because it's more about. Mindfulness and putting a comprehensiveness around it.

[00:17:52] And also what it tells me is how you respond, tells me your level of commitment. So if you send me back two sentences, I'm pretty [00:18:00] much know what your level of commitment is. And I I'll, I'll say that I will tell someone I'm not in a position to mentor you right now. So I've turned people down. But I take on probably more than than I probably should, but it's such a joy to do it.

[00:18:12] Kelly Kennedy: [00:18:12] Oh, that's wonderful. And I would add to that is that if someone turns you down, if they turn you down, it's great that you asked. I mean, to me, if I had to write, if you turn someone down, it's certainly a compliment that they thought that much of you, that they would ask you that question anyway. So, you know, don't feel as though it's a rejection just feel as though you're going to move on and find a new person.

[00:18:36] You know, people have busy lives and it could be a million reasons why they're not able to take on a mentor mentee at this time.

[00:18:43] Emma Bjorngard-Basayne: [00:18:43] What are the benefits of being a mentee of someone more experienced?

[00:18:47] Sonja Narcisse: [00:18:47] Well, I mean, to state the obvious experience, right? I mean, they've gone through probably what you're going through in some version or, or shape of it.
So you get the benefit of that, the experience, the wisdom that comes with that. Because I think one of the key learnings that I think we all agree with this, you know, I don't, I've learned from my failures way more than I've learned from my successes.

And there's nothing wrong with that. Right. So someone that's willing to be vulnerable and share with you. Here's what I did. And you know, now that I think about it, here are the key learnings. And guess what? This is how I took those key learnings all the way through my life or career.

Kayla Hogrefe: Sonja and Kelly, could you each share a personal experience that has had a strong impact on you as either a mentor or mentee? and you can take your time and think about it.

Sonja Narcisse: Okay. So as a mentee - this individual has mentored me for 25 years. And I don't make a move without this individual providing input to both my career or if, you know, there's something happening on outside of my career.

And that relationship was really strong and it's for all the reasons that I mentioned earlier, you know, this person had no problem with telling me if now I see why you might think that, but that's not how that came across. And he's been impactful in my life and all of the decisions that I've made in my career.

I think that the thing that hit me the most was on. It was an opportunity for me to, and I did become the chief human resource officer for a publicly traded company. And I remember calling them and saying, here's the opportunity? What do you think? And he said, my mentorship with you is completed.

And I was sad. And, and, but what he said is I have given you everything you need at this point in your career if you want me to listen, I'm happy to listen, but it's kind of like, you know, ranking up to a Jedi. It's like, all right, my pod one you, you can do this. And that was impactful to me because it's also recognizing as a mentor when it is time.

Too. I've done all I can here. And I mean that in a positive way,

Kayla Hogrefe: was this person a former supervisor of yours or a professor?

Sonja Narcisse: he's an attorney. He was a peer and then he became my boss and then he became a CEO of a publicly traded company, a fortune 500 company. And yeah, so yeah, amazing person.

And I think back to the point earlier, He took me under his wing. He saw the potential that I didn't see.

Kelly Kennedy: Because Sonja talked a little bit about being a mentee. I'll talk a little bit about being a mentor. I think my work at the school of business I'm working with in the last 12 years, over 7,500 students in their first jobs and internships.
[00:21:53] So when you're working with a student or any kind of mentee even a peer mentee, I think the reward [00:22:00] is incredible. I think seeing someone grow over a period of time and being able to contribute to their success is certainly not only heartfelt, but professionally gratifying. I think that when you're able to raise individuals higher than they had expected, I really resonated with what Sonya just said about seeing the.

[00:22:22] Seeing that sparkle that perhaps you didn't see. And I think there's a tremendous amount of joy when you're able to do that for somebody else, you're able to see their good spots, and even help them adapt to some of their challenges as well. And I think being a mentor, I've been mentored many times and.

[00:22:42] Like you, Sonja, I have people that I would call my advisory council that are in my life, you know, for no other reason, except for the fact that we have this strong relationship both now, personally and professionally. So I wouldn't want people to miss out on either side of that. [00:23:00] So I think. You know, as undergrads are looking at these types of programs, I would just say, this is the first step in the process.

[00:23:07] And then you can move on to be the mentee. We run an alumni program that I started with a while back with the alumni relations office. And you'd be surprised that the mentees now seven, eight years later out of the New York alumni group are now the mentor. So it went full circle and to watch this happen, you know, we'd see them at the dinner.

[00:23:32] And I would say, you know, I remember when you were a mentee and you were so nervous and now you're sitting here waiting for your mentee, and this is such an incredible way to give back. I can't see. I see no negatives in this process.

[00:23:48] **Sonja Narcisse:** [00:23:48] Yeah. I echo that. Kelly. I think that's well said it's paying it forward,

[00:23:51] Right? I was mentoring someone. That worked in a company and she is an [00:24:00] engineer and she's in South Africa and she's a black female. And and I say, black female, why that's important because in South Africa that's still a battle, like as, as significant that, right. So I mentored her for eight years.

[00:24:16] And she ended up she's married, ended up having a child and decided that you wanted to go back to get her MBA. And so I said, well, why? And she said, well, you know, because I, I want to be able to teach engineering. Okay. So fine. Go get your MBA then. And so she, she does this and then in the midst of that, she has her child and then she ends up pregnant again.

