

Expectations for mentors and mentees on a ReachOut project

At ReachOut we expect all mentors and mentees to hold themselves and others to a high standard in the way they behave and treat each other. Our behaviour expectations support the ReachOut Character Journey and promote an environment where everyone can succeed and be the best version of themselves.

<p>Fairness To treat others with respect and empathy, honouring rights and responsibilities, and being honest.</p>	<p>Good Judgement The ability to consider consequences and make decisions that benefit both ourselves and those affected by our choices.</p>
<p>We listen to others because we expect to be listened to in turn.</p> <p>We treat everyone equally because we know that nobody should be discriminated against for any reason.</p> <p>We celebrate the success of others because we appreciate it when others celebrate our successes.</p>	<p>We make good choices that will benefit ourselves and others in the long term.</p> <p>We use positive language and behaviour towards everyone in the group because positive language will encourage and motivate others.</p> <p>We treat equipment and our environment with care and respect because we know that others need to use it and it has been lent to us.</p> <p>We are motivated because we want to improve ourselves, not because we expect material reward.</p>
<p>Self-Control The ability to keep emotions in check and choose to act (or not to act) in a certain way despite how we might feel.</p>	<p>Staying Power Resilience, grit, the ability to stick to something, to honour commitments, to see tasks through to the end.</p>
<p>We follow instructions so that we play our part in making the session a success for everyone.</p> <p>We think before we speak to make sure our words are fair and kind.</p> <p>We walk calmly and quietly through the building because we know that other people are using the building.</p> <p>We keep our phones away for the whole session because we know that a session where everyone keeps their phones away is more positive.</p>	<p>We attend every session because we have committed to this project and we want to get the most out of it.</p> <p>We arrive at each session on time because this is showing our commitment to the session and to our mentor/ mentee.</p> <p>We put our best effort into everything that we do because we know that commitment is more than just turning up.</p> <p>We sit in our correct seats so that the session can start promptly with everyone in their correct pairings.</p>

Suggested strategies for mentors to help mentees to fulfil the ReachOut behaviour expectations:

Model the behaviour that you want to see – expect mentees to pick up behaviours from you and to judge what behaviours you find acceptable based on what you exhibit.

Say please and thank you – as part of modelling the behaviour you want to see and to acknowledge where expectations have been met. For example, “thank you for walking so calmly down to the sports hall, you showed excellent self-control”.

Check for understanding – mentees may not want to tell you that they do not understand something, questions such as ‘would you like me to explain that in a different way?’ makes it easier for them to ask for help.

Humour – is important for relationship building and can be effective in diffusing some situations. Avoid sarcasm until you have built a relationship where you understand each other's sense of humour.

Name the expectation – for example if you are asking a mentee to listen to someone else remind them that this is because they will want to be listened to when it is their turn.

Name the Character Strength – for example if you are asking a mentee to put their phone away remind them that this requires self-control and is not necessarily easy, but needs staying power.

Praise - be sure to praise effort rather than ability or outcome, for example “well done for the effort that you put in to that maths work.” rather than, “you're so good at maths!”

Proximal Praise – Praise mentees who are meeting expectations rather than drawing attention to those who are not. For example, if one mentee is not sitting in the correct seat say “thanks to everyone who is in their correct place ready to start the session with their mentor”, rather than “please move to the correct seat”.

After praise move on to something new - to avoid embarrassment and keep focus acknowledge success and then move on to the next challenge.

Catch them being good – for example if you see a mentee being particularly kind then quietly mention, “that was really great fairness that you just showed there”.