



THE UNIVERSITY *of* EDINBURGH  
Learning and Development

# Mentoring and making connections using Platform One





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## Introduction to mentoring and making connections

The University launched the **Mentoring Connections programme** in 2014, connecting Mentees with Mentors and providing support to enable effective mentoring relationships.

Launched in 2018, **Platform One** is the university's digital community; an online platform that allows students, staff and alumni to gather together in a single location and share advice, knowledge and experiences.

Platform One is now the new staff Mentoring Connections platform. Using Platform One widens the opportunities for connections to be made across the University, and offers something new to an already successful programme.

The move to Platform One brings some changes to the way mentoring is offered in the University. This guide explains the registration process and gives information about how the Platform works, with hints and tips for writing an effective profile.

To keep things simple, the various types of mentoring and connections which can be made are referred to simply as **'support'**.

General guidance and resources to help staff have effective Mentoring relationships are provided by the University Mentoring Connections team on the [Mentoring Connections website](#).

If you have any queries please email [LearningandDevelopment@ed.ac.uk](mailto:LearningandDevelopment@ed.ac.uk).

## Registration process – Platform One

Everyone on Platform One has a profile. We recommend that you set one up and spend a little time getting to know the other people who have already joined.

To do this go to [www.ed.ac.uk/platform-one](http://www.ed.ac.uk/platform-one) and use the red Alumni, student & staff sign in option:

Follow the on screen registration process.

## Updating your profile

Having a well completed profile is really important for people to understand what you have to offer and to help them choose you to support them. You can update your profile at any time and it's not linked to any of our existing University systems so you're completely in control. If you're already on LinkedIn, a Platform One profile is easy to set up as you can choose to pull through your LinkedIn information.

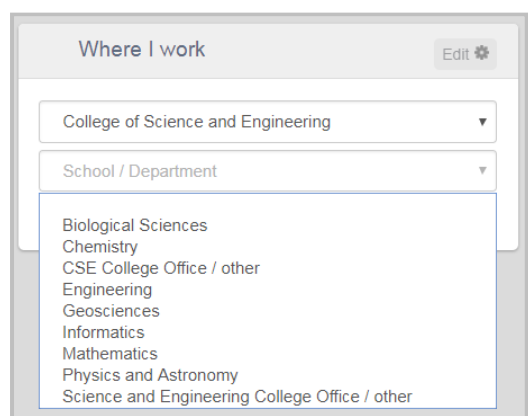
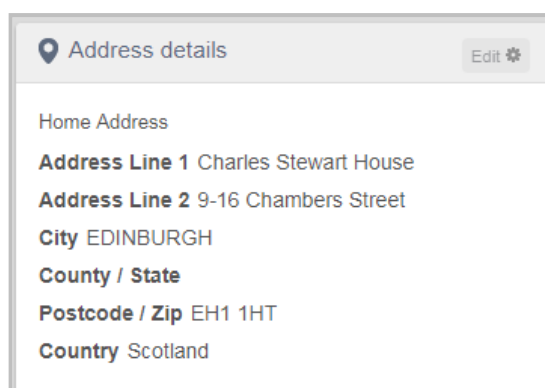
### Some suggestions for updating your profile:

If you do choose to pull through your LinkedIn profile, you might want to update this as it often has quite a cold or corporate tone. We'd suggest that your Platform One profile has a friendlier more familiar tone as only staff, alumni, students and a few selected friends of the University will be able to see it.

Click on **Edit** to update the contents of any of the boxes:

### Address details:

Although the box states "Home Address" and other users can't see the specific address, we suggest entering your base location for work instead of your home address. This will help people to find your work location using the map functionality,



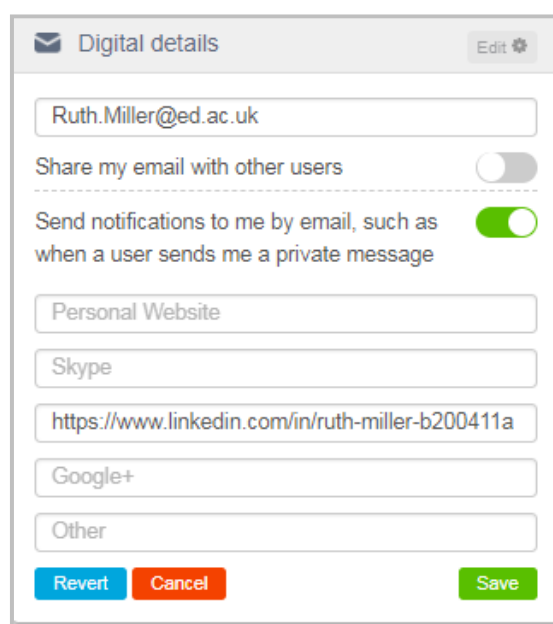
### Where I work:

This section is only available for University staff. You can choose which of the Colleges or Professional Services Groups you're based in, and School or Department.

This is a really useful feature for people specifically looking for support from a colleague in a particular area of the University as this is also a search filter option on support profiles.