[00:24:41] And this was all planned and she called me one night. She was putting together her thesis and she just said, I can't, I can't. And I said, what do you mean you can? And she said, I'm exhausted, you know, and I get it, et cetera. And she said, I'm just going to postpone it. And I said to her, you are not postponing.

[00:24:59] Here's what you kind of [00:25:00] do. You are going to get some rest. You're going to get your husband to get engaged and watch your child. And and you're going to
make this happen. And she did, and she graduated with honors. She has her MBA and she's now pursuing her PhD, so great. Yeah. And she said to me, when she graduated.

[00:25:23] She, you never expected as a mentor, right. But She recognized that and said you know, if it wasn't for my mentor who pushed me and literally kicked me that night, I would not have graduated.

[00:25:40] Kayla Hogrefe: [00:25:40] And she is teaching engineering?

[00:25:42] Sonja Narcisse: [00:25:42] Not yet, but she will be, she will be. Yeah. And so it's amazing.

[00:25:47] So I only say that just because. The rewards are amazing. Yeah.

[00:25:51] Kayla Hogrefe: [00:25:51] It's such a profound impact. Not only on her, but on her children who saw her do all of that as well

[00:25:58] Sonja Narcisse: [00:25:58] And [00:26:00] she was an engineer in mining, so underground mining.

[00:26:05] Kelly Kennedy: [00:26:05] Wow, untraditional, Yeah. So that's uphill as it is. So we all, we all need help, you know, we all need assistance and I think if you're vulnerable enough to say, it's okay to ask for help and it's okay to be a person that doesn't know everything that is really that door opener, just for impact on both sides is both sides of the relationship.


[00:26:32] Kelly Kennedy: [00:26:32] And I think our, you know, our under our younger students, our undergrad students, you know, it's important to this generation to have impact. And I think they have to realize they can start with themselves. And be open to some of this mentorship that's going on.

[00:26:49] And then they know that that will make them a better mentor going forward.

[00:27:03] [00:27:00] Kayla Hogrefe: [00:27:03] So we just listened to. Sonja and Kelly discuss the importance and the impact of mentorship. So, Emma, what, what reflections did you have while you were listening to them?

[00:27:13] Emma Bjorngard-Basayne: [00:27:13] Learning what mentorship is more specifically. It was very helpful to me and it actually made me reflect on some relationships and, you know, experiences that I've had throughout both my academic journey as an undergrad and as a grad student.

[00:27:28] So for example, I realized that some of the people that I was very connected with in my department at Cal state long beach in the philosophy department really were mentors to me. Like they were available to me to answer questions in the evenings. As I was working on my writing sample and, you know, putting together my application for graduate school,
they were really there to provide support and kind of motivate me when I felt like I wanted to just kind of, you know, give up and I didn’t feel.

[00:27:56] Fired to, to keep going. But then in [00:28:00] particular, as well in graduate school, my advisor at UConn in the philosophy department, Mitchell green really has been a mentor to me and still is, you know, he is someone as Sonja was saying that she had been mentor where she wouldn’t make a move without that person, you know, professionally Mitch has really been that person for me as well.

[00:28:18] Someone I can ask for advice and also someone who, you know, On a personal level has been there as support. So do you feel like, you know, thinking and reflecting on this, that you've had any mentors, or do you feel inspired now to kind of seek out a mentor the future?

[00:28:35] Kayla Hogrefe: [00:28:35] I had to really think about it because I don’t think I've had a mentor in the formal sense where we've outright said to each other, this is going to be a mentor, mentee relationship. And the way that Sonja has was describing some of the ways that she works with young professionals, but as I sat and thought about it and reflected on it more. There are definitely people who have guided me personally, like when I [00:29:00] was a teenager and I was involved, very involved with my church.

[00:29:03] I definitely had leaders who mentored me on a personal level and then definitely faculty as well. My faculty advisor, while I was an undergraduate. Yeah. Reflecting back on how he guided me to step out of my comfort zone and study abroad. When I was an undergraduate student, that definitely had a huge impact on me and studying abroad ultimately led to my career within higher education.

[00:29:25] So further down the road, as I started working in higher ed and within study abroad, I definitely had seasoned professionals in my office who were not only friends. But who gave me really good professional advice and support and friendship that has guided me even, you know, today, I still, I still think back on what I’ve learned from them and the ways that I can approach my career and the way that I work with others.

[00:29:50] So mentorship takes many different forms. I think it's not always a formal relationship or a formal agreement, but it's definitely had a [00:30:00] big impact on my personal academic and professional life.

[00:30:04] Emma Bjorngard-Basayne: [00:30:04] And we also wanted to emphasize all of our student listeners specifically in the school of business that you should be on the lookout for future mentorship opportunities or, you know, mentee mentorship opportunities, because we have some exciting plans in the works.

[00:30:21] So after having listened to this episode and hearing a little bit. About my experiences, Kayla’s experiences and you know what Kelly and Sonja had to say. We hope that you feel inspired to take advantage of these future opportunities to seek out mentors for yourself and being a mentee and seeing how exciting that can be.
So really lean into what mentorship has to offer and keep us posted on how you are engaging with mentorship in the future.