

## Best Practices

### Service Unit Facebook Page

- SU Manager and Communications Manager should be administrators.
- Make page private for only co-leaders, registered parent volunteers and the SU Team.
- SU may also have a separate private page for parents, girls, etc.
- Create events for SU meetings and events. This will make it easier for communication as well as reminding volunteers.
- Share posts from council page and other community partners.
- Create polls for engagement.
- Reach out to staff and verify that requests to join are from volunteers in the SU.
- Utilize Facebook Live for meetings, updates, and announcements.
- Upload files for meetings and events.
- Don't just share important information only on Facebook page; not all volunteers are on Facebook. Make sure information is emailed.
- Always welcome troop leaders to

new  
the page

## Service Unit Mentor Coordinator

# Mentoring – A New Way of Work

As we re-organize our current volunteer structure, mentoring will become a way of work for all leadership team positions. Good mentoring relationships can be richly rewarding, not only for the mentee, but for the mentor as well. Through research, we have identified mentorship relationships as a key element to help prevent new volunteers from “falling through the cracks” and becoming frustrated with their new position.

Here are some helpful tips on being a good mentor:

### 1. Be accessible:

Taking on the role of a mentor requires focus and significant energy and time. By leveraging mobile phones, social media, e-mail and the occasional lunchtime chat sessions, your communication stream will be in great shape. Try to think of innovative ways and places to communicate with your mentees. How about a “coffee and chat” session at a local coffee shop? Perhaps an informal newsletter to all the volunteers you are mentoring, keeping them up-to-date on the latest developments? A Facebook page where you can share information, photos, documents, etc., is also a great way to keep in touch. The more you communicate, the better informed—and happy!—new volunteers will be.

### 2. Be a positive role model:

Good mentors are respected by their mentees. A mentee can learn a lot from her mentor simply by watching how the mentor behaves in any particular situation. Good mentors will also look out for experiences, or even create situations, in which their mentees can become involved to learn new things. Look for ways to involve new volunteers in helping out with your position of responsibility.

### **3. Be yourself:**

Share your experiences and your failures. The more you are yourself, the stronger a relationship you will build with your mentee. Answer any questions as openly and truthfully as you can, always trying to be as positive as possible.

### **4. Be genuinely interested in your mentee as an individual:**

A mentoring relationship is often very important to the mentee, so, as a mentor, you need to get to know your mentee personally, her hopes and dreams, so you can help in a way that meets personal best interests. Find out why she decided to become a Girl Scout volunteer and what she hopes to accomplish in the position. Be objective, be patient and listen to your mentee.

### **5. Share your experiences and insights:**

Choose stories and experiences that you feel are appropriate and helpful, but do so in a neutral way. Be open to sharing your mistakes and failures too, as these are often where our biggest lessons are learned. It will also help your mentee be aware that challenges will arise, and the way you dealt with the situation might also help her gain insight about how to build resilience. However, try to refrain from bashing the organization, even if you don't agree with everything that is going on. After all, you are trying to provide a positive experience for a new volunteer!

### **6. Share your network:**

Introduce your mentee to your network, as it may yield to increased learning opportunities, other professional contacts, job projects, additional mentors and much more. The more involved new volunteers become, and the more positive experiences they accumulate, the more confident they will be in their own volunteer roles.

### **7. Act as a sounding board:**

Mentees benefit greatly from the opportunity of having a good mentor listen to them. Allow them to explore their thoughts and ideas openly with you. This will often help them unravel their thinking and gain insights about a situation as they share their concerns with you.

### **8. Provide a fresh perspective:**

A good mentor will often provide the mentee with a fresh perspective on an issue. A good mentor will often have the clarity of distance from an issue or problem needed to provide objective feedback to the mentee.

### **9. Provide helpful feedback and acknowledge achievements:**

Not all feedback is helpful. A good mentor knows this and will deliver feedback in a way that will help the mentee gain insight to further develop specific qualities or skills. Always ask for permission to give feedback before doing so. Ask your mentee questions and empower them to work through their issues so they can learn to trust their own judgment. Additionally, help build your mentee's confidence by celebrating and acknowledging achievements.

### **10. Have fun:**

Being a mentor is an exhilarating experience. Mentors often learn a great deal about themselves through the course of a mentorship relationship. Remember to make the experience a fun and engaging one for the mentee and for yourself!