



CVCCS MENTOR TRAINING

Adopted from **TRUE CHARITY INITIATIVE MENTORING HANDBOOK**
A guide for transformational relationships

"Let us beware of mere charity with the tongs."

- Lend a Hand charity magazine, 1893



Nationwide, communities face a sobering problem: increased loneliness and social isolation. A number of factors could be blamed for the uptick: family breakdown, isolated forms of entertainment like television and social media, ubiquitous smartphones that allow us to trade real connection for an artificial substitute, a lack of trust toward anyone outside our normal social group, or a combination of these many factors.

Whatever the cause, our increasingly socially cocooned lifestyles have real consequences. The research is clear: social isolation is toxic to our health and wellbeing, leading to a host of physical and mental health challenges. Some experts have compared the health risks of social isolation to be of the same magnitude as well-established health risks like those of smoking or obesity.

As bad as isolation is for the average person, the devastating effects seem to be compounded for our low-income neighbors. Firstly, they're more isolated to begin with: a BarnaTrends 2017 study found that adults of lower socioeconomic status are 27% more likely to be lonely and 20% more likely to say they have no close friends at all. Secondly, social capital is most desperately needed by the poor, who rely on it as a means to other resources like financial capital (money) and human capital (education). But perhaps it's most harmful to the poor because, disproportionately burdened by difficulty, they have an acute need for the comfort, guidance, and solidarity afforded only by relationships.

How can we show mercy to weary, heavy-laden travelers on the road of life? So often, the strategy is to load them up with food or clothing and send them on their way. We contend that the real act of mercy more often looks like a willingness to walk alongside the person in poverty on his path and help find the way to smoother trails.

WATCH Stephen's story: gotc.us/4ADG

- ***Why does Stephen say he kept returning to the chaos of drug addiction?***
- ***Why do you think having a "new family" made the difference for Stephen?***



Is poverty merely a lack of money? If that were the case, it could be eradicated easily. The effective poverty fighter recognizes that there may be both individual factors and broad, systemic factors contributing to a person's poverty.

One framework for understanding the complexities of poverty is the Four Foundational Relationships, which contends that each person experiences four relationships integral to a flourishing life (figure 1). According to this framework, poverty is the result of breakdowns in each of these core relationships. Those relationships are as follows:

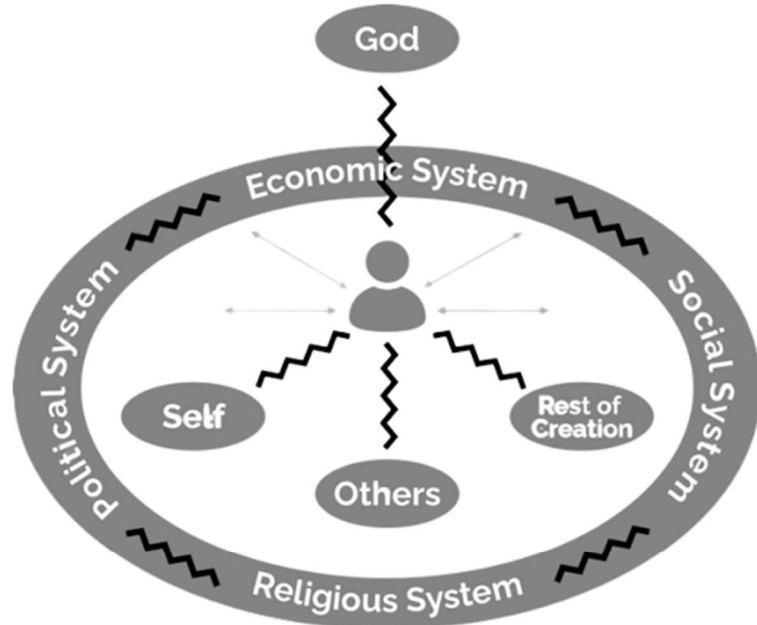


Figure 1

Adapted from Bryant L. Myers, *Walking with the Poor: Principles and Practices of Transformational Development* (Maryknoll, N.Y.: Orbis Books, 1999), 27.

