







Mentoring Staff, Jeanna Pellino, 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
