Why mentorship discussion?

Critical need:
- New instructors
- Support existing staff - various roles
- Train & retain volunteers
- Prepare tomorrow’s industry leaders

Look at variety of mentorship perspectives
- Volunteers
- Staff
- New Professionals
- The Mentee’s Experience
Mentoring Staff, Jeanna Petino, Operations Dir.

- Why?
  - Staff retention / employee satisfaction
  - Improving workplace culture
  - Developing tomorrow’s industry LEADERS

- Begins & ends with compassion/empathy & curiosity
  - Many enter the field with limited professional skills

- Mentorship model
  - Lose the ego - it’s not about you
  - Identify individual strengths & opportunities
  - Model effective communication and professional expectations
  - Provide tools for success - professional development opportunities

Mentoring Volunteers
-Lorna Young, Instructor, Former Dir.

- Effective mentoring = improved experience / relationship / higher retention
- Understanding what volunteers want - purpose, community involvement, shared interest
- Build on their strengths
- Offer learning opportunities
- Provide clear expectations
- Respect their time
- Acknowledge their value

Mentoring - New Instructors
- Sarah Miller, Training & Ed Director

- Representing our industry
- Building the instructor toolbox
  - Provide the confidence & skills for success
  - Setting expectations and objectives
- Problem solving
- What to do when you hit a roadblock
  - Knowing when to dial it back or provide increased challenge
- Having the hard conversations
- Tips for success
Being Mentored - The Experience  
- Chelsea Bourn, Program Dir.

- Clear Expectations
  - Timelines
  - Responsibilities
  - Boundaries/preferences
  - Goals

- Open Communication
  - Needs as a mentee/learner
  - Areas for growth and opportunity

- Personal reflection
  - You only improve as much as you’re willing to - it will be HARD
  - There is always more to learn
  - It’s NOT just about teaching riding skills

- Action
  - Troubleshooting and problem solving
  - Applying feedback

- Personal reflection

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