

Collaborative Mentoring Webinar Series



NATIONAL
MENTORING
RESOURCE CENTER
A Program of OJJDP

Create an Effective Team to Drive Your Program's Success

October 19, 2017



2017 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...

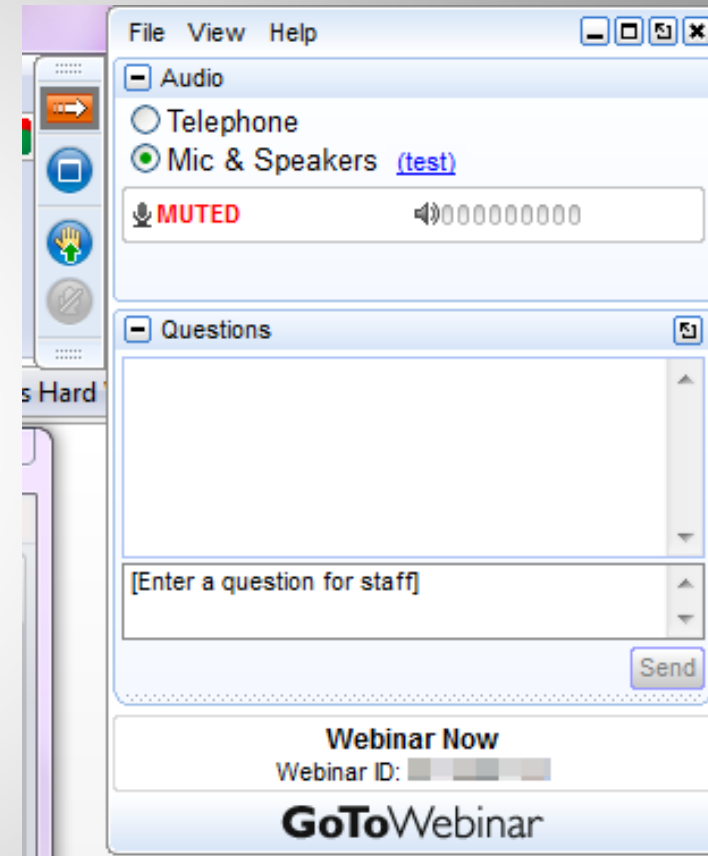
One week after the webinar, all attendees receive an email with:

- 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?



objectives

- 1 Explore competencies that help mentoring professionals excel
- 2 Learn onboarding and management practices that truly engage employees
- 3 Gain approaches to creating collaborative environments



INTRODUCTIONS

Audrey Siegfried, Facilitator



Audrey has supported over 50 diverse nonprofits, schools, and companies as a consultant and trainer. Formerly the training manager with Mentor Colorado, Audrey led statewide quality mentoring initiatives for over 60 agencies. Prior to moving to Colorado, Audrey worked for twelve years with volunteers, youth, and families in Washington, DC in various capacities of nonprofit management and youth development and served as an advisor for the DC Mentoring Collaborative from 2010-14.

Audrey has trained thousands of people and has served on numerous mentoring committees nationally. She is currently pursuing her MBA from University of Colorado Denver and holds a BA in English from George Washington University.

Today's Webinar

- Michelle Drake, Director of Operations | BBBS of the Midlands | Omaha, NE
- Reggie Davis, Executive Director | Streets Ministries | Memphis, TN

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

Michelle Drake

Director of Operations | BBBS of the Midlands



Michelle has been with Big Brothers Big Sisters of the Midlands since 2004. In these 13 years, the agency has quadrupled in size, growing from 9 employees to 37. As Director of Operations, she guides and manages the overall provision of Human Resource services, policies and programs for the agency; assists and advises company managers about H.R. issues; originates and leads H.R. practices and objectives that promote a culture which emphasizes quality, continuous improvement and high performance.

Michelle is a graduate of Hastings College (Nebraska) and holds certifications from both HRCI and SHRM. She is motivated by the belief that positive outcomes for kids and agency success depend upon having well-trained, accountable, highly engaged, and happy employees.