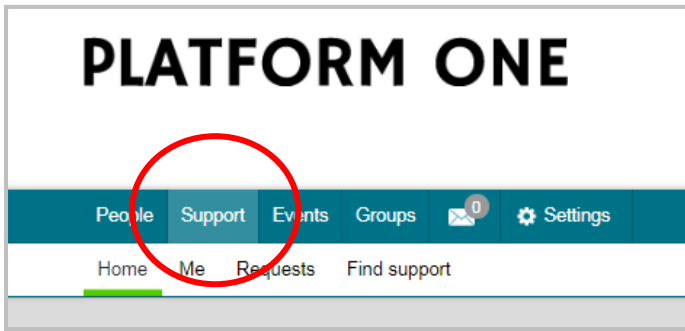
### Digital details:

Use the Digital details section to add links to online information you have, such as your researcher profile or professional website. This is also where you can set your email preferences for the platform:



## Offering and receiving support

Anyone who would like to make a connection through Platform One will be either looking to offer or receive support and many will look for both. To do this, you need to click on the **Support** section:



You will be asked to agree to the Terms and Conditions of One to One support (everyone looking for OR offering support must agree to this):

### Terms and Conditions for One to One

Please indicate your acceptance of these terms at the bottom of the page.

#### What support means

Support could be advice, opinion, learning, inspiration, ideas, plans, possibilities, personal reflection, thoughts, acting as a sounding board, sharing expertise, mentoring, coaching...

Areas of support could relate to a career, profession, sector, industry, experience or more generally, your interests, personal development, life experience...

Support will be One to One:

- Find someone who can offer you support.
- Offer One to One support to others.

With any luck, you will be open to both!

#### In seeking support:

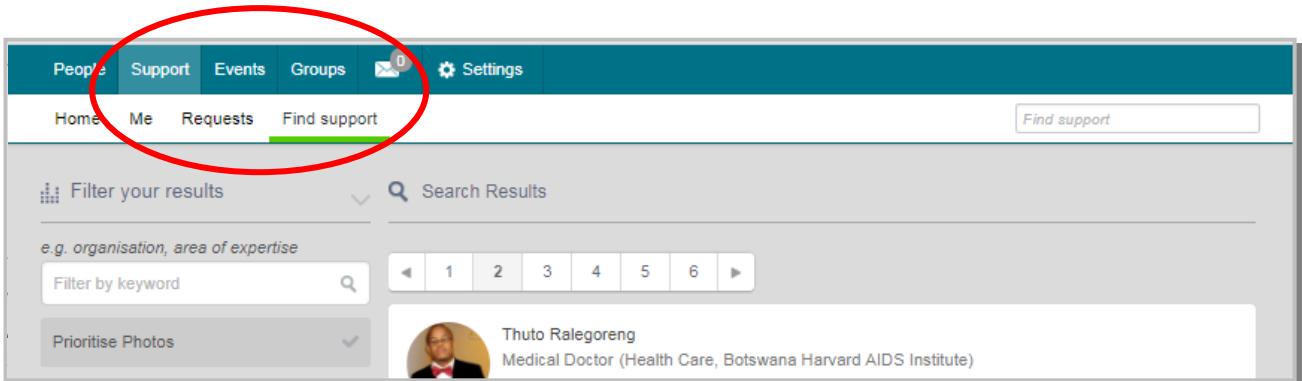
- I understand that any advice I receive is solely for the purpose of supporting me in my personal and professional development. I agree that I will not rely on this advice and/or statements as legal advice nor as a substitute for my own independent judgement or opinions;
- I will agree parameters and intended outcomes at the outset and maintain a professional and appropriate level of communication throughout the relationship; mindful of my role in maintaining the University's reputation;
- I will keep any personal information I receive confidential and will contact [dasusers@ed.ac.uk](mailto:dasusers@ed.ac.uk) if I have any concerns about a relationship.

#### In offering support:

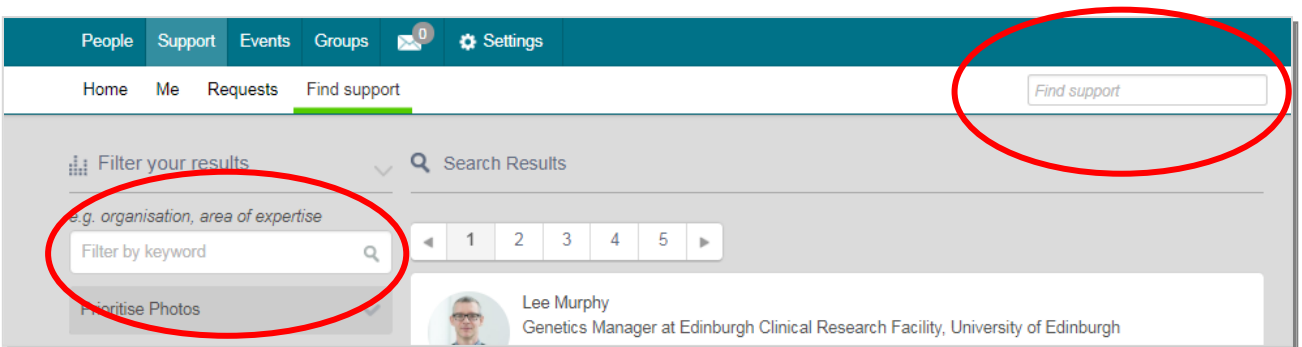
- I understand that those seeking informal support will not rely on my advice and/or statements as legal advice, nor as a substitute for their own independent judgement or opinions.
- I will maintain an altruistic relationship, providing personal insights and advice in good faith, and not seek to make financial or commercial gain, or to sell or promote products;
- I will agree parameters and intended outcomes of the relationship at the outset and maintain a professional and appropriate level of communication and support throughout;
- I will keep any personal information I receive confidential and will contact [dasusers@ed.ac.uk](mailto:dasusers@ed.ac.uk) if I have any concerns about a relationship.

