



SOMALI GRADUATE  
MENTORING PROGRAM

2018



**IFTIIN**

Inspire. Grow. Connect



An initiative of the Young Australia-Israel Chamber of Commerce and the Somali Community of Melbourne, led by Mahad Warsame.



Iftiin is a proud recipient of the Capacity Building and Participation Program Grant from the Victorian Office of Multicultural Affairs and Citizenship

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This program is proudly supported by Jacobs Engineering Group.

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# THE YOUNG AICC

The Young AICC is the young division of the Australia-Israel Chamber of Commerce. Its mission is to inspire, grow and connect Australia's future business leaders and to provide its 3000 Victorian members (aged 25-40) with opportunities to explore Israel's unique entrepreneurial and innovative culture.

## EVENTS

As Australia's leading network of young professionals, future business leaders and entrepreneurs, the Young AICC prides itself on the quality of its events and the calibre of its speakers.

Past speakers have included Julia Gillard (former Prime Minister of Australia), Kim Williams (former CEO of NewsCorp), Chris Judd (former captain of the Carlton Football Club) and Grant Hackett (three-time Olympic Gold Medal winner). Proceeds from ticket sales go to a charity of the speaker's choosing and, in this way, our organisation is proud to have raised over \$80,000 for various and diverse charities over the past 7 years.

Our events are hosted by Australia's leading companies including Jacobs, KPMG, Deloitte, ANZ, NAB, Deutsche Bank, Launch Vic, Cisco, CBRE, Deakin University, Herbert Smith Freehills, Corrs, Moore Stephens, DLA Piper, Maddocks, Minter Ellison and Arnold Bloch Leibler.

## MENTORING AND PROFESSIONAL DEVELOPMENT PROGRAMS

Over the last four years, the Young AICC has established a track record of delivering Mentoring Programs, as well as our emerging business leaders' program, Fast Track. Our Mentoring Program connects a university graduate, a young professional and a senior mentor to form a triad allowing them to learn and grow from each other. In 2018, the program has 51 participants across 17 triads, resulting in an exceptional program and enduring relationships.

Fast Track is our program for emerging business leaders, which gives participants the opportunity to gain valuable leadership skills in a nine-month intensive program. This year, 12 emerging business leaders are participating in our program, which is supported by Composure Group, KPMG, the Baker Institute and the Reach Foundation.



# IFTIIN

## A GUIDING LIGHT FOR THE COMMUNITY

Iftiin means 'light' in Somali. It is an initiative of the Young AICC and the Somali Community of Melbourne and it was born out of a need to counteract the serious cultural barriers and challenges that face first- and second-generation Somali-Australians that are attempting to enter the workforce.

This is due to a variety of factors including a lack of established professional or business networks, cultural and language barriers and unconscious prejudice and bias among some recruiters and HR departments. The Young AICC saw an opportunity to leverage off the experience and know-how that it had developed through its general Mentoring Program to make a real difference in this space, while also providing its members with an invaluable and life-changing experience. As well as benefitting the mentees, the program provides mentors from the Young AICC community, the opportunity to grow and develop as leaders, as well as contribute directly to a new migrant generation in Australia.

## THE CHALLENGE

Despite often strong academic records and top-tier professional qualifications, many first- and second-generation Somali-Australians face cultural barriers and biases that can often prevent them from entering the workforce in their chosen disciplines. Some graduates struggle to secure appropriate and relevant early work experience. This is partially due to a lack of resources and accessible and established networks in the general Australian and business communities. It is also in part due to prejudices among recruiters, HR teams and corporate Australia as well as cultural and language barriers. Disenfranchised Somali-Australian youth often find themselves working menial jobs, susceptible to gangs and Islamic extremism, and some perceive tertiary education to be a waste of time, given these challenges.

## THE PROGRAM

Iftiin will pair 12 young Somali-Australian university graduates across engineering, IT, finance, design and business as mentees, with 12 early-to-mid-career professionals (aged 25-40) from the Young AICC as their mentors. Pairs are matched based on a range of common factors including industry, goals and interests. The program will take place over five months, comprising formal monthly events, and fortnightly one-on-one meetings, focusing on a range of topics and skills development. Each monthly workshop will be held at Jacobs Engineering Group and will be run by expert external facilitators. Topics will include storytelling, emotional intelligence, team building, presentation, communication and networking skills, as CV preparation and online profile development.

