

Mentor Beginning-of-Year Call Talking Points – 11th grade

Overview

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

Goals of this call:

- ✓ Rapport and trust are built between the program facilitator and the mentor
- ✓ Frequency of online and in-person engagement is explained
- ✓ Questions the mentor has about expectations and outputs for this program year are answered

Checking In: Introductions

- ✓ Introduce yourself: Share your name, what has brought you to your direct service role, and any additional context that might be helpful for mentors to know about you.
- ✓ Explain your role using the talking points below:
 - I teach a weekly iMentor class for your mentee and their peers where we explore mentorship and college access topics.
 - I also plan and facilitate monthly pair events where all pairs in your mentee's cohort will gather (typically at the school) to continue the conversations you started online together.
 - I act as a liaison between your mentee, the school, and you. This means you will receive a weekly email to set you up for success on the current discussion topic and to remind you to complete program tasks (e.g., RSVP to events, feedback surveys, etc.). I will also send text message nudges to remind you to write to your mentee or RSVP to events as needed!
 - I am your go-to person on all things related to your mentoring relationship and you can reach out for any support you need at any time.
- ✓ Create space for the mentor to introduce themselves: Ask them why they have chosen to volunteer and what is one thing they are looking forward to within the program.
- ✓ Check in with the mentor regarding any life updates since they were onboarded:
 - Any change in location
 - Any change in contact information – email/phone
 - Any change in employment

- ✓ Share an overview of their mentee (use the mentee's application information + what you have learned from observing them at the partner site).
- ✓ Share interesting aspects of the mentee's school and community.

Reiterate Program Expectations

- ✓ Re-emphasize the goals of the program year:
 - You and your mentee will start by getting to know each other better and laying the groundwork for a strong personal relationship. Together, you'll explore career options that interest your mentee and discuss your own professional journey to provide context. You'll also work on creating a list of top-notch post-secondary options that you'll support your mentee in applying to during their senior year.
- ✓ Reemphasize mentor expectations:
 - **Log on** to the Platform weekly to communicate with your mentee, answer the weekly prompt, and respond to your mentee's thoughts
 - **Meet** monthly with your mentee during our program events (try to block off event dates when you receive them)
 - **Participate** in all three mandatory mentor trainings (try to block off event dates when you receive them)
 - **Read** weekly update emails/messages
 - **Respond** to program emails and texts
 - **Complete** the beginning and end-of-year surveys
 - **Communicate** if there are any challenges or questions
- ✓ Explain accountability protocol:
 - The first missed week of engagement will result in a text reminder. The second missed week will result in a follow-up email. The third missed week will result in a phone call.
 - Consistency with the program is extremely important because our young people deserve adults they can trust and rely on. Otherwise, the effectiveness of the program may be compromised. Your commitment to consistent engagement helps ensure that you and your mentee build a reliable and trusting relationship, which is crucial for their growth and success.

Share Regional Expectations

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

Close 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 such as RSVPing to their first event, leaving their mentee a message, and reviewing any collateral sent over.
- ✓ Share gratitude for the mentor's participation in the program.