## Looking for support

You can now search Platform One to find anyone offering support. To see the profiles of people offering support, click on **Support > Find support**:



You can then use the **Filter by keyword** and **Find support** options to narrow down to a specific skill, for example:



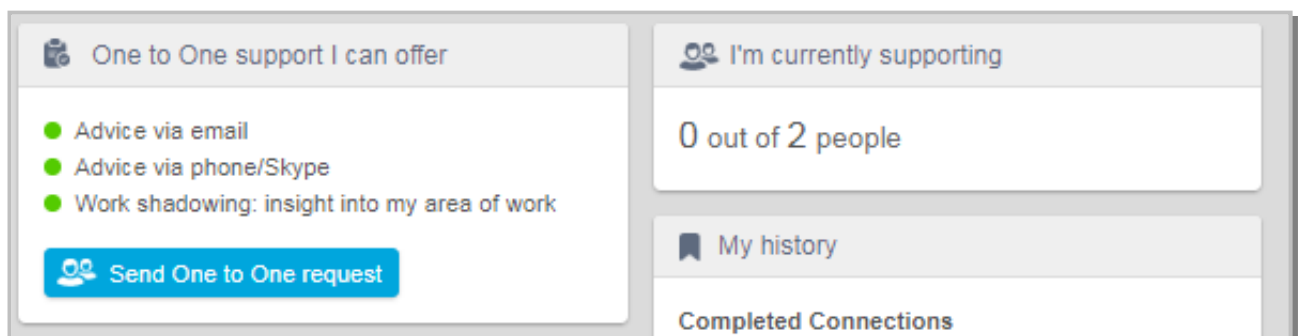
## Looking for an Aurora mentor

Please note – if you are a confirmed delegate on the Aurora programme looking for a mentor, you should search using **#AuroraMentor**. Alternatively if you find someone through the normal search functionality who you would like to mentor you on the programme that is also fine.

## Requesting support / making a connection

When you click on an individual's profile, you will be able to see how many people they're already supporting. If the person is currently supporting their maximum number of people, you can still send them a query but they may not be able to support you immediately.

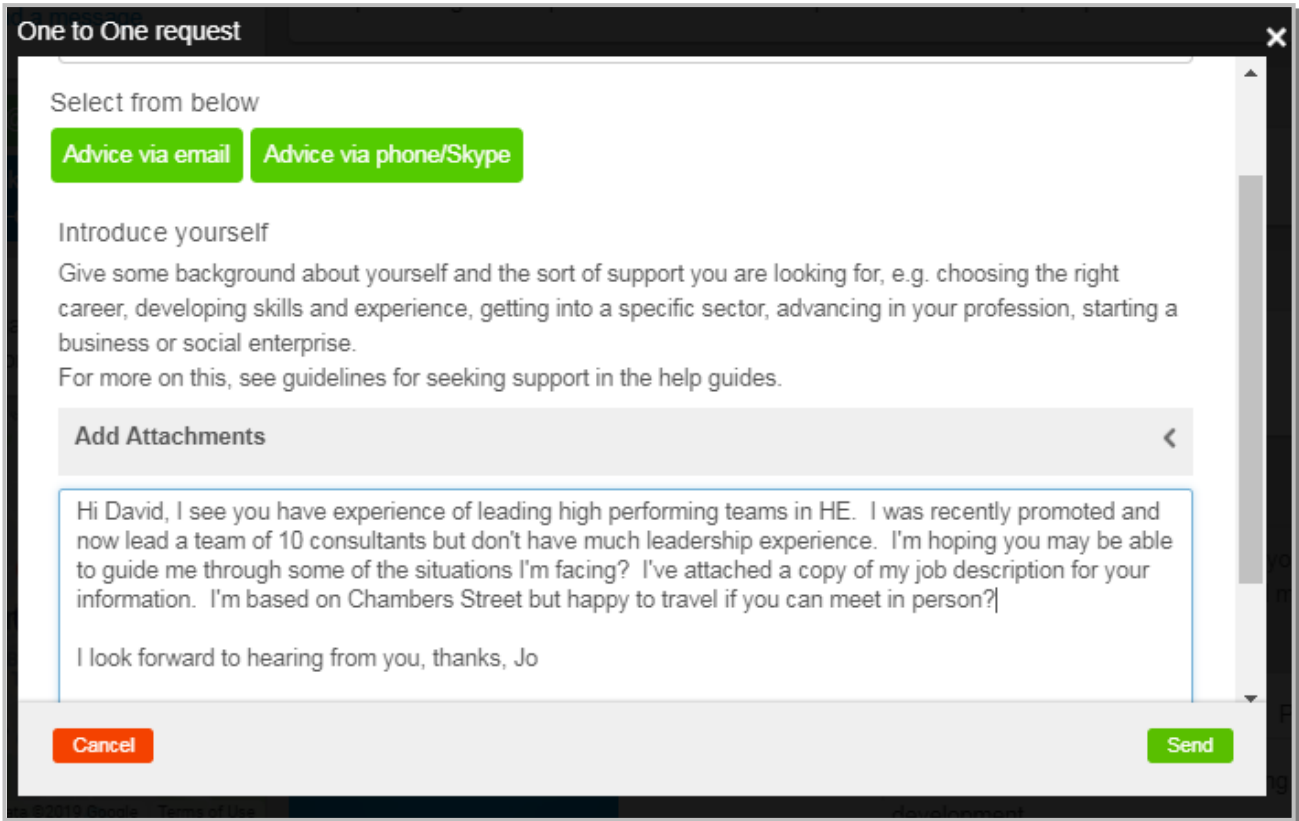
Click on the Send One to One request to connect with them and follow the on screen instructions:



