

Trailblazer Mentorship FAQ



“I did not get matched with a mentor so I was wondering if there were qualifications or requirements that caused me to not be matched with a mentor?”

We had an overwhelming response of mentee applications and have a mentor shortage. This is not an indication of your application in any way. We will move your application to the next cycle in a month and hope that more mentors apply so you can be matched!

“I am a new mentor - how do I go about helping my mentee?”

Welcome! We recommend that you check out the **Mentor Playbook** and **Career Resources Playbook** located under “Group Files” in our [Trailblazer Mentorship Community page](#). In addition, “Trailblazer Mentorship - Giving Back Through Mentoring” can be viewed on demand at Trailhead Live [here](#).

“I am a mentee - how do I go about preparing to meet with my mentor?”

Welcome! We recommend that you check out the **Mentee Playbook** and **Career Resources Playbook** located under “Group Files” in our [Trailblazer Mentorship Community page](#). In addition, “Trailblazer Mentorship: Mentee Welcome, Resources, and Tips for Success” can be viewed on demand at Trailhead Live [here](#).

“I did not get matched with a mentee. How do I look into volunteer opportunities in the Trailblazer Community?”

We suggest contacting your local Trailblazer Community group for volunteer opportunities or check out the [BAM Program](#) which provides tools and resources for you to host a Salesforce learning event in your community. You may be matched with a mentee in the next matching cycle.

“I just applied to be a mentor/mentee? When do I get started?”

Each mentoring cycle begins at the beginning of the following month, e.g. if you apply in January, the next cycle begins early February. You will receive an email notification of whether or not you’ve been matched at the beginning of the following month. Please keep in mind that matches are made based on availability of mentors/mentees in your area.

“My mentee reached out to me, but I did not get any notification from Salesforce?”

You should have received an email at the beginning of the month for that month’s cycle. If you did not get an email, we recommend you check your spam/junk email folder or search for an email from trailhead@mail.salesforce.com.

“Can I promote the program within my community?”

We love for you to spread the word on Trailblazer Mentorship. More information on the program including how to apply is available [here](#). We also encourage for more mentors to apply as we have a shortage of mentors.

“I tried to reach out to my mentor via the email provided but I have not heard back?”

We recommend you try searching for your mentor on LinkedIn. If you still have not heard back, please notify us at trailblazermentorship@salesforce.com and we can move your application to the next cycle and match you with another mentor if there are mentors available in your area.

“I am a mentor but I have not heard from my mentee.”

We have requested that mentees reach out to mentors, but if you have not heard from your mentee, please feel free to reach out to them via the email provided or on LinkedIn. If you still have not heard back, please notify us at trailblazermentorship@salesforce.com and we can move your application to the next cycle and match you with another mentee if there are mentees available in your area.

“Where do I provide feedback if I have recommendations for improving this program?”

We love feedback and are constantly looking for ways to strengthen this program. You can email us at trailblazermentorship@salesforce.com.

“How can I share success stories and encourage more mentors or mentees to apply?”

Please share your journey on social media channels such as Twitter and LinkedIn. You can use the hashtag #trailblazermentorship and check out other stories as well!

“I’m a Salesforce employee, can I apply to be a mentor or mentee?”

At this time, this program is for external community members outside Salesforce the company. This is to promote careers in the Salesforce ecosystem for our customers and partners, and avoid confusion with applying for jobs at Salesforce the company.