

## Mentoring

# Mentoring... What you should know.

Mentoring aims to provide a purposeful, structured and trusting relationship that brings young people together with an older, caring person who can offer guidance, support and encouragement.

Sometimes things don't quite go to plan, so here are some handy tips to help.

### Conflict

Conflict can happen sometimes. When conflict arises, it is recommended to:

- Stay calm and use an even tone of voice
- Don't take behaviours personally, even if they are directed at you
- Focus on the issue at hand
- Be aware of body language, making sure your verbal language and body language are consistent
- Work together to find potential solutions to the issue

### Boundary Setting

The safety and wellbeing of the mentee is paramount. Establishing appropriate boundaries and avoiding inappropriate behaviour always lies with the mentor.

If an inappropriate relationship is at risk of beginning, it is recommended that:

- You let the Program Coordinator know and seek advice immediately
- Relationship boundaries are defined clearly to all participants
- A decision will be made if a new match should be facilitated
- Stay aware and alert to the situation and get the help before it becomes a bigger issue.

### Health and Wellbeing

If you suspect a mentee is under the influence of alcohol or drugs it's vital you follow these procedures for everyone's protection:

- Your focus should always be the health and safety of a mentee
- The mentor should take the mentee home, or otherwise keep the mentee safe until care can be provided
- Any additional care must be provided by a parent or guardian
- Talk to your Program Coordinator at the first signs of alcohol or drug use.

Remember that program policies and procedures exist to keep all participants safe, and your Program Coordinator is there to support you in your important role as a mentor.