## Sending a One to One request

This will be your first introduction to your potential new Mentor so it's important to give them an idea of what you are looking for and how you think they will be able to help you.

You need to select from the advice options (via email – phone/Skype etc) however if you feel meeting in person would be useful you can suggest this also.



One to One request

Select from below

Advice via email Advice via phone/Skype

Introduce yourself

Give some background about yourself and the sort of support you are looking for, e.g. choosing the right career, developing skills and experience, getting into a specific sector, advancing in your profession, starting a business or social enterprise.  
For more on this, see guidelines for seeking support in the help guides.

Add Attachments

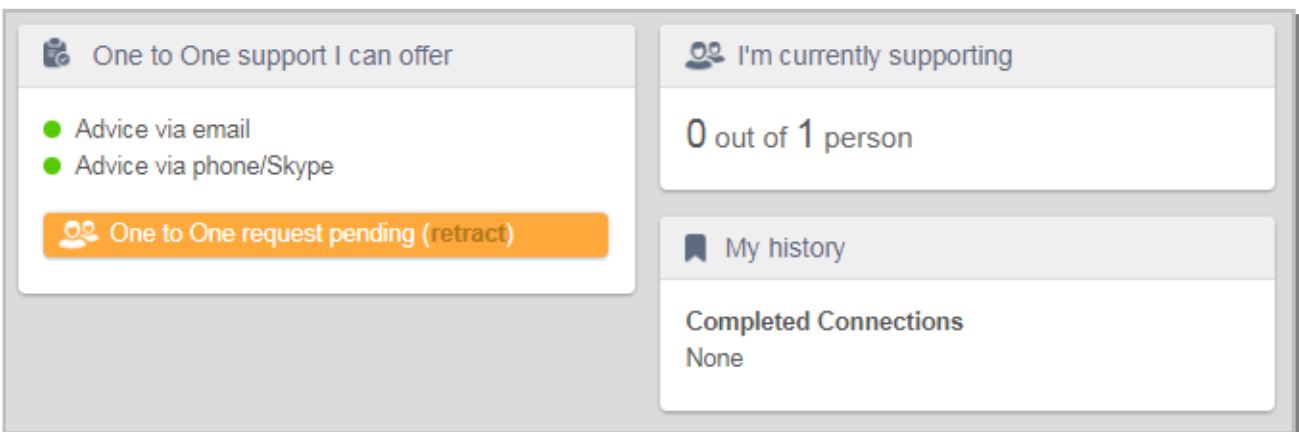
Hi David, I see you have experience of leading high performing teams in HE. I was recently promoted and now lead a team of 10 consultants but don't have much leadership experience. I'm hoping you may be able to guide me through some of the situations I'm facing? I've attached a copy of my job description for your information. I'm based on Chambers Street but happy to travel if you can meet in person?

I look forward to hearing from you, thanks, Jo

Cancel Send

This will send a private message to the person through Platform One (and via email if they have this set in their digital details section – see page 2).

