

Yavapai County
Master Gardener Association



Mentor Training - Modified May 15, 2020



Agenda

- Welcome & Introductions
- Mentor Program Overview
- Responsibilities (Mentor, Mentee, Mentor Coordinator)
- Mentoring Expectations
- Behavioral Styles
- What mentees can do during DOVID-19
- Additional Mentor Info
- Open Forum
- Forms
- Important Dates



Betty Loos





Purpose of Mentor Program

- To support and assist Associate Master Gardeners as they acquire their certification hours and become part of the MG community.
- You are not their garden guru – your support is primarily to help them get the information they need and to help them feel welcome.





Mentor Criteria

- Mentors must be certified Master Gardeners who have an “active” status and attend monthly MGA meetings.
- Mentors will receive volunteer hours for time spent in the mentor process.



Mentor Responsibilities



- ☐ Attend May 19th Zoom session (mentees will also participate) (*send photo of yourself before Tuesday*)
- ☐ Maintain periodic contact (phone call, email, card) with mentee through the first year of the certification process





More Responsibilities



- Be available to mentee for questions and guidance
- Encourage mentee to attend monthly MGA meetings and if possible, carpool with the mentee
- Respond to e-mails from Mentor Coordinator (i.e. status to Sharon Marmaduke / Cindy Pitcher)
- Participate in mentee's recognition of certification when awarded at MGA meeting



Additional Expectations

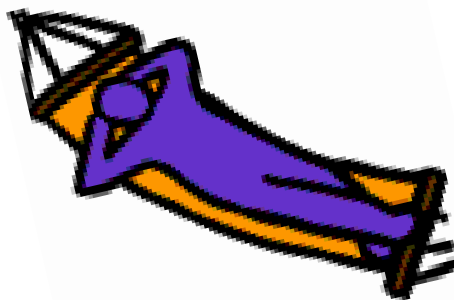
- Review mentee Volunteer information sheet
- Be familiar w/ volunteer activities or ask questions
- Help mentee identify volunteer opportunities of interest to them
- Help mentee connect w/ appropriate person when volunteering, e.g. what chair/coordinator to contact





Mentee Responsibilities

- Attend the Certification Workshop on May 19th
- Communicate with their mentor during the certification year



Mentor Coordinator's Responsibilities

(Sharon Marmaduke and Cindy Pitcher)



- Attend MG training classes to become familiar with the current class members ☒
- Work with the mentors in the mentee/mentor matching process ☒
- Conduct:
 - Mentor Training Session ☒
 - Certification Training
- Provide guidelines, ideas, etc. to mentors ☐
- Send periodic reminder to mentors regarding mentee progress ☐



What is a MG Mentor?

A mentor:

- Is an advisor
- Is a guide, coach, and role model
- Has knowledge or expertise to encourage mentee's ability
- Is willing to give what he or she knows without expectation of reciprocation
- Represents accomplishment, knowledge and skill

We make a living by what we get, we make a life by what we give."

Winston Churchill



Anyone Can Mentor

- There is no specific formula to integrate the proper personal and professional qualities to create a successful mentoring relationship
- Some individuals are attracted to opposites; others are attracted to those with similar interests, styles and backgrounds



Getting Acquainted with Mentee



Introduce yourself to your mentee and let him/her know how to address you; be confident and smile

Learn how to pronounce the mentee's name; write it down correctly and phonetically

Use positive reinforcement to encourage your mentee

Give your mentee the confidence that you will be dependable and will be in contact with him/her on a regular basis

Accept your mentee as she/he is; be nonjudgmental and maintain an attitude of generosity

Help your mentee to understand the meaning and value of goal planning; get your mentee to think about their certification plan



Effective Mentors

- Offer support, challenge, patience, and enthusiasm while you guide your mentee to new levels of achievement
- Although you may be more knowledgeable and experienced, do not view yourself as superior to your mentee(s)



Communicating and Connecting



- Forget yourself
- Ask questions
- Find out what mentee is interested in and run with their subject
- Offer genuine compliments and receive compliments graciously
- Smile – make eye contact and practice welcoming body language
- Listen carefully and remember details
- After mentee volunteers for an event, ask about their experience