Reggie Davis

Executive Director | Streets Ministries



Reggie has worked in the youth development field for the last seventeen years in Memphis, TN. The first 4 years he served as volunteer youth pastor while still working in Corporate America. In 2004, Reggie entered the youth development world full-time with the opportunity to work with Young Life. In 2010, he transitioned to STREETS Ministries as a Site Director and in 2014, Reggie was promoted to Executive Director.

Reggie has been married for three years and has three wonderful daughters (ages 16, 13, and 10).



WHO TO LOOK FOR

Competencies

What

- 1 Knowledge
- 2 Skills
- 3 Abilities

do you want and need your staff to have?

All Staff



Mission
driven

Value of
relationships

Advocates
and
stewards

Interviews



- 1 What is your favorite volunteer experience?
- 2 Tell us about a mentor you had in your life.
- 3 What philanthropic experience have you found most rewarding?

Passionate about

Young people



Faith

Data and
metrics

Interviews:

Tell me what you know about our organization.

Culture of Learning and Change





ONBOARDING

How Did You Feel the Last Time You Started a New Job?

Not sure whether to act busy

or ask what to do next for the millionth time.



What Do People Want?

- 1 Clear Expectations
- 2 Belonging
- 3 Mission and agency
- 4 Role and how everything works together
- 5 Guidelines, policies, and procedures