The Four Foundational Relationships

- **Relationship with God:** We exist to know, honor, and glorify our Creator.
- **Relationship with self:** We ought to have a healthy view of our purpose and our worth.
- **Relationship with others:** We were made for thriving relationships with family, friends, and community.
- **Relationship with the rest of creation:** Certain resources like physical property as well as giftings and abilities are under our purview and require good stewardship.



"Homelessness is not a resources issue. It is a relationships issue. Why are people homeless? Because they have broken relationships. And some of these guys who are in gangs don't need more money thrown at them. What we need is to start throwing men at them. They need real, solid, life-giving relationships."

- Jeff Lilley, Executive Director of Seattle Union Rescue Mission

THE AIM OF MENTORSHIP:

To promote natural flourishing and self-sufficiency by strengthening the four foundational relationships.

What's this got to do with mentorship?

The beauty of the "Relationship with Others" is that improvement here is often the gateway to improvements in the other three foundational relationships. Relationship is the context in which you can give and receive love, introduce new ideas, worldviews, and skills, and provide accountability -- and those are the ingredients necessary to move from surviving to thriving.

This is why some argue that social capital is the most important resource of all for getting ahead—even more so than having money or a good education. It really is about who you know. Healthy people have a deep and wide network of relationships. In sociology, these networks are known as bonding social capital (relationships with others like you) and bridging social capital (relationships with people outside your typical social group).



Think about it

Can you think of other examples of what brokenness might look like in each of the four foundational relationships?

Relationship with Self (e.g. low self-esteem, self-harm)

Relationship with Others (e.g. isolation, toxic relationship)

Relationship with the Rest of Creation (e.g. laziness)

Relationship with God (e.g. active sin, belief in false gods)

THE ROLE OF A MENTOR

To be a consultant and cheerleader throughout the stages of positive change or growth.

The effective mentor is less like a boss or savior and more like a consultant or friend.



What makes a good mentor?

A mentor ought to live a life worth emulating. While mentors are imperfect human beings, they should generally embody the following traits:

- Principled
- Patient
- Consistent & dependable
- A good listener
- Encouraging
- Heart of a teacher
- Positive
- Humble
- Not easily offended or upset
- Provides a safe, confidential space for the mentee

Check out the chart below for examples of the mentor's role throughout the stages of change.

STAGE OF CHANGE	EXAMPLE	MENTOR'S ROLE
<i>Pre-Contemplation:</i>	Jane is not thinking about or interested in quitting smoking.	Once trust has been established, gently/tactfully reveal dangers of smoking. Give ideas for how others have quit.
<i>Contemplation:</i>	Jane is aware of the possible consequences of her smoking habit and is considering quitting.	Process with Jane the pros/cons of smoking. Help her imagine a life in which she is free from smoking (e.g. money saved, ability to exercise better, etc)
<i>Preparation:</i>	Jane is mapping out her strategy to quit smoking, gathering helpful resources, and is ready to commit to a start date.	Help Jane research strategies for quitting. Identify triggers and discuss how to address them. Find friends/family members who will support her.
<i>Action:</i>	Jane is implementing her plan to quit: using cinnamon toothpicks as a replacement and avoiding places where she used to smoke. Jane is progressing daily.	Encourage and hold Jane accountable. Celebrate small victories (e.g. treat her to coffee after 1 week of no smoking). Help her make a gameplan for triggering situations.
<i>Maintenance:</i>	Jane hasn't smoked a cigarette for 6 months. She is grateful to have quit, is committed to her decision, and desires to help others overcome.	Celebrate Jane's accomplishment with her! Check in from time to time to mitigate risk of relapse. As she faces future challenges, remind her of her success.

HELPFUL MENTORING TECHNIQUES

1. ASK GOOD QUESTIONS:

Family

- Can you tell me about your family?
- What's something from your home life growing up that you hope to pass along to your kids? What's something you want to be different for your kids?
- What is an important life lesson a family member taught you?

