

# Reps Coaching synthesis

The work on this documented is based on [Guillermo's suggestion](#). This is a working document to decide next steps, answer open questions and have plan to be implemented

**NOTE: You might have heard the term “Reps Mentor” in the past. You can replace any occurrence of “Coach” with “Mentor” in your mind for simplicity for now.**

## Guillermo's structure

Based on Guillermo's suggestion the mentor's coaching should have the **following structure**:

- Content living on a website (probably Reps website).
- After reading the content, Reps should write (or create a video or some other content) and publish a story where they used (or could be used) these techniques.
- Every 2 month (or any other period of time) we have Mentor's Practice week (similar to TechSpeaker Labs), when all the people that made the Self-training have the chance to practice with each other. **Best option**, a Rep that made the training before act as host and reviewer.
- After the practice, people that made it have the chance to have a 1:1 interview to be approved as Rep Mentor (or have a *Coaching* badge/title). We can add a deadline to do it before the need to take practice again. At this stage, content created by the Rep during the training will be show to the Council.
- Mikko added another idea that could be interesting: being a experienced Rep that helps others in this process can make you earn «status» (i.e. apply gamification concepts). How do we work with that is probably another discussion.

## Revised Suggestion

Reading through the comments on the suggestion and the material presented here is a **revised suggestion**:

- Content from [Guillermo's work](#) should be moved to Teachable (as a platform where a Rep can have access of resources)
  - a. Content should be clearly divided in the 3 subcategories:
    - Listening to others
    - How to give feedback
    - GROW model
  - b. Content needs to be changed in order to have the form of :
    - Read (the content that is been given on the Rep's pace)
    - Think (where the Rep reply to easy, localized questions in order to see if he/she understood the content)

- Dig deeper (extra content is been given for more self studying, e.g. the Tao of Coaching book)
  - Discuss (narrative on discourse or video - as been described from Guillermo's steps)
- Every 2 month (or any other period of time) we have "Coaching Practice Week", when all the people that made the Self-training have the chance to practice with each other. In order to apply all Reps should complete the above steps. **Best option:** a Coach that made the training before act as host and reviewer.
- After the practice, people that made it have the chance to have a 1:1 interview so they can be approved as Rep Mentor (or have a *Coaching* badge/title) by the Council. At this stage, content created by the Rep will be shown to the Council and the Rep will become a mentor.

## Open questions: (please add your questions on this section)

- The discuss phase in the revised proposal is happening on every step of the 3 subcategories. Should it happen in one narrative or this can be too much?
  - We have agreed on 3 different narratives
- On Guillermo's proposal there is an ask for every 2 months circles. What if we do that on an instant basis? Instead of waiting 2 months, the candidate can match with the reviewer instantly (this requires logistics and good planning)
- Should the training be open for everyone and forever?
  - K's answer: yes it should be available for everyone and with no time limitations. We can promote people to take the steps and we also have the right to veto some (at the end of the day if the council sees that someone is not ready then the council is having the final say). If we see we are having too many mentors with no new mentees we can put a stop to it or start reassigning current Reps to the new coaches.
  - Andre: Yes, this being open provides an new on-ramp to mozilla community. Members of other communities might start using these resources for their own needs and become more curious to learn more about Mozilla. Open resources provide a larger surface for attracting new volunteers.
- What is going to be the nature of the relationship between the new coaches and the new Reps. Are we thinking for 1 year renewals or life long relationships?
  - People are voting for 1 year with the ability to renew after the term is over
- How are we going to handle the "pool" idea to have new Reps without coaches, but we have a "pool" of Coaches that can be asked for advice, questions, etc. Or do we want to go with 1:1 assignments until we really don't have another way anymore as our current approach doesn't scale?
  - K's answer: being a mentor myself I strongly believe on the 1:1 relationship since I've seen it's beneficial for people to have a direct line of question and advice.
  - Andre: this pool idea has even more potential if we consider coaches that have specialized knowledge that can be tapped when needed. Ex: "A Rep needs coaching/help with add-ons development? There is a coach that knows how to throw add-ons events and stuff" so there can be a 1:1 relationship, as

in a coach who is the sponsor of a Rep while still maintaining a pool where people can help each other. The pool idea also leads to establishing more relationships as the Rep connects to more coaches. I like pools.

- Who will be the next mentor candidates? How are we going to decide?
  - K's answer: I think that we should keep it open for anyone. Again last word will be from the council anyways.
- Refers to the self serve training, how will we know that mentors read those and apply them in the reality?
  - K's answer: By reading their narratives. I believe that we will really understand how many of those people actually read it and how many are posting: "hello world comments"

## Identified needs:

- If this format is agreed, then we should move the current work to a more self teachable format
- There is a need to understand what we are looking from future mentors and what the current coaches should ask the future mentors in the "Coaching practise week". And also do a refresh for current coaches that want to lead this practise week.
- Andre: There is an unanswered question here. We're talking a lot about what is expected from the mentors but not much about what we're providing them with. We talk about training materials, ok, but what more are we giving them? Why would someone want to go through this process? What are our mentorship appeal items?