



## Ongoing Mentor Training

May 17, 2018

# 2018 Collaborative Mentoring Webinar Series Planning Team

The Collaborative Mentoring Webinar Series is funded by the **Office of Juvenile Justice and Delinquency Prevention** through the National Mentoring Resource Center and facilitated in partnership with MENTOR:  
The National Mentoring Partnership



# Good to Know...

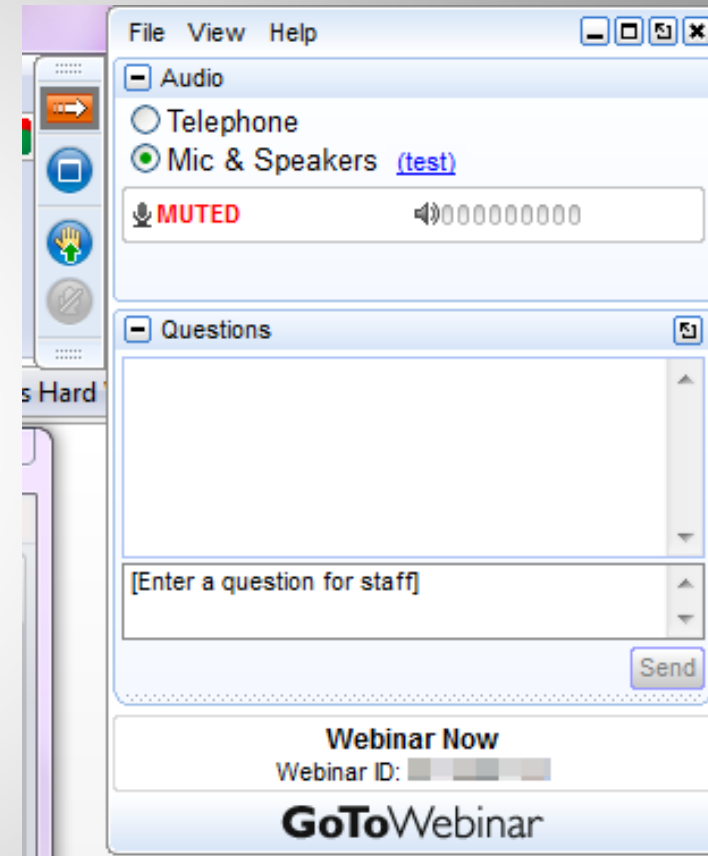
**One week after the webinar, all attendees receive an email with:**

- Instructions for how to access a PDF of presentation slides and webinar recording
- Link to the Collaborative Mentoring Webinar Series webpage, where all slides, recordings and resources are posted

**Please help us out by answering survey questions at the end of the webinar.**

# Participate in Today's Webinar

- All attendees muted for best sound
- Type questions and comments in the question box
- Respond to polls
- Who is with us today?



# Today's Webinar

- Judy Strother Taylor
- Wesley West, M.Ed.
- Jerry Sherk, M.A.

**Q & A throughout the presentation  
(use the Q & A panel)**

# Judy Strother Taylor



- Mentoring Consultant for OJJDP's National Mentoring Resource Center and the California Mentoring Partnership
- 40 years of experience in human services
- Former Director of Mentoring Services for the U.S. Department of Education Mentoring Grant

# Wesley West, M. Ed.



- Coordinator HS Project Arrive Group Mentoring Program, Mentoring For Success
- Facilitated Groups and Managed Programs for over 15 years in South Florida, Chicago, and San Francisco
- Elementary Public School Teacher in Chicago Public Schools and San Francisco Unified School District

# Jerry Sherk, M.A.

- Owner/operator of Mentor Management Systems, a California-based consulting firm
- Almost 25 years of experience as a youth mentoring consultant and trainer
- Through OJJDP's National Mentoring Resource Center and the California Mentoring Partnership, Jerry has provided TA and training to hundreds of mentoring programs
- Jerry was a school counselor, and he also developed and implemented mentoring programs in San Diego City Schools



# Training Topics

- Overview of Ongoing Training
- Benefits of Providing These Trainings
- Overcoming Obstacles (e.g. Mentor Attendance)
- Supervision Strategies
- Various Interactive Exercises
- 12 Modules / Curriculum for Ongoing Training
- Ongoing Training for Group Mentoring
- Resources for Developing Ongoing Training

# Ongoing Training -- Overview

- Terminology: “ongoing, advanced, post-match, in-service, mentor roundtables”
- Effective Practices on Ongoing Trainings
- Formats: Individual and Group Mentoring
- Not all programs provide ongoing training
- Attendance for these trainings is sporadic
- Few Internet resources on Ongoing Training and little research

# The Research Says

Martin, S.M., & Sifers, S.K., (2012) -- This study highlights the importance of quality training.

