



2018 National Order of the Arrow Conference

Advising 101: Mentoring, Coaching, and Communicating with Youth

Session Length: 45 Minutes

Through this session, you will:

Explain the importance of effective communication in order to mentor and coach youth

Demonstrate the techniques in order for the youth you are advising to grow as a leader

Guide participants through the differences between mentoring and coaching and how both are important to be a successful adviser

Enable participants to recognize the different modes of communication to ensure effective, meaningful encounters with youth.

Learning Outcomes:

- Articulate the differences between mentoring and coaching
- Recognize the changing landscape of electronic communication
- Understand the dynamic relationship between communication and mentoring/coaching

Theme Connection:

The theme of NOAC 2018 is “Decide Your Destiny,” emphasizing the message that today’s decisions shape tomorrow’s reality. This session will relay this theme in the following ways:

- Advisers have the opportunity to mold and shape youth in profound ways in order to instill the values of servant leadership. This exposure at an early age will ensure that the leaders of tomorrow exemplify the all points of the Scout Oath, Law, as well as the obligation of the Order of the Arrow.

Required Materials:

- Projector
- Screen
- Handouts
- Computer with PowerPoint



TRAINER PREPARATION

1. One of the first items you will be sharing in this session is a personal narrative that highlights a correct relationship between a youth and an adviser. Think of a time in your OA career when an adviser effectively coached, mentored, and communicated with you. You will be referring back to this example multiple times throughout the session.
2. Get familiar with the PowerPoint, scenarios, and other materials in order to answer any questions that may arise during the session.
3. If you are presenting this session (using the materials made in 2018), update the charts and graphs found in the PowerPoint in order to have accurate information.

Session Narrative

This session's purpose is to show advisers that coaching, mentoring, and communicating all share a dynamic relationship and everyone has the potential to fulfill each of these points. Through sharing personal stories, a series of detailed definitions, and a number of external resources, advisers will be able to grasp the importance of their role of developing leadership and personal values. Throughout the session, you will be engaging the participants in scenarios that will serve as a way for you to ensure the comprehension of material, and the advisers to practice the skills they have heard.

Introduction

5 minutes

Welcome participants, pass out handouts to every participants, go over learning outcomes, highlight the phrase "under the guidance of selected capable adults" found in the OA mission statement, and share personal narrative. This narrative should encompass all aspects covered in this session (Mentoring, Coaching, and Communicating). You will refer back to this narrative frequently throughout the session.

Trainer Tip: During the introduction, feel free to provide a brief analysis of what you have done in the Order of the Arrow. With that being said, this session is written from the point of view of a youth; therefore, a youth should be instructing this course.

Mentoring

10 minutes

During this part of the session, the presenter will define the role of a mentor, what a mentor contributes to the development of a youth, and explore examples of well-known mentors. You will also connect the personal narrative shared previously to how the adviser exemplified a quality of a mentor. The definition of a mentor used for this session will be: "Interested in the personal



development of their pupil through informal lessons which are usually prompted by mistakes”. After expanding on the items on the slide, begin highlighting how the adviser in your personal narrative showed qualities of mentoring, then lead into the scenarios that are on the participants handouts.

The scenario for this topic is as follows:

“A new Arrowman has recently joined the chapter that you are advising; he attends the first chapter meeting with questions about the OA and is eager to attend his first Ordeal. During the meeting you see that he diligently takes notes about everything that is said – dates, times, and locations. After the meeting you see that his father is there who is excited to ask his son about the first chapter meeting. At the weekend of Ordeal, the new Arrowman asks where he could help. Where would you suggest this Arrowman serve in order to take full advantage of the talents you have seen thus far?”

Possible responses for this scenario could include:

Elangomat, Check-in (organizational), ceremonies (involved father), or service committee member (to build up to other lodge positions)

Coaching

10 minutes

This part of the session calls for the presenter to define the role of a coach, connect how some may coach in OA-specific scenarios, and demonstrate the importance of coaching when it comes to the development of youth. The definition of a coach that will be used for this presentation is: “A trusted adviser focused on reaching goals set by the pupil through dialogue.” After explaining the items on the slide, begin referring back to your personal narrative making sure to highlight aspects when the adviser coached you through a conflict. Then prompt the participants to read the scenario listed on their handout. After allotting 1-2 minutes for participants to read the scenario and write their response, ask the group if anyone would like to share their response.

The scenario for this topic is: As lodge adviser, one of your tasks is to ensure that the chief reaches all of the goals he set at the beginning of the year. One of the goals he made is to have over 100 people attend your section’s conclave later in the year. The chief believes that the steps needed to reach this goal is to work with the lodge secretary to make a communications plan, advertise a lodge bus option to transport lodge members to the conclave, and promote multiple lodge items that members would have the opportunity to purchase on site. As an adviser, what questions would you ask this youth to promote him to think more deeply into this issue?