The mentees are Muslim Australian men and women in their 20s and early 30s and live in Melbourne's north and west; the mentors are young professionals in their late 20s and early 30s from the Young AICC community.



# 2018 PROGRAM TIMELINE

**Workshop 1:** Tuesday 17 July, 6-8pm

**Workshop 2:** Tuesday 7 August, 6-8pm

**Workshop 3:** Tuesday 4 September, 6-8pm

**Workshop 4:** Tuesday 9 October, 6-8pm

**Workshop 5:** Tuesday 6 November, 6-8pm

All workshops will be held at Jacobs (Level 16, 452 Flinders St, Melbourne VIC 8009)

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## TIME COMMITMENT

Over five months there will be four evening workshops where all participants will come together to learn from external facilitators. Pairs are encouraged to meet at least once between these sessions.

Participants are expected to attend a minimum of 4 out of 5 workshops and (aside from in cases of emergency) must give at least 48 hours' notice if they are no longer able to attend.

# EXTERNAL FACILITATORS

## A GUIDING LIGHT FOR THE COMMUNITY

Each workshop will focus on specific hard or soft skills necessary to succeed in entering the workforce. These sessions will be run by external facilitators who are experts in their field.

The following people will be facilitating sessions in the 2018 Iftiin program:



### DR. PETER CEBON

University of Melbourne

Peter Cebon is Program Leader of the Innovation Practice Program at the University of Melbourne. Peter consults in corporate governance, as well as at the intersection of organisational design and innovation management more generally. Recent clients include CSIRO, Melbourne Water, and an ASX-listed corporation.

He taught innovation management and organizational behaviour at the Melbourne Business School for sixteen years until 2012 and was a Senior Research Fellow there until 2016. Prior to joining MBS, he worked at Harvard University and an institute of the ETH in Zurich.

He has published over 30 articles, teaching cases, and book chapters, and has edited two books, one on climate change, and the other on innovation in Australia. He was a founder of Transport Informatics Pty Ltd - a start-up which aimed to revolutionize the transportation of people and goods through the acquisition, management, and application of real-time data about people, objects, and vehicles.

He was a director of the Consumer Law Centre of Victoria from 1996-2002, and a director of Transport Informatics Pty Ltd from 2008-2012



## JIM HOUSTON

Composure Group

Jim Houston is an organisational consultant with over 15 years' experience consulting to organisations providing a broad range of psychological and consulting services including: executive coaching, leadership assessment and development, executive and board team facilitation, change management consultancy, training, and learning and development services. Prior to this Jim worked as a psychotherapist, and taught Gestalt Therapy at the Gestalt Institute of Melbourne.

Jim specialises in organisation structural design, leadership development programs and cultural change programs. His experience includes work within both the public and private sectors including finance, manufacturing, health, Victorian Government, local Government and the not-for-profit sector.



## TOM CANNY

Composure Group

Tom Canny is a consultant at Composure Group, working with corporate teams to facilitate understanding of the personal and interpersonal behaviours that shape strategic outcomes, and to explore factors of human behaviour and how it influences the performance of individuals, teams and organisations overall.

Tom's background is in youth leadership and teambuilding, holding roles at the Foundation for Young Australians, the Ardoch Foundation, and the Reach Foundation.



## QUENTIN FLOWERS *AM*

Jacobs

After a 26-year career in the Australian Army, with extensive experience in joint, inter-agency and multi-national security operations, Quentin joined Jacobs as a Security Consultant in 2006.

Quentin leads the business development of Jacobs' Defence and Federal business and his consultancy experience has traversed many project and business-leadership roles Vspanning public, private, transport, infrastructure, resources, and other sectors, both in Australia and overseas.