You will then be able to see and track your One to One request through Platform One



One to One support I can offer

- Advice via email
- Advice via phone/Skype

One to One request pending (retract)

I'm currently supporting

0 out of 1 person

My history

Completed Connections

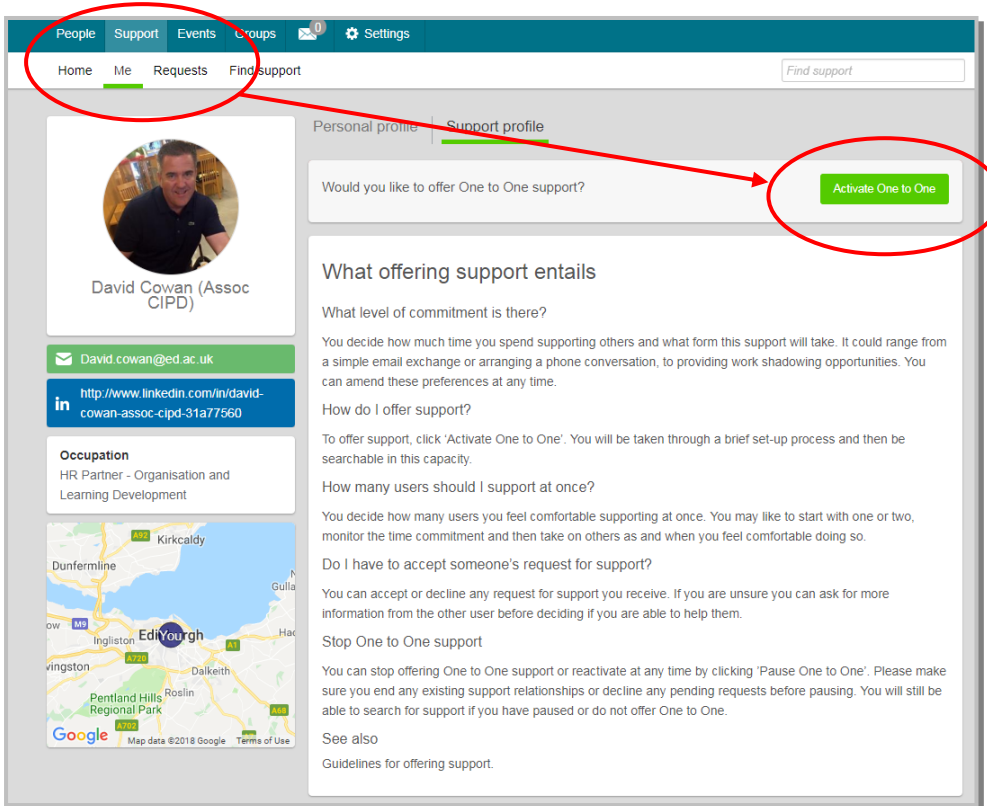
None



## Offering Support / registering as a Mentor

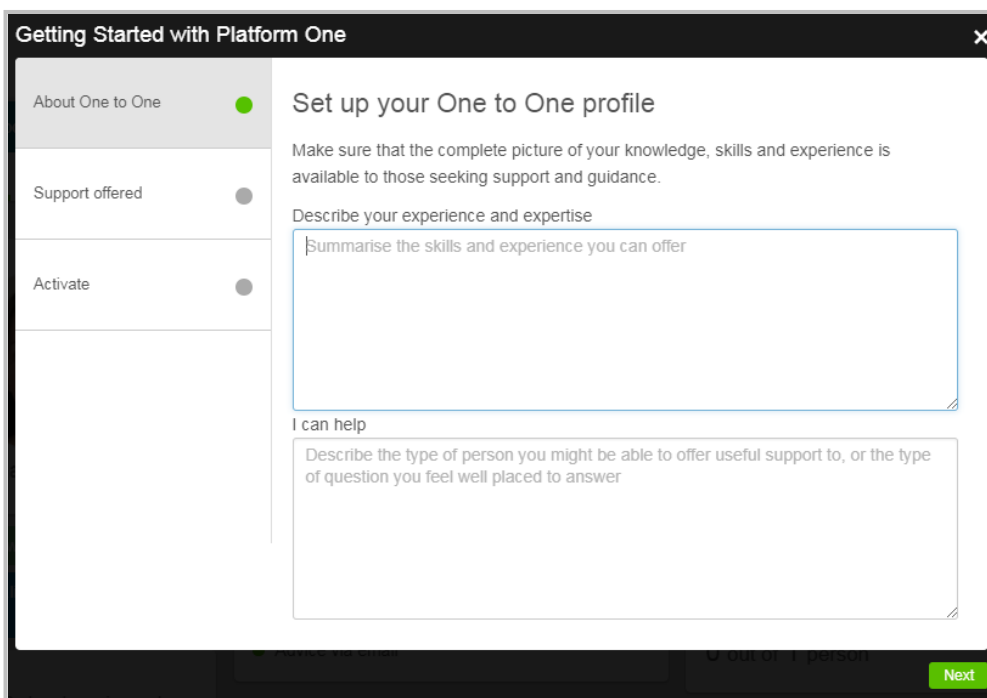
To offer support, click on Support > Me > **Activate One to One**.

This will show you a further message outlining what offering support entails:



You will be asked to create your One to One profile. First, describe your experience and expertise.

Include a description of the type of person you can help. For instance, you may wish to support only other staff members, or staff from out with your area, or you may wish to encourage early career academics, Professional Services staff, females on the Aurora programme etc.