- Agency support could be more frequent in the beginning of a relationship to provide more support in the critical beginning stages of a mentoring relationship...

NMRC website – “Post-match Training for Mentors”

-- “Insufficient Research on Post-match Training”

Common Sense = Ongoing Training is helpful!

# Benefits of Ongoing Training (1)

- Educate and remind mentors of basics
- Introduce advanced topics
- Provide monitoring and support—help to problem solve
- Become aware of “patterns,” e.g. mentee behaviors, parent dynamics, unrealistic expectations, problems with boundaries

# Benefits of Ongoing Training (2)

- Monitor mentors who are not upholding their commitments, program rules
- Revise initial trainings (and supervision) based on what's seen in ongoing trainings
- Encourage mentors to recruit friends
- Acknowledge, reward, praise, thank and encourage mentors
- Build a sense of team

# Obstacles to Ongoing Training

- Getting mentor buy-in and commitment
- Mentor and staff time overload
- Mentor no-shows— and no accountability from staff
- Staff not sure how to develop and implement ongoing trainings

# Increasing Attendance

- Make them fun and interactive
- Bring in guest speakers
- Consider meeting over coffee or a meal
- Create a sense of team through the “mentor roundtable approach”
- If mandatory, make mentors accountable for their attendance

# For Those Not Confident in Supervision Abilities...

- Ask other staff to attend
- Reach out to social workers, school counselors, therapists, intern counselors, etc.; (could be brought in as guest speakers.)
- Consider asking one or more experienced mentors to assist you
- If you don't have an answer to a specific problem that is brought up: "This is an important issue--I'll get back to you on it."

# Training Frequency & Length

- Larger programs and those with youth that are facing more obstacles typically have more frequent trainings
  - Monthly
  - Quarterly
- Duration for training sessions differ, but 60 to 90 minutes is typical; shorter for group mentoring debriefs
- Some site-based programs schedule trainings before or after match activities

# “Obstacles and Successes”

The exercise uses the “Mentor Roundtable Format” -- in a small setting (around 8 mentors), ask each mentor to describe one obstacle and one success they are having with their mentee, in that order.



For a mentor that is looking for help, the facilitator 1<sup>st</sup> asks other mentors for ideas—but can later give his/her advice

# Determining Topics for Trainings

Canvas mentees, mentors, parents, & staff for problem areas--**Examples:**

- Mentors' inability to connect with mentees
- Unrealistic mentor expectations
- Commitment breaches/broken rules
- Parent contact issues
- Prescriptive/directive mentors (unrealistic mentor expectations)
- Any topic missed during initial training

*Also look for and accentuate positives, strengths*

# Additional Training Topics

- COMMUNICATION SKILLS
- Problem Solving
- Diversity
- Gender Issues
- Child Development
- Goal Setting
- Academic Assistance
- Growth Mindset
- Match Activities
- Dealing with a Crisis
- Adverse Childhood Experiences (ACES)
- Developmental Assets
- Advice on Bullying
- Social Media
- Confidentiality, Child Abuse Reporting
- Preparing for Closure

# Publication for Ongoing Training

## ONGOING TRAINING for MENTORS

Twelve Interactive Sessions for  
U.S. Department of Education  
Mentoring Programs



# ONGOING TRAINING for MENTORS

Introduction to Understanding Adolescent Health Issues . . . . .

Helping Your Mentee With Homework . . . . .

What Should We Do? Planning Activities With Your Mentee . . . . .

Working With the Mentee's Family . . . . .

Money Matters. . . . .

Preparing for Closure. . . . .

Establishing and Maintaining Boundaries . . . . .

How To Support Your Mentee When He or She Is Facing a Bully . . . . .

Effective Communication in the Mentor/Mentee Relationship Cycle . . . . .

"What Do I Do Now?" What To Do When Your Mentee Experiences a Crisis . . . . .

Exploring Our Identity and Its Impact on the Mentor/Mentee Relationship. . . . .

Goal Setting With Your Mentee. . . . .