## KERI ANDERSON *MNZM*

Jacobs

Keri is an engineering consultant and former combat engineer in the New Zealand Defence Force. Kerri is one of the first female combat soldiers in the New Zealand army.

Her army unit experience and extensive experience in teambuilding led to her role at Team Rubicon Australia (TRA) where Keri united the skills and experiences of Defence Force veterans with first responders to rapidly deploy emergency response teams around the globe. Team Rubicon recruits, trains, equips, organizes and deploys veterans to aid in disaster response operations around the world.

TRA's mission is to stand-up the pre-eminent disaster response organisation in the Pacific Rim and in doing so change the narrative around Veterans.





## IAN SHRIVES

### Director and Founder CVA Consulting Group

Ian Shrives is the Founder and Director of CVA Consulting, a practice specializing in Organization Development with medium to large organizations - mostly in Australia. The areas of most common focus are Culture Change diagnosis, planning and implementation support and advice; Leadership Team development; leading significant Organizational Change initiatives. We are trusted advisors on organizational dynamics and change.

Ian is a published author with thirty years' experience in consulting, facilitating, executive-coaching, diagnosing organisational functioning and culture, leadership and team development, leading and advising on change initiatives.

Ian received the 1998 Polson Australian Consultant of the Year, and 2007 Human Synergistics: Transformation Consultant award.



## ALON CASSUTO

### Young AICC Chairperson

Alon founded the Young AICC in 2010 and has served as its Chairperson, leading the Young AICC's growth and building it into one of the most active and dynamic young business networks in Australia. Over the last 8 years, the Young AICC has seen hundreds of young leaders grow and develop through its programs, and thousands attend its networking events. Alon brings his unique insight into Israel's innovative start up ecosystem and experience leading multiple youth delegations to Israel.

As Culture and Leadership Consultant at Composure Group, Alon has worked with Australia's top executives and CEOs to transform their teams and organisations through the power of people, strategy and culture.

# PARTICIPANTS

## SOMALI-AUSTRALIAN MENTEES

The Young AICC is the young division of the Australia-Israel Chamber of Commerce. Its mission is to inspire, grow and connect Australia's future business leaders and to provide its 3000 Victorian members (aged 25-40) with opportunities to explore Israel's unique entrepreneurial and innovative culture.

TITLE	FIRST NAME	SURNAME	UNIVERSITY	DEGREE
Miss	Naima	Hashi	Charles Darwin University	Bachelor of Design (Architecture)
Miss	Amal	Ahmed	Latrobe University	Bachelor of Business (Human Resource Management)
Miss	Naima	Sharif	The University of Waikato	Bachelor of Business Analysis Finance major
Mr	Yassin	Kahin	Victoria University	Bachelor of Engineering (Honours) (Civil Engineering)
Mr	Mohamed	Yusuf	Deakin University	Bachelor of Commerce (Finance)
Mr	Noor	Mohamed	RMIT University	Bachelor of Engineering (Civil and Infrastructure) (Honours)
Miss	Sadia	Ibrahim	Victoria University	Masters of Teaching (Primary)
Mr	Abdiqifar	Ururshe	Victoria University	Bachelor of Electrical & Electronic Engineering
Miss	Xabsa	Mohamed	LA Trobe University	Bachelor of Business (Financial Planning)
Miss	Fardusa	Abdulaziz	Auckland University of Technology (New Zealand)	Bachelor of Business Majoring in Commercial law & Marketing
Mr	Abdirahman	Abdisamad	Wellington Institute of Technology (New Zealand)	Bachelor of Information Technology
Miss	Saadia	Dahir Ali	Latrobe University	Bachelor of Arts Majoring Sociology & Sustainable Development