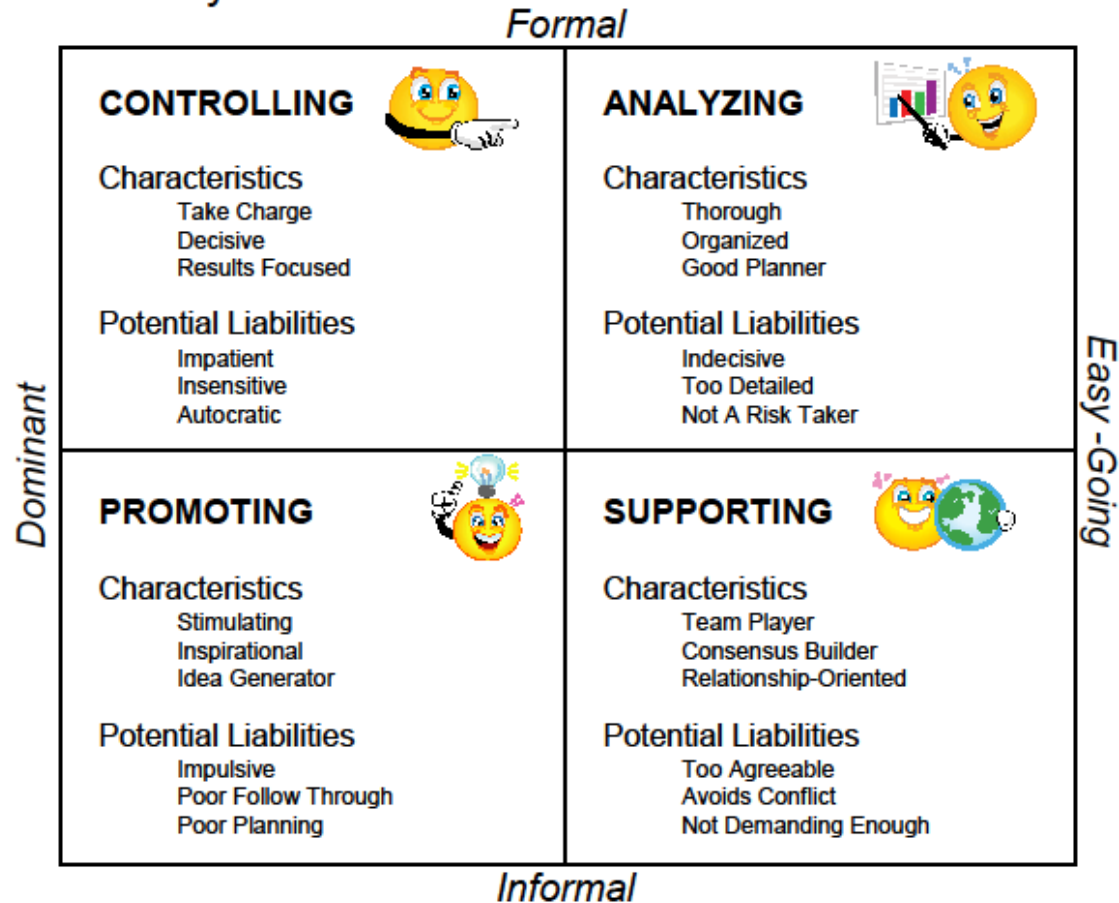


Mary Barnes

Behavioral Styles



Behavioral Styles





Mentee's Style

In Certification Training

- Will explain behavioral styles
- Will give examples of how styles can be used to help them find volunteer activities they will enjoy



Know Your Personal Style – Accommodate Your Mentee's Personal Style



"Task oriented" people like to do specific tasks



"People oriented" people like to interact with others

- Structured people – like to have a plan
- Unstructured people like to have options



2020 Class – COVID-19 Situation

Class will

- be assigned mentors
- complete the DCC process by May 12th (hopefully)
- learn about some volunteer opportunities on May 19th (things like the Help Desk, Plant Database, Speakers Bureau) so they can sign-up if interested
- attend Public Outreach training via Zoom before they can volunteer for some activities, like staffing event tables, giving talks, etc.
- participate in Zoom calls periodically during the next few months for additional training / communication
- participate in an in-person event in September with Jeff to receive class completion certificate, sign Terms of Agreement, etc.





Additional Mentor Info

❑ Speakers Bureau -

- Speaker guidelines, presentations, and reference documents are on the website
- All materials created as Volunteers are property of Extension & may be used by other MGs

❑ Free on-line tutorials are available

<http://uits.arizona.edu/services/uacbt-computer-based-training>

Click on “Go to UACBT Login” on the right side of the screen.

❑ Know how to find info on our website

<https://extension.arizona.edu/yavapai>



When Mentee Reaches 50 Hours

- Message is sent to Nora Graf for newsletter w/ cc to mentor, Cindy Pitcher, Sharon Marmaduke & Cathy Michener
- Mentor makes congratulatory contact with mentee
- Nametags and certificates are presented at MGA meetings. If mentee is not at the meeting, an e-mail will be sent to pick up nametag/ certificate at Extension ofc.
- Membership chair informs mentee they can now order logo wear





Hours Reporting

- Encourage mentee to report hours monthly, not wait until the end of the calendar or fiscal year to send all 50 – takes a while to get nametag
June hours are not posted until August
December hours are not posted until later in January
- It is ok to put multiple months on one report, but don't combine fiscal or calendar years (i.e. don't combine Jun & Jul or Dec & Jan on same report)



THE UNIVERSITY OF ARIZONA
Cooperative Extension
Yavapai County - Master Gardeners

Master Gardener Hours Reporting Form

This report is due by the 5th of the month.

For the month of _____ 20__



FYI

- If mentee asks a question or if Mary sends them a message about hours, etc, the mentor may be bc'd
- Associate MGs are not added to the Hours spreadsheet until they submit hours
- MGs are dropped from the Hours spreadsheet if no hours reported in 12-month period (moved to inactive & deleted from DCC system)

Cindy Pitcher



Open Forum

- Are you a new mentor?
- What if mentee does not respond?
- Experiences of previous mentors
- Following up w/ mentee after first couple volunteer experiences to ask how it went
- Additional concerns?





Documents

- Contact Log can be used by mentor to track mentee progress – *for discussion*

||

Mentor Contact Log||

Mentee· ||

Mentor· ||

Date of Contact	Time Spent	Description of contact: phone, email, card... Issues addressed, questions raised, decisions, made, etc.	Contact updated to Mentor Coordinator

- Mentors periodically report mentee progress via e-mail to Sharon Marmaduke
- Mentor will help mentee fill out the Certification Plan when you meet



Discussion

- *Suggestions for communicating with mentee during social distancing*
- *Brainstorm examples of volunteer activities the 2020 class can engage in during the social distancing this summer*



Important Dates

- May 19th – Certification Training with mentees (via Zoom)

- July 15th – Class Welcome (via Zoom)

Class members are in the early stages of planning a Powerpoint presentation as a way of introducing themselves. The theme will be a "Garden Tour Get Together." Mentors will be involved too, so stay tuned!





"A lot of people have gone further than they thought they could, because someone else thought they could."

Author Unknown

"Thank you for volunteering to be a mentor. We are here to support and help you through the process."

Sharon Marmaduke / Cindy Pitcher