# How To Support Your Mentee When He or She Is Facing a Bully



**Author:** Judy Strother Taylor

**Duration:** 60 minutes

**Materials:** Chalkboard or newsprint, chalk or markers, note cards or scratch paper

**A/V:** None

**Room set-up:** Place chairs in rounds or U shape facing the chalkboard or newsprint

**Description:** It is heartbreaking and frustrating to see your mentee dealing with a bully. It's also very dangerous both physically and emotionally. So what can you do? This session looks at what mentors need to know and what they can do to support their mentees when there is a bully on the prowl. And there is often a bully prowling.

# Training Tips

- Address participants' training needs
- Provide an opportunity to practice skills and to allow mentors to come up with *their* answers
  - Self-reflection
  - Work in pairs, triads, small groups
- Interactive, Interactive, Interactive
  - Quizzes
  - Scenarios and Role Plays
  - Ask mentors to come up with answers, share something, make something, solve something

# Make Something (Build an Ideal Mentor)



# Solve Something

## (Scenarios)

You have been mentoring Scott, 14, for several months and things have gone well. As you drop him off, his mother meets you both at the front door and in an angry and loud voice she startles you by saying, “Would you *please* tell Scott get his act together and start getting his schoolwork done!”

*If you were the mentor, what might you say in the moment? What might you say to Scott, later? Choose a recorder to write down and share the responses you came up with in your group.*

# Supervision Facilitation Tips While Problem-Solving

- Never embarrass anyone
- If they are off target on their answer, go to their intent: “I think I can see what you are getting at...”
- Consider using the “cost-benefit analysis” – You *could* try that, but what might happen?
- Ask other mentors for suggestions before you give *your* advice
- If you don’t have the answer let them know that you will get back to them

# Wrong Way/Right Way Role Plays

- 1<sup>st</sup>, provide training on a specific topic
- Ask for two volunteers to do a role play (tell them that you will ensure their safety)
- Give them a situation/scenario, and then ask them to do it the wrong way
- Debrief—ask the group what they did “wrong”
- Ask them to repeat, but do it “a little better”
- Debrief – “what improvements did you see?”

# Evaluate Trainings

Mentor satisfaction surveys:

- Are mentors feeling more prepared?
- Do youth report better relationships?
- Mentor attendance affect match length?
- Do trainings help mentors deliver key messages to youth?
- What might happen if we changed the content, delivery methods, etc. of training?
  - *Extrapolated from NMRC Practice Review*

# Ongoing Training for Group Mentoring

Project Arrive: <http://sites.gsu.edu/project-arrive/>

- School-Based Group Mentoring Model 2:10
- Supporting students through school transition
- 30+ mentors/serving 150+ students/6 schools
- Curriculum and training Provided
- Initial Training: Tuckman's Stages of Group Development and Restorative Practices

# Session Debriefings / Ongoing Trainings

We use session debriefs as opportunities for ongoing trainings:

## Today's Session:

- How did it go today? What worked? What didn't?
- How was your work together—chemistry?
- Curriculum on target?
- How did the students respond?
- Any suggestions for improvement?
- Preparation for next week's session
- Review (and sometimes practice) curriculum

# Topics for Ongoing Training

- Mentors Wearing Multiple Hats
- Handling Shy and Unresponsive Mentees
- Managing Discipline Problems
- Personal Questions and Boundaries
- Building Mentee Support Systems
- Developmental Assets

# Strategies for Group Mentoring

## Ongoing Training & Mentor Support

- Send out curriculum and pertinent info on email
- Group Mentoring Activities and Curriculum:  
<http://sites.gsu.edu/project-arrive/activities-2/>
- Encourage mentors to work together
- Make staff available at program sites
- Sit in on groups when possible
- Utilize surveys to get feedback

