

# Mentor Mandatory Instructor Contact Coaching Sheet

As a Roots of Empathy Mentor one of your responsibilities is to contact your **New and Certified Instructors** at crucial points throughout the Roots of Empathy program year. To assist you with preparing for these contacts please see the key points outlined below:

**New Instructors** are contacted by their Mentor four times throughout the Roots of Empathy program year:

- **Contact One:** Program Start-Up
- **Contact Two:** Following the delivery of Theme One
- **Contact Three:** To Plan for Mid-Year Training and Classroom Visit
- **Contact Four:** Prior to Program Wrap-Up

Contacts one and two **must be phone calls**, however contact three may be completed through phone or an e-mail at the Mentor's discretion. Contact four must be a phone call.

## CONTACT ONE – NEW INSTRUCTORS

**Method:** Phone call  
**Timeline:** Program Start-Up  
**Resource:** *Program Start-Up Checklist*

The first mandatory contact provides the opportunity for the Mentor to strengthen their relationship with each Instructor. Open communication between the Mentors and Instructors is a key component to the Instructor's growth and success. Prior to this initial phone call, please attach the *Program Start-Up Checklist* document to the first email contact (see the *Introductory Emails Prior to Mandatory Contacts* document for a sample email to accompany this checklist).

During the call, please ensure the following points are covered:

- ☐ **Program Setup** – Confirm the number of programs the Instructor is delivering, and that the information requested in first e-mail has been returned.
- ☐ **Classroom Information Form** – Ensure Instructors have received the online form (if available at the time of the call) from the Lead Agency. Emphasize the importance of submitting their form(s) as soon as possible. Roots of Empathy uses this information to compile annual statistics [i.e. number of programs, grades involved, number of children (male/female)]. This information is **critical** and Roots of Empathy is **accountable** to report statistics to funders and stakeholders.
- ☐ **Baby Age Confirmation** – Ensure the baby (no twins) is at least two months old and has not passed their four month birthday on the date of the first **Family** Visit.

**Meeting the Family and Meeting the Principal/Teacher Visits** – Discuss the logistics of these visits with your Instructors and address any questions and/or concerns. Ensure that they are familiar with the **Getting Ready** section of the Roots of Empathy Curriculum Manual.

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## CONTACT TWO – NEW INSTRUCTORS

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**Method:** Phone call

**Timeline:** Following the delivery of Theme 1

**Resource:** *Theme One Reflection for New Instructors* and *Instructor Summary and Progress Report*

The second mandatory contact is designed to help Instructors reflect on their program(s) following the completion of their first theme. Please attach the *Theme One Reflection for New Instructors* document along with your second email contact (see the *Introductory Emails Prior to Mandatory Contacts with New Instructors* document for a sample email to accompany this document).

Please ensure the following points are covered during this second contact with Instructors:

- ☐ **Program Update** - Discuss how the program is going and address any challenges or difficulties the Instructor may be having with program delivery (e.g. classroom management, curriculum, scheduling etc) and teacher involvement.

**Classroom Information Form (CIF)** - Please confirm the CIF has been submitted.

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## CONTACT THREE – NEW INSTRUCTORS

**Method:** Phone call or e-mail  
**Timeline:** Prior to Mid-Year Training and Classroom Visit  
**Resource:** *Mid-Year Reflection, Self Reflection Questionnaire and Instructor Growth Plan* along with *Instructor Summary and Progress Report*

The third mandatory contact is designed to help Instructors reflect on their program at the mid-year point and finalize arrangements and prepare for Classroom Visits. Prior to this third contact, please attach the *Mid Year Reflection, Self Reflection Questionnaire and Instructor Growth Plan* documents along with the third introductory email contact (see the *Introductory Emails Prior to Mandatory Contacts* document for a sample email to accompany these documents).