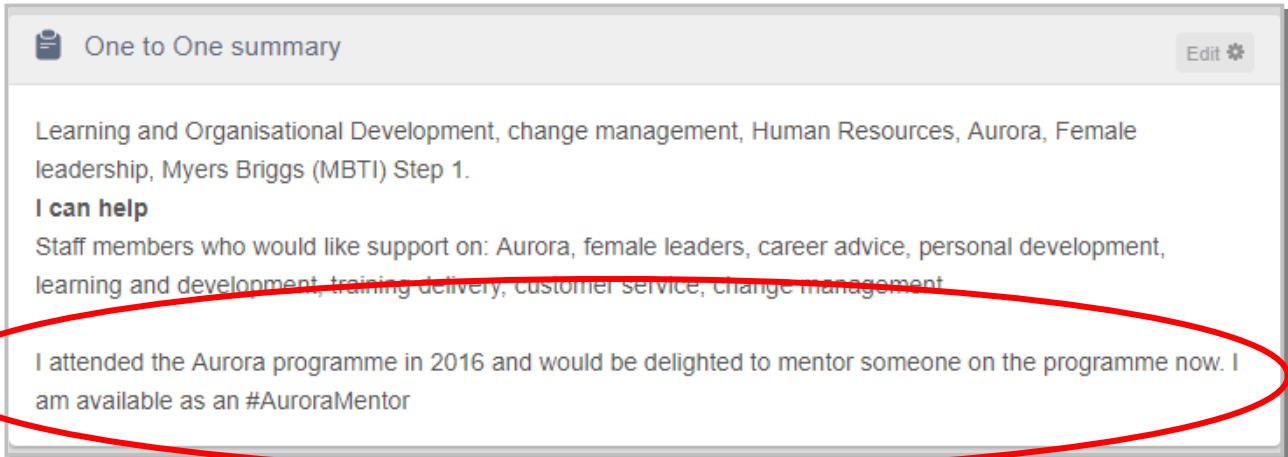


NOTE: Platform One is open to all UoE staff, students and alumni (anyone who has an EASE login).

You may therefore choose to support only some of these groups. If so, make this clear in the statement of who you can help.

## Identifying yourself as an Aurora Mentor

If you would like to offer your services as a mentor to someone on the Aurora programme, you should ensure **#AuroraMentor** is recorded on your support profile. We would suggest including this phrase in both your One to One summary and as a phrase in your expertise section:



The screenshot shows a profile section titled "One to One summary" with an "Edit" button. The text includes: "Learning and Organisational Development, change management, Human Resources, Aurora, Female leadership, Myers Briggs (MBTI) Step 1." followed by a bold heading "I can help" and a list of areas of support. The final paragraph, which is circled in red, states: "I attended the Aurora programme in 2016 and would be delighted to mentor someone on the programme now. I am available as an #AuroraMentor".

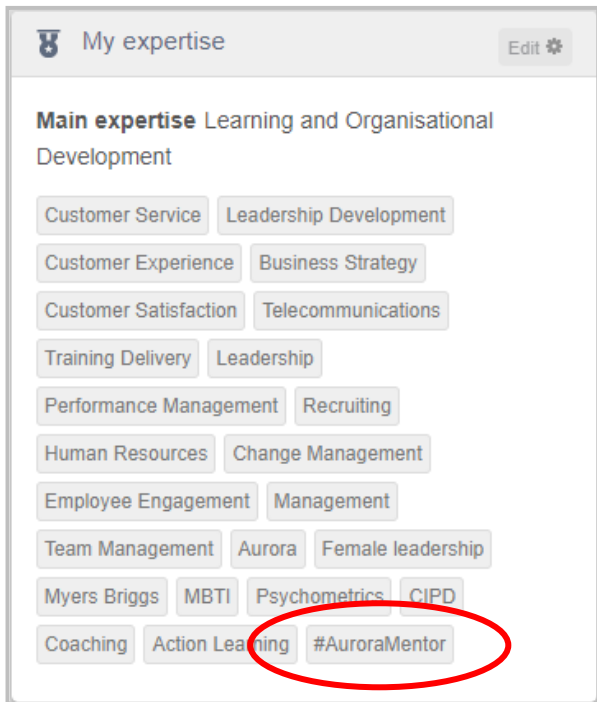
One to One summary Edit

Learning and Organisational Development, change management, Human Resources, Aurora, Female leadership, Myers Briggs (MBTI) Step 1.

**I can help**

Staff members who would like support on: Aurora, female leaders, career advice, personal development, learning and development, training delivery, customer service, change management.

I attended the Aurora programme in 2016 and would be delighted to mentor someone on the programme now. I am available as an #AuroraMentor



The screenshot shows a profile section titled "My expertise" with an "Edit" button. It lists "Main expertise" as "Learning and Organisational Development" and displays a grid of skill tags. The tag "#AuroraMentor" is circled in red.