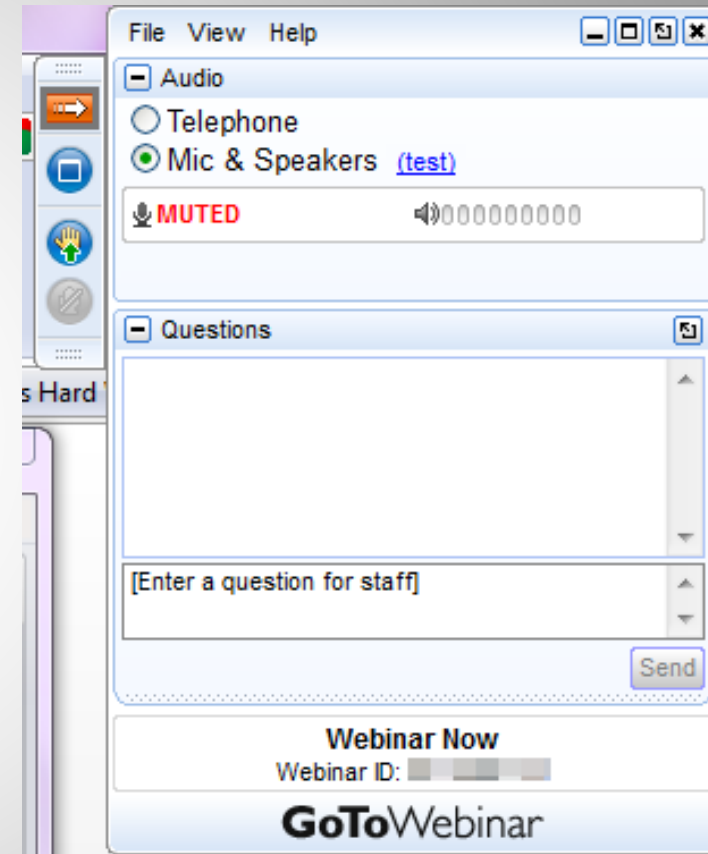
# Resources for Ongoing Training

## Attachments on this webinar:

- Obstacles and Successes (exercise for mentor supervision & support during ongoing trainings)
- Right Way / Wrong Role Plays
- 8 Sample Scenarios for Ongoing Training
- 60 Training Tips
- Ongoing Training for Mentors: 12 Sessions

# Q&A

Type your questions in the question box:



# Additional Resources

## **Affiliates**

Affiliates serve as a clearinghouse for training, resources, public awareness and advocacy. Find your local affiliate here: <http://www.mentoring.org/our-work/our-affiliates/>

## **Mentoring Connector**

Recruit mentors by submitting your program to the Mentoring Connector <https://connect.mentoring.org/admin>

## **National Mentoring Resource Center**

Check out the [OJJDP National Mentoring Resource Center](#) for no-cost evidence-based mentoring resources



# Remember...

## After the webinar:

- Please help us out by answering survey questions at the end of the webinar.
- Everyone will get an email with information on how to download the slides, recording, and resources on the CMWS webpage on the MENTOR website:

[http://www.mentoring.org/program\\_resources/training\\_opportunities/collaborative\\_mentoring\\_webinar\\_series/](http://www.mentoring.org/program_resources/training_opportunities/collaborative_mentoring_webinar_series/)

# Stay Connected

- Email us at [collaborativewebinarseries@mentoring.org](mailto:collaborativewebinarseries@mentoring.org)
- Tweet with hashtag #MentoringWebinar
- Visit our webpage on the MENTOR website for past and upcoming webinars:



The screenshot shows a web browser window displaying the MENTOR website. The URL in the address bar is [www.mentoring.org/program-resources/collaborative-mentoring-webinar-series/](http://www.mentoring.org/program-resources/collaborative-mentoring-webinar-series/). The page features a dark blue header with the MENTOR logo (The National Mentoring Partnership) and navigation links: "BECOME A MENTOR", "ADVOCATE", "DONATE", "Why Mentoring", "Get Involved", "Program Resources", "Our Work", and "News". A search bar is also present. The main content area has a large image of four diverse people smiling and talking, with the text "COLLABORATIVE MENTORING WEBINAR SERIES" overlaid in white. Below the image, the word "WEBINARS" is written in bold. The footer contains text about MENTOR's role in facilitating the series, supported by various mentoring partnerships, and a note that the National Mentoring Program Survey has officially launched.

**MENTOR**  
THE NATIONAL MENTORING PARTNERSHIP

**COLLABORATIVE  
MENTORING WEBINAR  
SERIES**

**WEBINARS**

MENTOR: The National Mentoring Partnership (MENTOR) is proud to facilitate the Collaborative Mentoring Webinar Series, supported by The National Mentoring Resource Center, The Office of Juvenile Justice and Delinquency Prevention (OJJDP) and in partnership with the following *Mentoring Partnerships*: **California Mentoring Partnership, Mentor Colorado, Illinois Mentoring Partnership, Mentor**

Mentoring Programs: the *National Mentoring Program Survey* has officially launched.  
Stand up and be counted today!

*Collaborative Mentoring Webinar Series*

# Join Us Next Month!



Youth-Initiated Mentoring  
June 21, 2018  
1 - 2:15 pm Eastern



Collaborative Mentoring Webinar Series