

## What Makes Mentoring Work Online Training

Completion Time: 1 hour

### Course Summary Description:

In this course, you'll learn more about why mentoring has become so popular. The growth of mentoring is related to its effectiveness. The more we know about what makes a mentoring relationship effective, the more we can apply this understanding and improve mentoring results. In turn, increased effectiveness will lead to more growth in mentoring programs. As we explore what mentors actually do to help young people, we'll focus on communication skills. You'll get some specific "tips and techniques" for communicating with adolescents along with an understanding of what mentors should be trying to accomplish as they communicate with their mentees.

### Course Learning Objectives:

The learning objectives of this course are to:

1. Understand better why mentoring has become an important strategy for helping young people, particularly in relationship to cultural trends in modern society and the culture of adolescents today.
2. Be introduced to a conceptual model of youth mentoring that identifies three components of effective mentoring: 1) social-emotional development, 2) cognitive development, and 3) role modeling and advocacy.
3. Look into each of the three components of effective mentoring in terms of actions and behaviors the mentor can apply.
4. Learn specific communication techniques to help mentors connect with their mentees and practice effective mentoring.

### Outline of Course Contents:

Lesson 1: Course Introduction and Objectives

Lesson 2: The Rise of Mentoring as a Youth Development Strategy

- Growth of Mentoring
- Research on Mentoring Effectiveness
- Natural Mentors
- Mentors and Parents Together
- Environmental Factors

Lesson 3: Keys to Success: A Conceptual Model for Youth Mentoring

- Establishing an Emotional Bond
- The Conceptual Model
- Qualities of an Effective Mentor

Lesson 4: What Makes Mentoring Work – Actions and Behaviors

- Social and Emotional Development
- Cognitive Development
- Role Modeling and Advocacy

Lesson 5: Introduction to Communication Techniques

- Active Listening
- “I” Messages
- Paraphrasing
- Open-Ended Questions

**Supplemental Resources:** Documents and web site links are provided in the “Research and Reference” section of the course accessed from the Course Home page.