My expertise Edit

**Main expertise** Learning and Organisational Development

Customer Service Leadership Development

Customer Experience Business Strategy

Customer Satisfaction Telecommunications

Training Delivery Leadership

Performance Management Recruiting

Human Resources Change Management

Employee Engagement Management

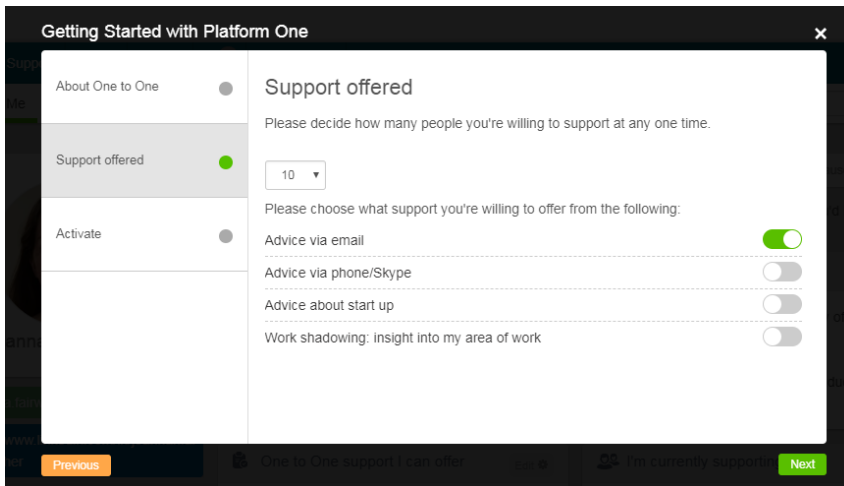
Team Management Aurora Female leadership

Myers Briggs MBTI Psychometrics CIPD

Coaching Action Learning #AuroraMentor

## Levels of support

You can then choose the level of support you are comfortable offering. This can vary between 1 and 10 individuals at the same time. You can change this in the future if you want to increase or decrease your level of support. You can also put your support profile on hold if you wish.



Click on the button(s) to indicate which of the options you are happy to support.

This example shows support for up to 10 people, via email.

You may choose to offer multiple types of support.

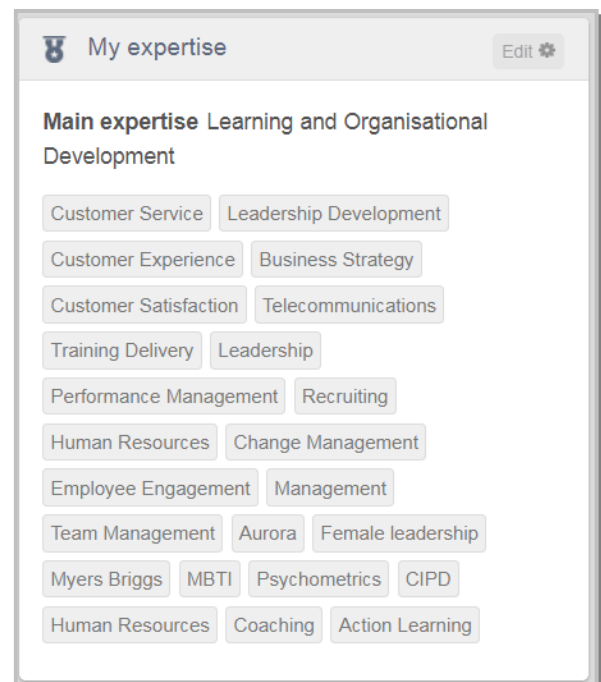
**Note:** although these are anticipated initial communication methods, we encourage you to have face to face mentoring meetings too.

## My Expertise

When you create a Support profile, you will also be asked to complete your **expertise** box. This is one of the most important areas as these key words are what Mentees will use to search for you.

### Commonly searched for terminology includes:

- ✓ #AuroraMentor
- ✓ Career development
- ✓ Leadership
- ✓ Academic
- ✓ Funding
- ✓ Fellowships
- ✓ Research progress
- ✓ Careers beyond academia
- ✓ Connections / networks
- ✓ Collaboration
- ✓ Work life balance
- ✓ Management
- ✓ Strategy/strategic
- ✓ Mother
- ✓ LGBT+
- ✓ BME
- ✓ Family
- ✓ Aurora
- ✓ Technician's commitment



If any of these apply to you then it would be useful to mention them in your support profile. We suggest including as many key words as possible – you'd be surprised what some people look for in a Mentor!

## Activating your Platform One Support profile

Once you have completed this process, your Support profile is activated and available for anyone on Platform One to view.

You can view your profile under **Support > Me** and it will look something like this:

The screenshot shows a user's support profile with the following sections and callouts:

- Personal profile | Support profile** (Active tab)
- One to One summary**: A text box containing the user's experience and expertise. Callout: "Your experience and expertise section".
- I can help**: A text box describing the user's availability to help. Callout: "Who you are available to help".
- One to One support I can offer**: A list of support types:
  - Advice via email
  - Advice via phone/Skype
  - Advice about start up
  - Work shadowing: insight into my area of work
 Callout: "Type of support you are available to provide". A "Send One to One request" button is also present.
- I'm currently supporting**: Shows "0 out of 10 people". Callout: "Maximum number of people you can support concurrently".
- My history**: Shows "Completed Connections: None". Callout: "Number of connections you've completed through Platform One already".
- My expertise**: A list of keywords: Biochemistry, Cell Based Assays, Teaching, Research, Molecular Biology, Life Sciences, Cell Culture, Cell Biology, Science, Cell, Immunology, Chemistry, Lifesciences, PCR, Pharmacology, Animal Models. Callout: "Keyword list of your expertise".
- My history (pop-up)**: Shows "Completed Connections" with two entries: "Completed 2 months ago" and "Completed 3 months ago". Callout: "NOTE: others will not be able to see who the connections were with".