## YOUNG AICC PROFESSIONAL MENTORS

TITLE	FIRST NAME	SURNAME	JOB TITLE/ROLE:	CURRENT EMPLOYER:
Miss	Anna	Savage	Associate (Architect)	Woods Bagot
Mr	Osher	Gutnick	Business Owner/CEO	4x4 Direct
Mr	Jeremy	Sher	Analyst	KPMG
Mr	Justin	Joffe	Senior Associate - Management Consulting	PwC
Miss	Samantha	Kontrobarsky	Consultant, Transaction Advisory	EY
Mr	Rotem	Hochman	Leadership Development Program Coordinator	RMIT University
Miss	Romy	Tobiansky	Primary Teacher	St Michael's Grammar School
Miss	Monique	Goodman	Pre-credit department	NAB
Miss	Gladys	Seah	Associate Private Client Advisor	Hewison Private Wealth
Mr	Gid	Meltzer	Retired lawyer	Self-employed
Mr	James	Zaidenberg	Public Services Account Executive	SAP
Mr	Kedem	Levy	Customer Lead - Commercial and Industrial	NextGen at EnergyAustralia

# RESOURCES

## OPEN DIALOGUE

1. Dialogue not discussion
2. Ask each other lots of 'why' questions
3. Be willing to challenge, stretch each other
4. Share personal stories and insights

## KNOWLEDGE

1. Prepare for meetings
2. Share articles
3. Read up on topics you discuss
4. Explore real-world case studies and experiences

## GROWTH

1. Set goals together
2. Assess challenges
3. Follow up discussion points and action plans from last meeting
4. Aim for growth

**G** **Goals** Help participants articulate what their goals are, what do they hope to achieve, what does success look like

**R** **Reality** Where are they today, what's the gap look like, how do they receive feedback, how do they take feedback

**O** **Obstacles** what could get in the way, what has got in the way in the past?  
**Options** what choices are there, how do they make the best choice, how have they made choices in the past

**W** **way forward** what tangible steps do they need to take, what can you do to help, what do they need to do, be specific on action steps

# WHAT IS MENTORING?

Mentoring is a protected partnership, which fosters the growth of skills, knowledge and practical advice to advance career development through positive encouragement.

Mentoring is a highly valuable developmental tool, based on the ability to teach and learn from each other. Effective mentoring works best with establishing consistency, mutual respect and development of a safe space to share ideas, knowledge and information.

## NEXT STEPS: WHAT IS EXPECTED FROM YOU?

### Mentee

**Be responsible.** Your mentor is willing to share wisdom, knowledge, skills and expertise, but it is your responsibility to initiate the first meeting with your mentor and lead the conversation.

**Decide exactly what it is you need mentoring on.** Most common areas to seek mentorship:

- **Academic guidance:** set a plan for your education to build your dream career
- **Finding a job:** writing resume, shining in the interview and getting your dream job
- **Developing your career:** breaking down steps to pursue your dream promotion
- **Personal development:** developing your personal brand, personality and skills for your career or business
- **Overcoming specific challenges**

**Put in the effort.** The very best mentors are the most interested in helping someone who is willing to learn and grow quickly. That doesn't mean you should accept any guidance blindly, but it does mean that there is no time for making excuses. An honest effort to understand and implement action items is required.

**Make notes & do your homework.** Write goals, clearly state your tasks to complete before the next meeting, monitor and discuss progress openly.

**Stay curious and proactive.** Don't sit back and wait, look for your answers, ask questions, make an action plan and be ready to step out of your comfort zone.

**Stay positive.** Believe in yourself and your mentor to get the most of your partnership.

## Mentor

**Be committed.** Your mentee has big hopes for this relationship. We advise that you have monthly meetings, however if you feel that extra meetings would be helpful and well appreciated, feel free to meet more often based on your availability.

**Listen and ask open-ended questions.** To provide valuable guidance and advice that is well received, it is necessary to first understand the mentee's needs, wants, feelings and their current situation. This can only come in the form of deep and implicit empathy and actively listening.

**Break-down steps.** Provide guidance to overcome challenges. Make sure your mentee understands how to break-down the steps towards the goal they aim to achieve. This involves making sure they know where to start and the tasks they need to complete before the next meeting. Monitor progress.

**Inspire.** Believe in your mentee personally and professionally, supplement their knowledge, skill gaps and help them learn and grow. Push them to take risks and navigate higher. Share your story.

**Stay positive.** Be honest and unafraid to tell the hard truths, but always end on a positive note. Help them find opportunities in their difficulties.