Occupation

- What do you like about where you're working? What do you wish were different?
- Where do you see yourself working in the future?
- What do others who know you well say you're good at?

Recreation

- What do you do to relax and unwind?
- Do you recharge best hanging out with friends or spending some alone time?
- What's your favorite (book, tv show, sport, etc)? What do you like about it?

Knowledge

- Do you have any degrees or certifications?
- What do you like to teach others about?
- What's something you never get tired learning about?

Spirituality

- What are your church experiences?
- Have you ever felt the presence of God or felt him guiding you?
- Do you have a favorite Bible verse or passage?

2. LISTEN WELL

THE ROLE OF A MENTOR

As the mentor, your role is to primarily be a listener, not the sharer, as the focus ought to mainly be on the mentee. Many assume that good listening means being silent and not interrupting while the other talks, but that's not the case. In fact, good listeners periodically ask questions or affirm the speaker's experiences.

Here's another way to think of good listening: be less like a "sponge" that absorbs the information the other person is sharing. Instead, be more like a trampoline: be someone that your mentee can bounce ideas off of and, rather than absorbing the ideas and the energy, amplify, magnify, and clarify his thinking. Below are a few tips for becoming a good listener:

Mind body language

Did you know that communication experts estimate that up to 90% of perception of a person's attitudes and interest is derived from his body language, not what he's saying? Turns out, just saying "I'm listening" is not convincing. Consider how the position of your body, your facial expressions, and your vocal inflections communicate genuine interest. Don't forget to tune in to your mentee's body language as well for added subtext to what they're saying.



Avoid preparing responses while the other is talking

Preparing your response while your mentee is talking is a surefire way for him to feel like he's not really being heard. While the intent behind this is generally a good one-- folks want to give a good, well thought-out response—the effect generally feels competitive rather than cooperative.

Empathize and restate

Good listeners are skilled at putting themselves in the shoes of the person to whom they're listening. People feel heard when someone sees and acknowledges their emotions and (at least to some degree) validates those emotions. Restating what you've heard communicates that you care enough to check and clarify your understanding.

3. BE SUPPORTIVE

There's no doubt about it: the path out of poverty is hard. While the mentor will face temptation to take the driver's seat in the toughest moments, it's important to allow the mentee to be the protagonist in his own journey out of poverty. What, then, is the mentor's role? To support and encourage the mentee on his path. Here are some practical ideas for encouragement:

LANGUAGE OF ENCOURAGEMENT

Connect the mentee's actions with the results

To a person who feels haplessly tossed around by the waves of circumstances in her life, a reminder about her internal locus of control can be timely. Find ways to communicate to your mentee that her actions, good or bad, have a direct effect on her circumstances. Here are a few examples of what you can say to combat learned helplessness:

- "Wow, I can tell you worked really hard on that. It looks great!"
- "Sounds like you handled that problem with a cool head and things are looking up."
- "Look at the progress you've made!"

Note and promote the mentee's passions and giftings

Sadly, it's common for a person experiencing poverty to have a diminished view of herself. Everyone has been gifted by God in unique ways—make it part of your job to discover, reveal, and encourage that which makes your mentee light up.

- "Sounds like you really enjoyed doing that."
- "You seem to really know your stuff when it comes to working on cars."
- "I noticed you like to read. What a cool interest! What are you reading now?"

Let your mentee know that he is appreciated

Perhaps one of the most empowering messages you can communicate to your mentee is that she is a source of joy and solace to you and to others. Here are some ways you can communicate that you see and appreciate your mentee's efforts:

- "Thanks, that really helped!"
- "Your consistency has really meant a lot to me."
- "I really look forward to our weekly meetings."

"Being needed is the ultimate affirmation of human worth."

Robert Lupton
Author of *Toxic Charity*

MEETING UP

A good first meeting is not one in which a vision is cast for the future, goals are set, and homework is assigned. A good first meeting is simply one in which rapport is established!

