

## Mentor Beginning-of-Year Call Talking Points – 12<sup>th</sup> grade

### Overview

This document provides program facilitators with talking points to follow when completing their beginning of year calls with mentors.

Goals of call:

- ✓ Get a temperature check for how the mentor is feeling entering the year
- ✓ Note any mentor/pair updates that may affect the match
- ✓ Provide pair support around relationship and post-secondary planning
- ✓ Review program expectations/what the mentor will be working on this year with their mentee, especially as this year will be different and require greater flexibility
- ✓ Answer any questions the mentor has about expectations and outputs for this program year

### Checking In: Introduction

- ✓ If this is a mentor you have not previously supported, take time to introduce yourself and create space for the mentor to introduce themselves.
- ✓ Check in with the mentor regarding any life updates:
  - Any change in location
  - Any change in contact information – email/phone
  - Any change in employment

### Checking In: Pair Updates

- ✓ Check in with the mentor about their relationship with their mentee:
  - Ask them how they are feeling about starting a new program year with their mentee.
  - Ask them to reflect on a high or low from last year.
  - Ask them if they have been in touch with their mentee over the summer.
    - IF YES: How has the pair been communicating? How often? How is the mentee doing?
    - IF NO: Has the mentor tried reaching out? Assure the mentor that you will facilitate their reconnection.
  - Ask them to set a goal for their pair relationship.
  - Check in on progress towards the post-secondary list and personal statement.

### Checking In: Reiterating Program Expectations

- ✓ Reemphasize mentor expectations:
  - **Log on** to the Platform weekly to communicate with your mentee
  - **Meet** monthly (try to block off event dates when you receive them)
  - **Read** weekly update messages
  - **Respond** to program emails and texts
  - **Complete** program surveys
  - **Communicate** if there are any challenges or questions
  
- ✓ Explain accountability protocol:
  - The first missed week of engagement will result in a message reminder. The second missed week will result in a follow-up email. The third missed week will result in a phone call.
  
- ✓ Reemphasize the goals of senior year:
  - Continue to build a strong, personal relationship with your mentee
  - Work on post-secondary tasks, including applications, essays, scholarship research and financial aid
  - Support your mentee to decide and enroll in the best fit pathway
  - Continue the relationship after high school and enroll in iMentor College

### Checking In: Regional Expectations

- ✓ Make sure to address any regional program expectations or requirements for mentors (for example, address any regional compliance trainings that must be completed or share any regional pair meeting requirements/rules)

### Checking In: Closing the Conversation

- ✓ Ask if the mentor has any questions.
- ✓ Ask how you can best support the mentor and their mentee.
- ✓ Share any actionable next steps: (encourage the mentor to RSVP to their first event, to leave their mentee a message, and to review any collateral sent over)
- ✓ Share gratitude for the mentor's participation in the program.