## HOW DO WE START?

### Mentee

Before the first meeting, write a vision of what you would like to see yourself achieving over the next 12 months and the next 5 years. This plan may include:

- Type of work
- Experience gained
- Position within organisation
- Personal skills and development
- Work – life balance
- Financial goals
- Other

If you feel like you have no clear vision, write your main strengths and weaknesses, your type of personality and your areas of interest. Your mentor may help you to find direction, however, it is more productive if you have a clear vision (even if you don't know how to get there).

## Mentor

Many mentors participate in this program to build on their coaching skills. The mentor may wish to review the following list of coaching attributes to consider their strengths and areas for improvement during the program. Mentors can also use this list to reflect on their coaching performance after each meeting.

- Reflective and active listening (attending, clarifying, and confirming)
- Checking for clear understanding through paraphrasing and questioning
- Showing genuine interest and empathy
- Providing honest and constructive feedback
- Maintaining a global view to accurately identify the importance of various challenges
- Accurately identifying feelings and emotions in the mentee
- Observing and checking personal assumptions, biases and stereotypes
- Suspending judgment
- Maintaining emotionally calm in difficult situations
- Modifying communication style to accommodate individual differences
- Adjusting to differences in cultural perceptions of time, space, authority and protocol

## FIRST MEETING CHECKLIST

- |                  |   |  |
|------------------|---|--|
| <i>As a Pair</i> | – | Get to know each other   |
| <i>As a Pair</i> | – | Share your stories: work experience, interests, hobbies, accomplishments |
| <i>Mentee</i>    | – | Explain the area you need mentoring on & why                             |
| <i>As a Pair</i> | – | Develop a long-term plan to achieve goals                                |

It is beneficial for the mentor to guide the mentee when developing the action plan to ensure the goals are realistic for the time frame and are within the boundaries of the mentors expertise and resources.

- |                  |   |   |
|------------------|---|---|
| <i>Mentor</i>    | – | Define little tasks for the mentee to complete for the next meeting |
| <i>Mentee</i>    | – | Takes notes (meeting minutes and action list)                       |
| <i>As a Pair</i> | – | Set the date for next meeting                                       |

## FOLLOW-UP SESSIONS

Develop a strategy and an understanding of how your mentee can reach their short and long-term career goals. Discussions may include:

### Personal & professional objectives

- Self SWOT analysis
- Short and long-term strategy for career progression and development
- What makes mentee different and appealing to an employer
  - These include approach, personality, activities outside direct work related topics, etc.
- Mentees strengths, weaknesses, areas of interest
- Other questions to discuss:
  - Am I going in the right direction?
  - What do I really wish to do?
  - What areas are taking my interest?
  - What do I need to do to get noticed?
  - What skills do I need to work on to get receive my next opportunity?
  - What networks do I need to establish?
- Another suggested approach to outcome oriented goal setting is to use The GROW Model; a simple yet powerful framework for structuring your mentoring sessions (provided in Appendix 4)

### Job search advice

- Revise CV, practice writing cover letter, research potential employers & strategies to approach them
- CV – how to structure, length, how to adapt to individual positions, what image to portray
- Cover letters – how to structure, length, addressing job criteria, how to stand out
- Job Ads how to identify if the job is right for you, identifying from the ad what is important to the employee and what exactly are they looking for
- Prepare for the interview
- What does a mentee say in 30 seconds to gain the attention of a potential employer



### Networking advice

- Prepare “elevator speech” that gains the interest of people during networking events
- Networking introductory techniques, topics to discuss and topics to avoid, who to talk to, where to network, maintaining a network, ways to strengthen a new contact made, developing business cards
- A good way to end the mentoring relationship would be to attend a network event together, allowing the mentor to provide support to the mentee as they put into practice everything they have learnt so far

Make sure you make an action plan after each meeting and follow the progress continuously.

# APPENDIX

## APPENDIX 1. MENTORING AGREEMENT

### Mentoring Partnership

This Mentoring Partnership Agreement is between:

	Mentor	Mentee
Name		
Email		
Phone		

### Purpose

The purpose of the Mentoring Partnership is:

.....