Key Activities

1 week /
90 days

Scheduling

Welcome

Big Picture

Role

Training

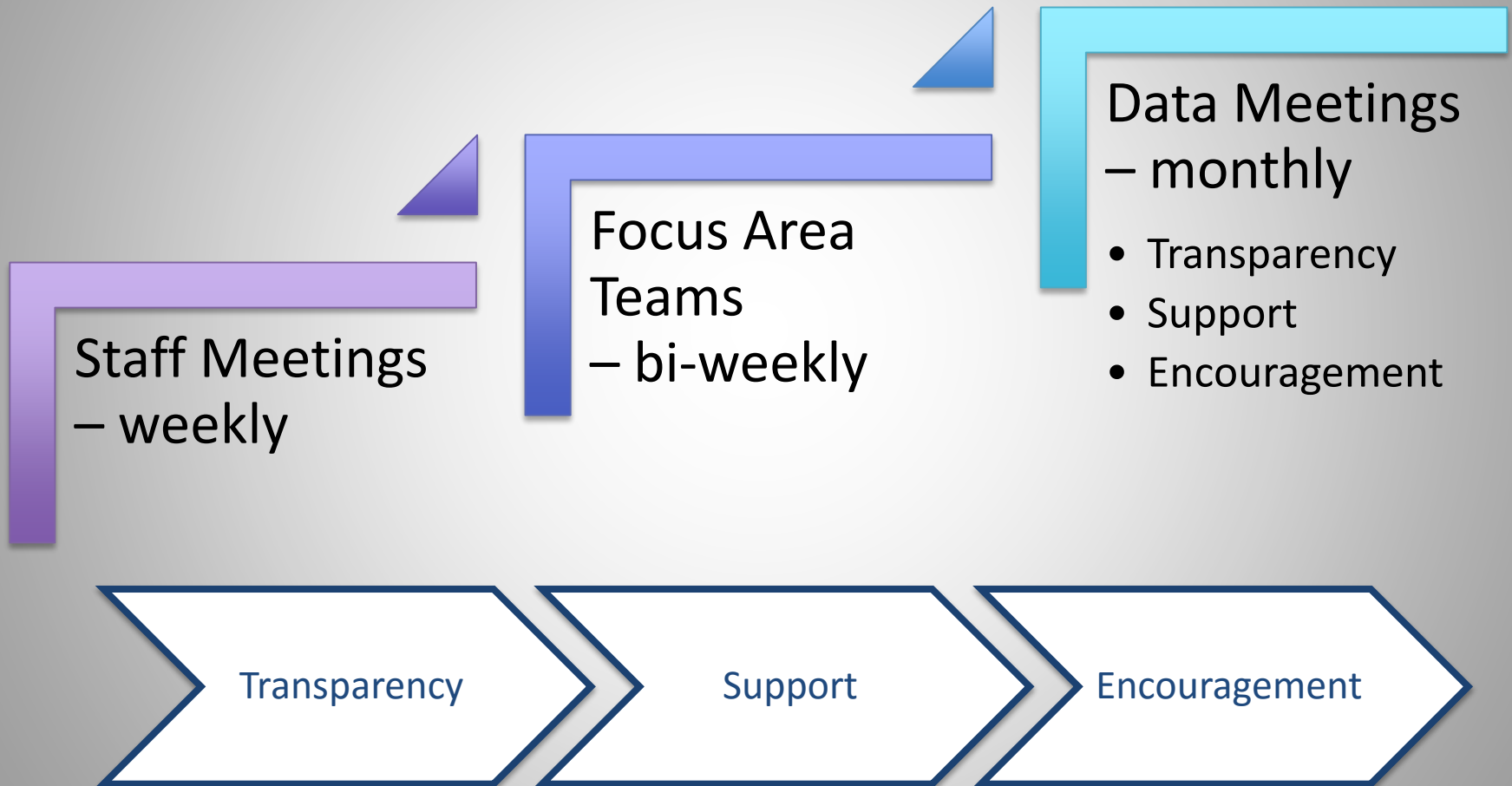
1st Week Schedule

Tuesday, 8/1	9:00 a.m.	Arrive, Tour w/ Michelle, Introduction to Staff Big - Adrianna (Senior EMC)	
	9:30 - 10:00 a.m.	Meet Your New Coworkers!	Horseshoe
	10:00 - 11:00 a.m.	HR Paperwork/Review of Employee Manual w/ Michelle (Dir. of Operations)	Michelle's Office
	11:00 - 11:30 a.m.	Logging in to Your Computer, E-mail, etc.	Your Workstation
	11:30 a.m. - 1:00 p.m.	Lunch w/ Your Supervisor, Steven (Enrollment Manager)	TBD
	1:00 - 2:30 p.m.	Overview of Job Description & Expectations w/ Supervisor	Steven's Office
	2:45 - 3:45 p.m.	Overview of Volunteer & Child Enrollment Process w/ Diane (Cust. Service)	Diane's Office
	3:45 - 5:00 p.m.	Impact U Online Trainings - Steven Will Get You Started!	Your Workstation
Wednesday, 8/2	10:00 a.m.	Arrive, settle in, check email, etc.	Your Workstation
	10:30 - Noon	Impact U Training	Your Workstation
	Noon - 1:00 p.m.	Lunch	
	1:00 - 2:30 p.m.	Introduction to Enrollment w/ Adrianna	Mentoring Center
	2:30 - 5:00 p.m.	Impact U Trainings/Time to Read Employee Manual, etc.	Your Workstation
	5:00 - 5:30 p.m.	Break	
	5:30 - 8:30 p.m.	Volunteer Information Session/Big Pre-Match Training	Conference Room
Thursday, 8/3	8:30 a.m.	Arrive, settle in, check email, etc.	Your Workstation
	9:30 - 10:00 a.m.	Turn in HR Paperwork/Ask Questions/Discuss Benefits	Michelle's Office
	10:00 - 11:00 a.m.	Enrollment Training w/ Adrianna	Mentoring Center
	11:00 a.m. - Noon	Impact U Training	Your Workstation
	Noon - 12:30 p.m.	Lunch	
	12:30 - 1:30 p.m.	Overview of Program Manual w/ Abby (Chief Program Officer)	Abby's Office
	1:30 - 2:00 p.m.	Recording Time & Attendance in the ADP Website w/ Tara (Finance Mgr.)	Your Workstation
	2:00 - 4:00 p.m.	Impact U Training	Your Workstation
	4:00 p.m.	Little Brother Interview w/ Sam (Enrollment/Match Coord.)	Little's Home
Friday, 8/4	8:30 - 9:30 a.m.	Arrive, settle in, check email, etc.	Your Workstation
	9:30 - 10:30 a.m.	Quality Assurance w/ Emily (QA Coordinator)	Emily's Office
	10:30 a.m. - 12:30 p.m.	Impact U, etc.	Your Workstation
	12:30 - 1:00 p.m.	Lunch	
	1:00 - 2:00 p.m.	BBBS-The Big Picture w/ Nichole (CEO)	Nichole's Office
	2:00 - 3:30 p.m.	Impact U, etc.	Your Workstation
	3:30 - 4:00 p.m.	First Week Wrap-Up w/ Steven (Enrollment Mgr.)	Steven's Office



ENGAGED AND COLLABORATIVE ENVIRONMENTS

Meeting Structure



CliftonStrengths Assessment

7 in 10 employees who say their manager focuses on their strengths are engaged.

