Evaluating your Mentorship

Narrator: You're using inclusive mentorship - you're thinking about a diverse hiring practice and you're engaging your staff in planning activities. You've built a strong sense of trust with your staff, giving them room to problem solve on their own or with their team, while continuing to support them.

But how do you really know your mentorship is successful?

Counselor: I worked as a staff member for a few years before becoming a supervisor. I experienced inclusive mentorship from both sides. When I was a supervisor, I learned to observe my staff while they worked with the participants and during daily staff meetings. When I saw them generating their own ideas, and helping and supporting each other - I knew my mentorship was succeeding.

I also knew **my** mentorship was working when the staff came to **me** with their initiatives and wanted me to collaborate with them. When the staff took the initiative, it showed me that I was creating an environment of mutual trust, another essential element of inclusive mentorship.

Narrator: You'll also know mentorship is working when the staff feels safe to share their concerns and ask for advice from their colleagues and supervisor.

Counselor: One of our teens wasn't participating in our online program. She never showed her face to the rest of the group or spoke up publicly. I felt really frustrated. I texted the teen and asked her, "Do you even want to continue in the program?" She didn't answer! I brought it up at a staff meeting because I knew I needed help. I was so glad that my supervisor didn't jump in right away to solve my problem. Other staff members had good suggestions, and then our supervisor asked me, "Could you have written the text using different language?"

Wow. I hadn't thought about that. My supervisor suggested I say to the teen, "What can I do to help you be part of the activity?" By changing my language, I could offer us both a way to think together how to better facilitate her joining the rest of the group online.

That was great! And the best part was that I knew they wouldn't judge me or think I couldn't handle problem-solving the situation.

Narrator: It's so helpful when you feel you can share challenging situations or even "mistakes" and get ideas and suggestions from your colleagues.

What about encouraging feedback about the program from all of the staff? You know, what activities worked, which specialists were the most successful with the participants, was the facility appropriate, how was lunch? And what did they think of the quality of the training and mentorship they received, and what do they think could be improved?

When you implement suggestions made either informally or on your official staff questionnaires, you're sending a message to all of the staff that you care about their opinions and that you're really listening to them. That will make the program even better.

Counselor: For example, after reading staff questionnaires at the end of a program period, we realized that we needed more staff support throughout the program. Additional supervisory staff were added in order to help respond to challenges with real-time assistance and mentorship.

Narrator: Sounds like hearing from the staff - and really taking in what they have to say - is essential for program success and growth. You're working together to create inclusion success. That's really motivating!

For more information, take a look at our other staff training and mentorship resources.
END

Note. Training Tools; Slideshow and Activities related to this topic can be found on this videos page in the Training Videos category of the Shutaf Inclusion Guide.