entoring & Communication Strategies

You can use the Communication Strategies covered in the online training to support your mentoring journey by starting off strong in your first meeting to ending on a positive note in your last. This is a quick reference guide, and all of this is covered in greater detail in the SUCCESS Training Manual.



FIRST MEETING

Make a connection with your Mentee.

- Explore their goals and needs.
- Provide educational handouts as needed. Find a time they can attend a monthly group
- meeting with you. Schedule your next meeting and check in.

• Do your Homework. Review information about your

First Meeting Tips:

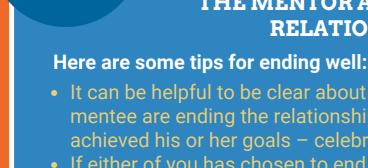
- Mentee before meeting. Know their concussion story, what they are studying, and their interests. • Be a Good Listener. Keep the focus on your Mentee,
- and have a question or two prepared to keep the conversation going. • Be Prepared. Be ready to provide resources, and
- know how to use all functions of the app. For example- know how to send handouts. Have your personal scheduling system easily available to set up the next meeting.



FOLLOW-UP MEETINGS In these meetings, your general goals should be to:

Provide Learning Resources to reach their goals. To

- start, you can follow a weekly schedule of talking about the following topics, and their corresponding handouts, with your Mentee: Concussion: Brain Basics, Symptoms, and Recovery • Success in School Part 1: Adjustments, Accommodations, & Resources
 - Success in School Part 2: Study Skills and Learning Strategies • Return to Life: Activity, Sports, Social Life, Driving, Work - What now?
- Re-evaluate goals as needed and add in more resources as your Mentee mentions needs. Reach out to the
- SUCCESS team if your Mentee requires more support.



It can be helpful to be clear about why you and your mentee are ending the relationship. If your mentee has

CLOSING OUT

THE MENTOR AND MENTEE

RELATIONSHIP

achieved his or her goals - celebrate! If either of you has chosen to end the relationship for other reasons, please contact the SUCCESS team for

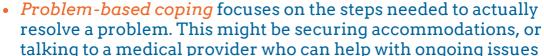
· Give mentees clear feedback about what went well, what

growth you have seen, what strengths you see in them, and what you gained from the relationship.

Communication Strategies.



Mentor Communication Tips Here are some quick reminders about other helpful



assistance with this transition.

after concussion. Use Active Listening Tools Active listening is fully concentrating on what is being said

rather than just passively hearing someone's message. The *OARS Model* provides four steps toward being an effective

active listener: O.....Open Ended Questions **A.....** Affirmations (Giving Positive Feedback)

important parts of active listening.

R...... Reflective Listening (Responding to what your Mentee is saying) **S**......Summarizing (Summarizing what you have discussed before moving on) Helpful non-verbal behaviors, like making eye contact and

showing concern through your facial expressions, are also

Focus on I-Statements • I-Statements focus on the person's needs, whereas You-

Statements focus on the other person's behavior.

Try something like this:

"I found that I needed to pace myself and rest before I got

completely wiped out."

Instead of this:

"You should really pace yourself."





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