6x

as likely to be engaged at work

7.8%

more productive in their role

3x

as likely to have an excellent quality of life

6x

as likely to do what they do best every day



Recognition

- 1 Reward what your organization values
- 2 Personalize to your organization and to individuals
- 3 Use as an opportunity to give positive feedback

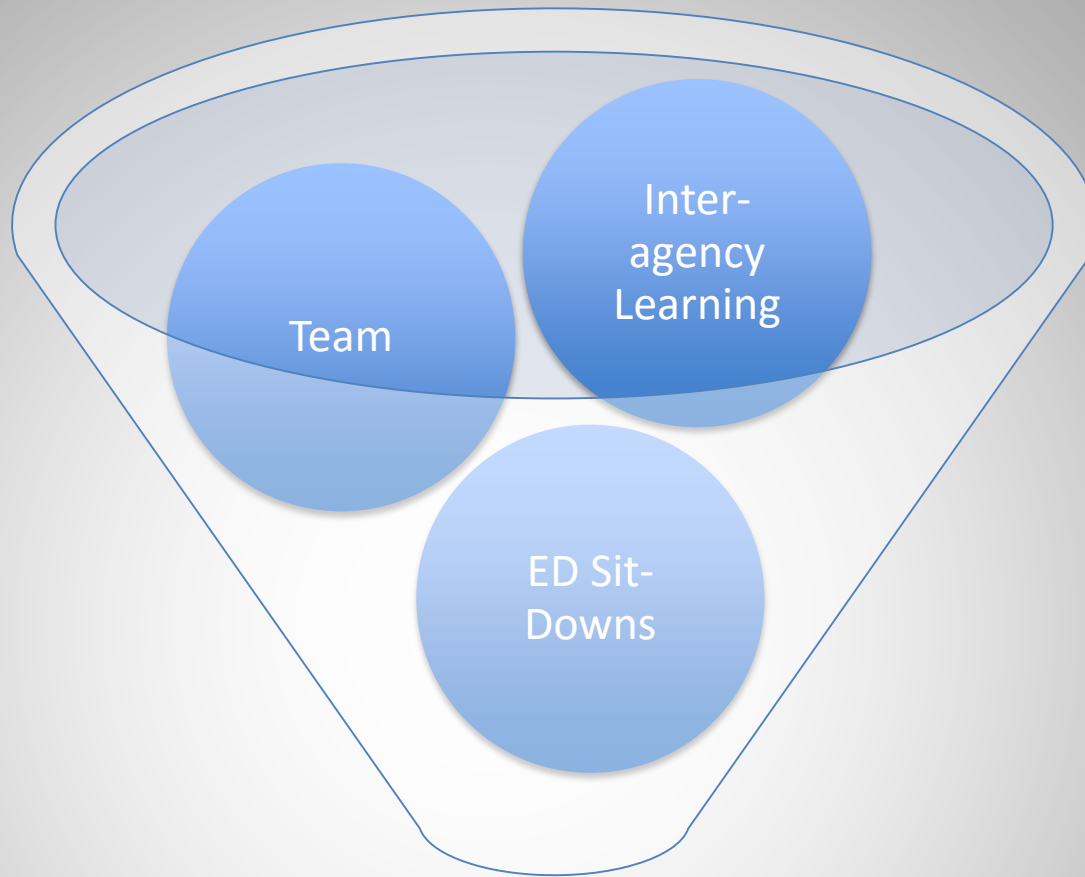


Autonomy & Flexibility

- 1 Flexibility with scheduling helps with work/life balance.
- 2 Work from home opportunities.
- 3 Create autonomous teams & don't micromanage!