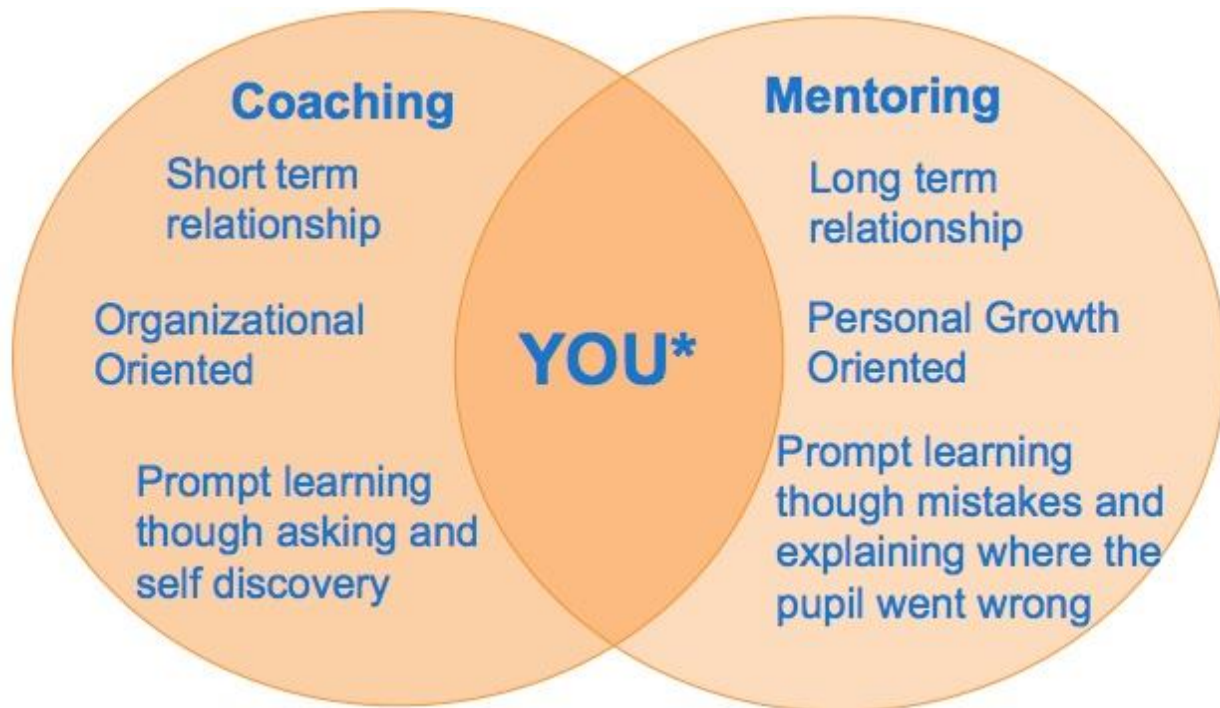
Some possible responses could be:

“Other than delegation, what role would you play in the plan?” “How could you assist the other lodge officers to succeed?” or “What specific points of the promotions plan would you be sure to include in order for the most Arrowmen to be reached?”

The Relationship between Coaching and Mentoring

5 minutes

During this part of the session, a PowerPoint slide will show a Venn-diagram with coaching and mentoring in two partially-overlapping circles, with the middle field showing the word “You”. After this, explain that in order for an adviser to completely embody both coaching and mentoring, they must have excellent communication with the youth they are advising. Review the attached Venn diagram to familiar yourself with the similarities and differences between mentoring and coaching.



Take note of the * with the word ‘YOU’. In the PowerPoint slide, there is a box that will appear that will inform the participants that the perfect balance between coaching and mentoring will be effective communication.

Communication

10 minutes

During this part of the session, the presenter will be identifying different modes of communication, how to effectively communicate with youth, as well as exploring schools of thought of how an adviser can get their point across to youth. The first aspect that you will be discussing is the ways advisers can communicate with Generation Z (according to a Huffington Post article). As the presenter, you can probably think of times when the points listed became valuable when communicating. Feel free to share these experiences as you see fit. The two slides that cover communication will presenting several charts and graphs. Please be sure that you know what the graph is communicating and any other important information represented by the graph. You will also be covering Carl Roger’s philosophy of Unconditional Positive Regard (UPR). This outlook is a tool that psychologists use in order for their patients to feel comfortable around them. With respect to the Order of the Arrow, it can be used for advisers to build a deep relationship with the youth they are advising. The three aspects of UPR are: acceptance, empathy, and genuineness.



Finally, included in the PowerPoint slide are a few points that I (Austin Clark) believe are important qualities for advisers to remember when communicating with youth. Feel free to update or change these points when presenting.

Takeaway Challenge

5 minutes

During this final part of the session, challenge the participants to answer the questions listed on their hand out. Allot 2-3 minutes for reading and answering, and then open the floor for anyone to share what they have wrote with the group. After that, answer any questions that participants may have. Finally, thank them for attending “Advising 101” and dismiss to the next session.

Appendix: Resources and Source Material

Article from the Huffington Post describing how to effectively communicate with Gen. Z in the workplace:

https://www.huffingtonpost.com/deep-patel/8-ways-to-prepare-for-gen_b_12679118.html

Article that gives an in-depth analysis of Unconditional Positive Regard

<https://www.harleytherapy.co.uk/counselling/unconditional-positive-regard-what-it-is-and-why-you-need-it.htm>

Article that gives more similarities and differences between mentoring and coaching

https://www.brefigroup.co.uk/coaching/coaching_and_mentoring.html