.....

.....

.....

### Goals

Your development focus:

1  
.....

2  
.....

3  
.....

4  
.....

What will the mentor do to assist or support the mentee?

1

.....

2

.....

3

.....

4

.....

5

.....

Signing below indicates that you have formulated the above agreement and you understand the terms of your mentoring arrangement.

**SIGNED BY:**

Mentor: ..... Date .....

Mentee: ..... Date .....



## APPENDIX 2. SELF SWOT ANALYSIS

SWOT Analysis is a useful technique that helps you identify your strengths and weaknesses, and analyze the opportunities and threats that flow from them. With a little thought, it can help you uncover opportunities that you would not otherwise have spotted. And by understanding your weaknesses, you can manage and eliminate threats that might otherwise hurt your ability to move forward.

Honesty is crucial, or the analysis will not generate meaningful results. With that in mind, try to see yourself from the standpoint of a colleague or a bystander, and view criticism with objectivity.

Begin by identifying your **strengths**. These are the traits or skills that set you apart from others. Questions to ask include:

- What are you good at naturally?
- What skills have you worked to develop?
- How strong is your network of connections?
- What do other people see as your strengths?
- What values and ethics set you apart from your peers?

The next step is **weaknesses**. This part examines the areas in which you need to improve and the things that will set you back in your career. Questions to consider include:

- What are your negative work habits and traits?
- Does any part of your education or training need improving?
- What would other people see as your weaknesses?
- Where can you improve?
- What are you afraid to do or most likely to avoid?
- What negative feedback about your personality or work habits have you received?

For the **opportunities** section, look at the external factors you can take advantage of to pursue a promotion, find a new job or determine a career direction. Questions to examine include:

- What is the state of the economy?
- Is your industry growing?
- Is there new technology in your industry?
- Is there new demand for a skill or trait you possess?
- What are the biggest changes occurring in the current business environment?
- Have you received feedback about new services you could provide, or ways to improve your manner?

Finally, look at any **threats** to your career growth. This part takes into account the external factors that could hurt your chances to attain your goals. The factors to take into account include:

- Is your industry contracting or changing directions?
- Is there strong competition for the types of jobs for which you are best suited?
- Do your weaknesses inhibit your ability to rise in your company or change jobs?
- What is the biggest external danger to your goals?
- Are there any new professional standards you cannot meet?
- Are there any new technology, education or certification requirements that will impede your progress?

Finding the necessary objectivity to conduct a personal SWOT analysis can be a challenge. For this reason, it is a great exercise to invite your mentor to review your ideas for accuracy.

## APPENDIX 3. GROW MODEL

GROW stands for:

- Goal
- Current Reality
- Options (or Obstacles)
- Will (or Way Forward)

A good way to think about the GROW Model is to think about how you'd plan a journey. First you decide where you are going (the goal), and establish where you currently are (your current reality). You then explore various routes (the options) to your destination. In the final step, establishing the will, you ensure that you're committed to making the journey, and are prepared for the obstacles that could meet you on the way.

The GROW Model assumes that the mentor is not an expert in the mentee's situation. This means that the mentor should act as a facilitator, helping the mentee select the best options, and not offering advice or direction.

The below are thought starters when using the GROW Model:

### Goal

- How will you know when you have achieved the goal? How will you know that the problem or issue has been solved? Establish a timeframe for your goal (e.g. I will be in a new role in 6 months)
- Does this goal fit with your overall career objectives?

### Current Reality

- What is happening now (what, who, when, and how often)? What is the effect or result of this?
- Have you already taken any steps towards your goal?
- Does this goal conflict with any other goals or objectives?

### Options (or Obstacles)

- What else could you do?
- What if this or that constraint were removed? Would that change things?
- What are the advantages and disadvantages of each option?
- What factors or considerations will you use to weigh up the options?
- What do you need to stop doing in order to achieve this goal?
- What obstacles stand in your way?

### Will (of Way Forward)

- So, what will you do now, and when? What else will you do?
- What could stop you moving forward? How will you overcome this?
- How can you do to keep yourself motivated?

