

A Few Words of Wisdom

1. Pray for wisdom even with the small issues.
2. Talk with the team when guidance is needed.
3. If the team does not know what to do, get some help from someone more experienced – pastor, counselor, social worker, CAYM.
4. Deal with issues promptly. Generally, the longer an issue is put off, the more difficult and complicated it becomes. However, once an issue is raised, it is okay to take some time to think through a solution, pray, or get some advice. It is okay to say, “I need a couple days to think this through.” That is not procrastination; that is using wisdom.
5. Create an intervention. Bring all the parties together to work out the problem. Look at “*SODAS Problem Solving Model*” in “*Helpful Skills for Coaching – Problem Solving*” section.

General Issues (that can involve all parties)

- *When bonding starts slowly* – If the mentoring relationship is starting off slowly, check in with the match more frequently. Remind the mentor to involve the protégé in deciding what activities to do. Encourage them to do interactive activities, so they can get to know each other and connect. Talk to the parent and get some ideas of what he/she thinks could help. It can be helpful to go and meet them on one of their outings to have another person interact with them. This match could also go on an outing with another match so that there are more people to interact with. Sometimes that can help the protégé warm up.
- *When lines of communication close* – If the lines of communication are down with any of the parties within the mentoring match, it is only a matter of time before there will be a problem. If communication lines are down, the coach must work to get them open as soon as possible. It is common within many families for phones to be shut off or disconnected; try mailing a letter, stopping by their home, stopping by their workplace, or calling an emergency contact person.
- *When expectations are not met* – The mentor, protégé, and parent all have certain expectations when they enter into the mentoring match. The coach needs to make sure to clearly define the nature of the relationship, rules, guidelines, boundaries, and proper expectations. Help spell out what mentoring is and what they can expect, so unmet expectations are kept to a minimum.
- *When conflict arises* – Conflict is a fairly normal part of building any new relationship. It is important to handle it in a non-defensive manner. See the “*Conflict Resolution*” information under the “*Helpful Skills for Coaching.*”