Some even find it more natural to break this introductory meeting up into two or three parts, with each part having the sole purpose of casually getting to know each other and breaking the ice. That's certainly fine. Just make sure not to dwell in this phase too long before moving on to the more outcome-oriented phase of the relationship.

FIRST MEETING SUGGESTIONS

Meet in a neutral location.

While this is dependent on preference and comfort level, we recommend starting off in a location that doesn't have a lot of personal history or emotional charge. A local coffee shop or a park is a good idea.



Have some questions ready.

Certainly, simple get-to-know-you questions are in order (see p. 9 for ideas). Don't feel any pressure to start on any tasks like goal-setting yet: this is just a time to build rapport. It's also a good idea to trade contact info at this stage such as phone number and email. If you have any communication preferences (e.g. no texting, no communication after 10 pm, etc), make them known.

Keep it short.

Don't fret if the first meeting (or meetings!) are a bit awkward. It's natural for it to take some time for you both to break the ice. One thing you can do to help both of you ease into the relationship is keep the first meetings short-- 30 minutes over coffee just to introduce yourselves is great! A walk can also be a calming activity.



Once you've had a chance to break the ice with your mentee, it's time to move on to the nuts and bolts of the relationship. Being a friend is certainly a vital part of the formal mentoring process, but it's insufficient on its own. The mentoring relationship needs structure and purpose in order to really thrive and be productive. Help get your relationship off on the right foot by ensuring you're both heading in the same, agreed-upon direction!

Take the opportunity to discuss broad aims and expectations. Remember that these need to be created in tandem. While the mentor can guide the process, the mentee owns the purpose!

ESTABLISH PURPOSE.

Take some time to really understand what caused your mentee to want to find a mentor. Was it a requirement for assistance? Did he sign up for a mentoring program? Does he have a specific goal that he needs help with?

Understanding your mentee's motivations and goals will help clarify purpose and direction. The following questions may be helpful as you explore:

- What made you want to find a mentor?
- What do you hope to gain from this relationship?
- What do you want to be different in your life by this time next year?
- Do you have any (spiritual, employment, financial, etc) goals you'd like help with?

ESTABLISH EXPECTATIONS.

Explicitly stated and agreed upon expectations create a greater likelihood that both parties will stay committed.

Frequency/duration of meetings

Set an agreed-upon timeframe to encourage consistency. Recommended is once a week for at least an hour, but no more than two hours. Obviously, the most important requirement is that it has to work for both people's schedules.

Duration of relationship

While there's certainly no need to set a "kill" date on the relationship, it's helpful to address the "elephant in the room" that both parties are likely thinking about. 1 year is typical, but it can be helpful to commit to 6 months and re-evaluate from there.

COMPONENTS OF A GOOD MEETING

1. THE START

Start your meeting off with some casual small talk. No agenda: just see how your mentee is doing. Remember that good relationships involve mutuality, so be sure to update your mentee on what's going on in your life as well!

Highs and Lows

Ask your mentee to share with you one high and one low that happened in his life since the last time you met. If the conversation stalls, consider asking in a specific area (e.g. work, family, etc).

Top of Mind



Ask your mentee to think of three things that are at the top of his mind today, then ask him to share. Ask him why those three things are at the top of his mind!

Rose, thorn, bud



Here's a creative way to understand your mentee's assessment of what's going right and what's going wrong in his life:

- Rose: Have you had a personal success in the last week?
- Thorn: What's something that didn't go as well this last week?
- Bud: What's something you're looking forward to?

2. DO A STUDY TOGETHER

Book study*



There are thousands of books that would qualify as helpful, empowering reads for you and your mentee to choose from. Ask yourself: is there a book that was particularly impactful for you that you'd like to share? Or perhaps a book that's directly relevant to an area that your mentee is focusing on improving? Remember, too, that this book could be nonfiction or fiction... certainly, there's benefit to picking up classic literature and reading through it together!