The "Digital details" form includes the following fields and options:

- Digital details** (with an "Edit" icon)
- Email: Ruth.Miller@ed.ac.uk
- Share my email with other users:
- Send notifications to me by email, such as when a user sends me a private message:
- Personal Website:
- Skype:
- https://www.linkedin.com/in/ruth-miller-b200411a
- Google+:
- Other:
- Buttons: Revert, Cancel, Save


Anyone who is interested in connecting with you will use the **[Send One to One]** request button to send you a message. You will receive the message in line with the Digital details preferences you set up during the initial registration process.

## What makes a good Support profile?

We would really like your Support profile to reflect who you are as a person as well as showing your career or key skills, qualities and the support you can offer. So, we expect your profile to be as unique as you and there is no one right way of completing it.

We would suggest using as many key words as possible within the “My Expertise” section and making the One to One summary as clear as possible.

### Here are some examples of current profiles:

 One to One summary


I am a newly qualified coach, and have 20 years of professional experience. I worked freelance in Film and Television production for 10 years, followed by 4 years as Business Development Manager for a charity, and for the last 5 years in Higher Education, with experience at Edinburgh Napier University, Edinburgh College of Art and two schools at the University of Edinburgh: School of Social and Political Science and School of Philosophy, Psychology and Language Science.

I am passionate about working in Higher Education, and am motivated by the opportunity to support students and staff with my experience and skills. I have delivered multiple complex projects, and have experience of managing budgets, contracts, HR, line management, events, workshop delivery and training, and much more.

Jack of all trades, master of none!

**I can help**  
Do you have a knotty problem, that would be good to work out?

Through my experience as a coach, I can offer a mentee a safe space to discuss their current role. I can also offer support for developing your role or an ambition to move roles, either transitioning sideways or plans for a promoted post.

 One to One summary

I have worked in library liaison and academic support roles in HE libraries for nearly twenty years, with expertise in digital libraries, Information literacy teaching, and theological libraries. I have also led on Special Collections projects and worked to support and develop historic library collections.

I am a graduate of the Aurora programme for women in HE and interested in work / life balance. At home, I am mum to three boys, and have worked several different part time and full time patterns.

I am a mentor for CILIP Professional Registration and can advise on this process.

I am a Trustee of CILIP Scotland and have a wider awareness of CILIP's work, policies and strategies

**I can help**  
Colleagues in the early stages of library careers looking to make a next step  
Colleagues with young families exploring questions about work life balance  
Colleagues undertaking a postgraduate qualification in Library and Information Studies  
Colleagues interested in Chartership or Fellowship with the Chartered Institute of Library and Information Professionals (CILIP)

**One to One summary**

I have a keen interest (and experience) in supporting people consider their next steps in their career. I enjoy helping people understand what motivates them and also what holds them back.

Working in an Organisation Development role is fantastic. It is so varied allowing me to work with talented staff and help develop strategies to support individuals across the University now and into the future. I am currently working on career development support for the technical community under the Technician Commitment. I am also working on central induction support and pulling together leadership development opportunities available.

I recently completed my psychometric testing BPS Level A and P. So along with now understanding how to find out the standard deviation (ahhhh) I am interested in sharing ideas and thoughts on the benefits of personality profiling for individual and team development.

**I can help**

- Staff who are wanting to think about their careers and next steps.
- New staff who are keen to get off to a good start in the University.
- Technicians looking for learning and development support.
- Students and staff interested in finding out more about roles available in Organisation Development.
- Share ideas with staff about psychometric testing.

## Pausing support

You can put your support profile on hold at any time by clicking on the Pause One to One button on the top left of your Support profile.

The screenshot shows the 'Support profile' page. At the top, there are navigation tabs: People, Support, Events, Groups, and Settings. Below these are sub-tabs: Home, Me, Requests, and Find support. A search bar labeled 'Find support' is on the right. The main content area has two tabs: 'Personal profile' and 'Support profile'. A button labeled 'Pause One to One' is circled in red in the top right corner of the 'Support profile' section. Below the tabs, there is a description: 'Your support profile sets out what One to One support you're willing to offer other users and how you'd like to manage this.'



The screenshot shows the 'Support profile' page after pausing. The 'Support profile' tab is still selected. A green button labeled 'Activate One to One Now' is visible in the top right. A prominent notification box with a red border and an orange exclamation mark icon contains the text 'One to One paused'. Below the notification, the same description as in the previous screenshot is visible: 'Your support profile sets out what One to One support you're willing to offer other users and how you'd like to manage this.'

Your support profile will now not be visible to anyone using the Find support option. You can decide if/when to switch this back on again.