DEVELOPMENT



Streets Approach

BBBS Approach





RESOURCES & WRAP UP

Staffing Calculator for Match Support

- Estimate staff time needed for program model
- Matching, monitoring, support, and closure
- Inputs and estimates



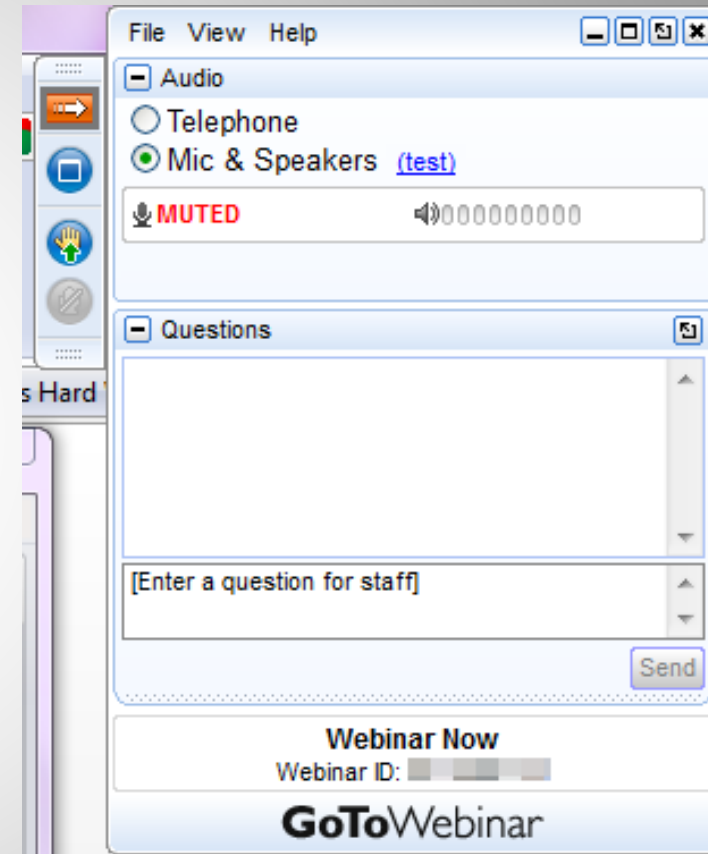
Staffing Calculator

www.nationalmentoringresourcecenter.org/index.php/learning-opportunities/tools-to-strengthen-match-support-and-closure.html

Task (see manual for full descriptions)	Task Estimates per Match (duration & frequency)	Program Hours Spent on Task (per match)	Program Freq. of Task (per year for each match)	Total Hours Per Match Per Year
Check in with mentors discussing the topics recommended in the EEPM4	Duration: This task is expected to take between .25 and 1.0 hours depending on the depth of the check-in and the amount of information tracked by the program and shared with the mentor. Frequency: This task is likely to happen 12-24 times per year in most community-based programs, while site based programs may only do this type of check-in monthly (12 times per year).	0.5	12	6
Log mentor check-ins in program database	Duration: This task is expected to take between .25 and .5 hours depending on the depth of information collected. Frequency: The frequency of this task should match the frequency of the actual mentor check-ins noted above.	0.25	12	3
Check in with mentees discussing the topics recommended in the EEPM4	Duration: This task is expected to take between .25 and 1.0 hours depending on the depth of information collected and topics discussed. Frequency: This task may be done between 4 (quarterly) and 12 (monthly) times per year, although some programs could do this several times per month depending on the intensity of the program.	0.5	12	6
Log mentee check-ins in program database	Duration: This task is expected to take between .25 and .5 hours depending on the depth of information collected. Frequency: The frequency of this task should match the frequency of the actual mentee check-ins noted above.	0.25	12	3
Check in with parents discussing the topics recommended in the EEPM4	Duration: This task is expected to take between .25 and 1.0 hours depending on the depth of information collected. Frequency: This task may be done between 4 (quarterly) and 12 (monthly) times per year, although some programs could do this several times per month depending on the intensity of the program.	0.5	6	3

Q&A

Type your questions in the question box:



Additional Resources



National Mentoring Resource Center

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

Mentoring Connector

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

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/

Stay Connected

- Email us at 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/. The website header includes 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 features a large image of four diverse young people smiling and talking, with the text "COLLABORATIVE MENTORING WEBINAR SERIES" overlaid in white. Below the image, the word "WEBINARS" is displayed in bold. The text below reads: "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!



National Mentoring Month
November 21, 2017
1 - 2:15 pm Eastern



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