Scripture Study*



This could be as simple as cracking open the Bible, reading a passage together, and discussing. Perhaps you'd like to read through a book of the Bible together, such as the Gospel of John. If you'd like something a little more structured, there's no shortage of Bible study books and guides out there for you both to choose from!

Life skills study



Are you good at sewing? Perhaps auto repair is a side interest of yours? Or maybe you can make a mean casserole? Invite your mentee to learn these skills with you! Shoring up basic life skills that may be lacking is a great way to help your mentee on the path to self-sufficiency. An added benefit: sometimes conversation flows more naturally over a shared activity. Just make sure that this time of learning isn't causing you to neglect other components of a good meeting.

What can you learn from your mentee?

Remember that humility and mutuality are central components of healthy relationships. Your mentee has knowledge and experiences that you don't! Always involve your mentee in the education selection process to ensure it's something he's interested in, and see what you can learn from your mentee along the way!

3. SET ATTAINABLE GOALS

Specific

Vague goals are not your friend.
They invite confusion and frustration.
Get detailed!

Measurable

Can you verify progress? Will it be clear when the goal is completed?
If not, re-think it.

Attainable

Avoid goals that are far-reaching.
Biting off more than you can chew is a recipe for failure that leads to burnout.

Relevant

Goals should logically lead to the mentee's desired area of improvement.

Time-based

Established timelines keep things moving and provide a logical point for re-evaluation of goal progress.

WHICH IS BETTER?

Circle the superior goal!

Example 1

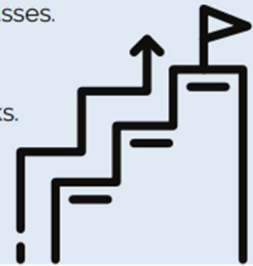
Dave will continue to look for work daily.

Dave will complete 5 job applications within 1 week.

Example 2

Jessica will enroll in HISET classes.

Jessica will complete her HISET schedule within 2 weeks.



ANSWER

In both examples above, the second goal is superior because it contains elements of a SMART goal.

Create action steps

Once you and your mentee have agreed on a goal, it's time to make a plan for how those goals will be accomplished! To begin, discuss with your mentee this critical question:

What has to happen in order for the stated goal to happen?

That question will help orient you and your mentee toward all the small steps that must occur in order to reach the stated goal. Naming those steps and putting them in a logical order helps break down the goal into manageable parts, which is particularly helpful when facing an intimidating goal!

Re-evaluation

To ensure you and your mentee are on track to meet the goals you have set, plan for a regular time of evaluation of progress. A goal should be evaluated within the first 30 days of it being set. Here are some questions to think through if goals are not being met:

1

Is the mentee trying, but there's an obstacle?

If your mentee is not on track to meet his goal, check to see if there's an external factor that's preventing progress. Has an unpredictable work schedule kept him from attending church weekly? Has he had to miss evening classes due to watching his children? Help your mentee brainstorm solutions to these problems and help him implement them.

2

Is the mentee trying, but the goal is unrealistic?

If your mentee is putting in good effort but the goal is still far out of reach, consider breaking the big goal into a set of smaller goals. For example, if the goal was to find employment, try making the goal to create a resume and find three references.

3

Is the mentee apathetic?

If there aren't any apparent obstacles and the goal seems to be within reach, it may be time to address a lack of motivation. If he's discouraged, empathize, encourage, and consider slowing down the goal timeline. If the problem is laziness or simply not caring, then it's time for confrontation, always with the aim to restore. If he's not willing to change, it's time to take a break from the relationship until he's ready to put in the effort.

4. SET YOUR NEXT MEETING



Set next meeting

We recommend a consistent meeting time and place. However, you may find it beneficial to switch it up sometimes. It's also a good practice to check your calendars together to ensure there are no conflicts. Leave knowing when and where you're meeting next!

5. PRAY TOGETHER



PRAYER



It's a great idea to weave prayer throughout your meeting times. Beginning, end, and in-between, prayer is appropriate. Here are some benefits to praying with your mentee:

Models a consistent prayer life

Prayer is a frequently neglected spiritual discipline. Take the opportunity to model prayer for your mentee, emphasizing God's desire to talk with us in good times and bad, with big issues and small. If your mentee doesn't know how to pray, this is a good opportunity to demonstrate and teach.

