SHINE FROM

Within®

1:1 MENTORING TOOLKIT

ON-BOARDING PROCESS

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Before beginning sessions, you'll usually want to meet with both the parent and young person for an initial consultation. This serves several important purposes:

- Ensure the young person is invested, willing and wants to participate freely (not just being sent by parents)
- Explain the format will be a series of sessions over time, not just a one-off meeting. This allows building rapport and working towards goals.
- Get a little bit of background information on what the young person hopes to work on/achieve
- Allow the young person to get to know you and ensure they are comfortable working with you

You can choose to charge a fee for this initial consultation to cover your time and any travel if meeting in person and offering to refund a portion if they decide not to proceed further can provide reassurance. An example framework for onboarding a client could be:

1. 15 minute chat with parent to get a sense of what they are looking for and determine for yourself whether you think you would be a good fit. You'll know pretty quickly whether what they are looking for is unreasonable for you as a mentor - e.g. if they share that the young person is thinking of suicide, self-harming, etc and they *don't* have any other support for these things, then mentoring with you is not going to be a good fit (unless you are also a counsellor or psychologist). You could recommend some local supports and let them know that you'd love to reassess down the track when they have support in place for these pressing concerns that are beyond your scope of practice.
2. If it feels like a good fit, you can then proceed to schedule a 15 min chat with the young person too. It can be longer and with traditional life coaching with adults you would often offer a free 30-60min initial consult so that you have more time to connect and can help them leave the session with a couple of great take-aways that they can implement right away. That way they can really get a sense of how powerful working with you can be and will book in for a series!

   However, with young people, I've found a quick chat is all you need to give them a sense of who you are, help them feel comfortable and let them know that this is their space, that you won't be reporting back to parents and you just want to help them and support them with whatever they want! *"We'll start by me sending you through a bit of a questionnaire and then in our first session together we'll come up with some themes that you'd love to work on for yourself."* Make sure to ask them if they have any questions for you and let them know this can be tailored to them.
3. You can then send an email to the parent after that chat with a link to a booking form, payment page and a link to book in to your calendar. If you're just starting out and

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don’t have much infrastructure in place in your business yet, this can be as simple as setting up a Stripe or PayPal account and a product so that you’ll have a payment link to send them. Note: you can set this up as a payment plan or a one-off fee. For the calendar, you could set up a free Calendly account that connects to your calendar and has your available session times mapped out so they can book in to a day and time that suits you both. You’ll find a booking form template as part of this bundle.

ENQUIRY CALL WITH TEEN:

In this call, you’re just wanting to make sure you’re friendly, casual and help them feel comfortable with you. That will largely depend on YOU feeling comfortable when you show up :). Some things you could ask them:

- Ask about them, what they’re loving right now
- Anything you’re finding challenging or annoying at the moment?
- Your mum/dad has probably told you something about working with me - what’s your understanding of it so far?
- Ok cool, well I’m a youth mentor, as well as a x and x. I’m head-over-heels in love with my fur baby, love xxx and wish I just had someone in my corner who wasn’t my parent or someone else in my life when I was a teen. I absolutely LOVE holding space for clients to share whatever is going on with them. It will be an hour every 2 weeks to just focus on you, talk about what’s been on your mind or what’s come up, bounce ideas around with someone else who’s not otherwise a part of your life and just breathe… especially when you have a busy busy life it can be so valuable to know that you’ve got this 1 hour devoted to you where you don’t have to be anything, show up as anything other than yourself.
- If there was ONE thing that you’d love to focus on together, what do you think that might be?
- The next steps will be a pre-mentoring questionnaire, then our first session where we’ll go through your questionnaire together and come up with some themes or goals you want to achieve during our time together.

Do you have any questions for me?

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ON-BOARDING EMAIL TEMPLATE:

Hi [Parent],

Thanks so much for chatting with me about [child]. It's been great to get a sense of what support you're after and it was wonderful to chat with [child]. I'd love to support them with x, x and x.

I'm excited to get started so, if it's still feeling great for both of you, please find details below on how to proceed:

1. Please fill in this booking form.
2. Please make payment of the first session here. *(you could simply attach an invoice).*
3. Please book in the first session here.

If you have any questions, please don't hesitate to reach out and I'll follow up with you in a couple of days if I haven't heard from you.

Warm regards,

[your name]

Note: depending on the systems you have in place, you could automate all of this so all they need to do is fill in the booking form, which will send them straight to the payment page on submission and then they'll get an automated email inviting them to book in for their first session. However, you can get started with little infrastructure to start with!

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