Is completely mutual

Your mentee can pray for you and your prayer requests just as you pray for him and his prayer requests. It's another way to remind both you and your mentee of the level footing at the cross and the mutual need for God's grace and intervention.

Reminds of the ultimate source of change

Both you and your mentee could use this reminder that transformation ultimately is from and through God. For your mentee, there will undeniably be challenges and hurdles on his path out of poverty that will feel daunting. As the mentor, there will be moments when you feel out of your depth in working with your mentee, as well as temptations to prop yourself up as your mentee's savior. In each scenario, it's a timely reminder that God is the One who empowers and sustains us.

Tip:

Is your mentee intimidated by prayer? This is quite common! You can help break down prayer anxiety with your mentee.

Discuss with your mentee ending each meeting in prayer. If your mentee is anxious about praying aloud, don't pressure him to do so. Let him know that you'll end the meetings in prayer and that you'll both revisit the subject a few meetings down the road.

To ease your mentee into praying aloud, ask him to focus on one specific topic or prayer request at first, or to pray a one-sentence prayer out loud. Remind him that prayer is merely a conversation with God. If it continues to cause stress, discuss with your mentee what could be driving the discomfort.

FOR AFTER THE MEETING...

Ask yourself these questions after every meeting to make sure you're headed in the right direction:

Did I work on developing trust?

Trust is the foundation upon which development takes place. As the old adage goes, "They don't care how much you know until they know how much you care." Some tangible ways to build trust:

- Demonstrate genuine interest in your mentee's life.
- Remember details like names of family members, past workplaces, etc. Taking notes helps!
- Emphasize your commitment to confidentiality (when safe)
- Keep your scheduled meeting times

Did I challenge my mentee in any way?

Put this key phrase to memory: challenge develops. Challenge is an integral part of the positive growth process. Gently challenging misguided ideas, toxic worldviews, or unhelpful behavior is healthy and necessary for progress. Education and goal-setting, too, offer a different but healthy form of challenge!

Did I learn anything from my mentee?

Are you a humble mentor? One way to tell is your willingness to learn from your mentee. Celebrate the unique skills, knowledge, and experiences your mentee has by being willing to receive instruction. This will also reinforce an important lesson in your mentee's mind: that learning is a lifelong process, no matter your station in life.

INFORMAL MEETINGS

The best mentoring relationships aren't just goal-oriented: they're also undergirded by genuine friendship and enjoyment of each other's company. Here are a few "outside-the-box" ideas for activities you can participate in with your mentee just for good old-fashioned fun.

- Watch a movie with a healthy message*
- Participate in community service together
- Take a personality test/spiritual gifts inventory
- Invite your mentee to a game night with family/friends
- Invite your mentee over for dinner
- Attend a concert, sports event, or a play together
- Invite your mentee to a church activity
- Enjoy a common hobby together

NAVIGATING HAVING TO CONFRONT YOUR MENTEE

TIPS FOR HEALTHY CONFRONTATION *



Confrontation is hard. These tips can help.

Check your motivations.

The motivation should always be love and concern for the mentee. If you are looking forward to the confrontation, that is a good indication that you need to step back and re-evaluate your attitude.

Additionally, if addressing a specific behavior/choice, make sure to have a compelling reason for why the mentee should reconsider. Simply because it makes you uncomfortable is not a good enough reason. Identify specific ways in which it's harmful to the mentee or others around him.

Consider the context.

Is it the right time and place? Is your mentee in the right frame of mind to be able to respond well? Avoid confrontation in front of others or in a way that would embarrass your mentee. If your mentee is in an acutely stressful or emotionally heavy period, it may be best to wait.

Communicate with "I" messages

Focusing on "I" messages will help keep the tone of the message from being too accusatory. "I've noticed" is a great phrase to keep handy. It's a good idea, too, to start with a positive message.

- Example: "I'm impressed by the amount of thought that you put into creating your budget, but I've noticed you've been going over in a couple categories."

Don't be put off by a negative response.

It's natural to be defensive when confronted; think about your initial reactions and feelings when you've been confronted in the past. Be patient and gentle in response, careful not to escalate negative emotions by having a similarly defensive response. Your mentee may offer excuses, blame others, become angry, or verbally attack you. Focus on the issue at hand.

- **Example:** Mentee: "I hate cooking and you are always bugging me to cook my meals to save money and eat healthier. So when I can't take it anymore, I just end up buying junk food."
 - Mentor: "I understand. There are times when I don't feel like cooking either. Let's see what we can come up with to address the cooking issues and still stay within your budget."
-

Don't just dwell on the problem; identify solutions

Having some ideas for solutions (rather than just pointing out the problem) will help your mentee know that you're on her team. Work with your mentee to brainstorm solutions that work for both of you. Acknowledge and address hesitations your mentee might have. Remember that perfection is unrealistic. Instead, try for better.

- **Example:** Mentor: "How about having one junk food night a week when you know you won't have to cook? I just bought a 15-minute recipe cookbook, and perhaps we could look at it together and choose some recipes that will work better for you on the nights when you have to cook. Would you like to try that?"
-

Change cannot be forced. Be patient.

Leave the responsibility for choices and change to the mentee rather than trying to force change, which will not work. Behavior change takes time, too: trust the process and demonstrate patience.

SETTING HEALTHY BOUNDARIES

AVOID SAYING YES SIMPLY BECAUSE YOU DON'T KNOW HOW TO SAY NO

Saying "yes" when you feel uncomfortable or strained will lead to burnout and resentment of the relationship. Don't feel pressured to give an answer on the spot, either. It's okay to let your mentee know that you will think about it and get back to them.

INTENTIONALLY LIMIT TIME WITH YOUR MENTEE

It's important that you maintain your other duties and protect the time necessary for you to recharge so that you can be at your best when you are with your mentee. Additionally, too much time together can be an indicator of unhealthy co-dependency forming. We recommend enough time to kindle a relationship and allow some flexibility while still leaving time to focus on other responsibilities.

DON'T BE A HELICOPTER MENTOR

We recommend against hovering over and bailing out your mentee. While discernment is necessary (e.g., it may be appropriate to give a lifeline in true crises not of the mentee's making), this generally results in unhealthy dependency and a stalled journey to self-sufficiency. If you ever do give your mentee a gift, think of it as an award for achievement and tie the gift to milestone accomplishments.

INSIST ON RESPECT

Too often, mentors think that being a loving friend to the mentee means becoming his doormat. While it's good to exercise grace when a mentee has an occasional slip-up, if the mentee's overall words and actions are disrespectful or abusive without improvement, it may be time for healthy confrontation.

FAQ'S

What if my mentee is unreliable or inconsistent?

This requires a bit of investigation to learn why your mentee is inconsistent. Is the cause something external, like an unpredictable work schedule? If so, problem-solve with your mentee to find a solution. If it's a matter of poor time management or a lack of commitment, discuss with your mentee the expectations for the relationship, citing the mentoring agreement you both made at the beginning. Approach this with a servant attitude: is there something you can do to remind your mentee of meetings or make meeting locations more convenient?

Hopefully, the re-evaluation process of goal-setting (see p. 25) will help you catch goal progress that's gone off track and re-adjust before it's too far gone. However, if your mentee is consistently not meeting goals, you need to understand the root reason why. Make sure these goals are in alignment with the changes your mentee desires. If the goals are too lofty, take a step back and try some easier yet still worthy goals. If you sense the root problem is apathy, this is when healthy confrontation is appropriate.

What if my mentee doesn't meet his goals?

What if the sharing is just superficial?

Make sure you're asking good questions that sensitively get to matters of the heart (for ideas, refer to the appendix). Model vulnerability with your mentee, sharing your own personal struggles, challenges, and past mistakes. Personally sharing will encourage your mentee to reciprocate. Remember that sensitive sharing doesn't happen automatically: people open up once the relationship has deepened and trust has been formed.

If the mentee is too talkative (e.g. interrupting, rambling without giving the mentor a chance to speak), explain the need for reflection and conversation. If the problem persists, it is appropriate to kindly remind the mentee of guidelines for polite conversation. Consider creating a "signal" with your mentee that can be used to subtly remind the mentee to listen as well as speak.

If the mentee is too quiet, make sure that your questions are compelling. Otherwise, be patient. Many times people talk more as they feel more comfortable.

What if my mentee is too talkative/too quiet?

What if my mentee comes unprepared?

This requires investigation to understand why the mentee is not preparing for meetings. Many common reasons, like a busy schedule or forgetfulness, can be addressed through thoughtful problem-solving between mentor and mentee. If the education is not stimulating to the mentee, consider pausing it and trying something else, with his input. Otherwise, emphasize the need for preparation in order for meeting times to be the most productive.

If you believe your mentee is participating in self-harm or contemplating suicide, you need to ask for help from someone with mental health and counseling expertise. If you suspect abuse or illegal activity, again, consult the mentoring program director or contact authorities.

Aside from those things, seek outside help when you feel at a loss as to how to help your mentee with a particular issue. Others have wisdom and expertise in areas you don't-- lean on them!

When do I need to seek outside help?

EDUCATIONAL RESOURCES

Bible studies

- **Core 52** (Mark Moore)
 - Bite-sized Bible lesson, conveniently arranged for 1-year study
 - gotc.us/4ADB
- **Experiencing the Heart of Jesus** (Max Lucado)
 - A 50-lesson study designed to help the reader draw closer to the heart and soul of Jesus Christ to find peace in chaos
- **Handbook for Christian Maturity** (Bill Bright)
 - Introduction to the basics of Christianity for the new Christian
- **Tools for Mentoring**
 - Fundamentals of Christianity and hot-button issues relevant to faith and morality
 - gotc.us/4ADg

Book studies

- **7 Habits of Highly Effective People** (Stephen Covey)
 - A principle-centered approach to living well both professionally and personally
- **Encounters with Jesus** (Timothy Keller)
 - Learn how the central events in Jesus' life help answer our own big questions
- **Boundaries** (Cloud and Townsend)
 - Learn when to say yes and how to say no in order to take control of your life through healthy, biblical boundaries
- **How to Win Friends and Influence People** (Dale Carnegie)
 - A guide to experiencing success both personally and professionally

MOVIES WITH A HEALTHY MESSAGE

- **A Man for All Seasons**
 - St. Thomas More was a successful, attractive man who was able to give up society and success when it became incompatible with virtue
- **To Kill a Mockingbird**
 - Atticus Finch (Gregory Peck) is a great father and a great lawyer, willing to put his career and reputation on the line to stand up for what is right
- **The Rookie**
 - Dennis Quaid plays a man who respects his wife, children, father, and community. In turn, the community rallies around him and helps him achieve his dream
- **Chariots of Fire**
 - Eric Liddel displays a fine example of dedication to excellence and devotion to God in his running career
- **The Scarlet and the Black**
 - Based on the true story of Hugh O' Flaherty, a Catholic priest who risked his life in a daring attempt to rescue POW's during World War II
- **Finding Forrester**
 - An African-American teen writing prodigy in the Bronx finds an unusual mentor: a famously reclusive author who helps the young man
- **What's Eating Gilbert Grape?**
 - Young Gilbert (Johnny Depp) avoids his own impulses in order to shoulder the heavy burden of his family
- **The Man Without a Face**
 - Chuck wants to leave home but can't make the grade for boarding school. Then he finds out the disfigured recluse living nearby is an ex-teacher
- **Master and Commander**
 - A good film about ego and friendship in leadership
- **The Mission**
 - Two immensely contrasting portraits of men.