In addition to any questions the Instructor may have, please cover the following key points:

- ☐ **Mid-Year Training** - Notify Instructors that they will be receiving an invitation to the Mid-Year Training from their KPP/Program Manager. Explain that attending the Mid-Year Training is highly valuable as it provides an opportunity for New Instructors to share experiences. The Mid-Year Training is the fourth mandatory day of training required to become a Roots of Empathy Certified Instructor.
- ☐ **Classroom Visit** - Discuss scheduling details with the Instructor and emphasize that the classroom visit is not an evaluation but rather an opportunity for Mentors to support New Instructors to move forward with confidence. We recommend the classroom visit be completed during a Family Visit as it is fundamental to meeting the key aims of the curriculum.

This call is an opportunity to explain the importance of the *Self Reflection Questionnaire* and *Instructor Growth Plan* prior the Classroom Visit. Be sure to clarify that the *Self Reflection Questionnaire* form is for their reference only, and offers an opportunity for them to reflect on the successes and challenges they are experiencing in their program(s). This document is an important tool that highlights topics for discussion and supports completion of the *Instructor Growth Plan* which happens after the classroom visit. Be sure to verify the following details of your visit with the Instructor:

1. Date
2. Time
3. School name, address and phone number
4. Grade level
5. Teacher name
6. Room number
7. Which theme/visit they are planning to deliver

It is important to ensure each Instructor has arranged a place for a discussion that may take up to an hour after the classroom visit and involves the completion of the *Instructor Growth Plan*.

If for any reason a Family Visit cannot take place within the Mentor's schedule, please make arrangements to set up a video-taped visit and follow up phone discussion and completion of the *Instructor Growth Plan* at a later date. These situations should always be communicated to your Senior Mentor prior to your classroom visit.

# Mentor Mandatory Instructor Contact Coaching Sheet

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## CONTACT FOUR – NEW INSTRUCTORS

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**Method:** Phone call

**Timeline:** Prior to Program Wrap-Up

**Resource:** *Program Wrap-Up Checklist and Instructor Summary and Progress Report*

The fourth mandatory contact is designed to debrief on the Mid-Year Training experience, discuss the *Mid-Year Training Makeup Assignment* with those who were not able to attend, revisit the *Instructor Growth Plan* completed in the Classroom Visit and review with Instructors the necessary steps to wrap up their Roots of Empathy program(s).

Prior to this final phone call, please email the *Program Wrap Up Checklist* to all Instructors. There is no sample email, as this email will be provided by your Senior Mentor in April, with further details.

Please consider the following points during the phone call:

- ☐ **Mid-Year Training** - Ensure any New Instructors who did not attend a Mid-Year Training have completed and submitted the *Mid-Year Training Makeup Assignment*. If this assignment is not submitted, Instructor Certification will be delayed and Roots of Empathy will be unable to place them in a classroom for the following program year. **Note:** Instructors will receive this *Makeup Assignment* from International Office and the Senior Mentor will review it. Your Instructor may ask for your support in completing the assignment.
- ☐ **Feedback Forms** - At the end of every program year, the Roots of Empathy organization collects feedback forms from Students, Classroom Teachers, the Parent of Roots of Empathy Baby and Instructors and records the results. Please emphasize that these forms are revised annually and when calculating national statistics the Roots of Empathy Research Department can only use the most up-to-date forms.
- ☐ **Next Year** - Please review the successes and areas for growth addressed on the *Instructor Growth Plan*. Discuss with the Instructor their plans for program delivery, and revisit their successes and areas of growth for the upcoming program year.

# Mentor Mandatory Instructor Contact Coaching Sheet

**Certified Instructors** are contacted by their Mentor three times throughout the Roots of Empathy program year:

- **Contact One:** Program Start-Up
- **Contact Two:** Mid-year following the delivery of Theme 3 and 4
- **Contact Three:** Prior to Program Wrap-Up

All Contacts must be phone calls.

## CONTACT ONE – CERTIFIED INSTRUCTORS

**Method:** Phone call

**Timeline:** Program Start-Up

**Resource:** *Program Start Up Checklist and Instructor Summary and Progress Report*

The first mandatory contact provides the opportunity for the Mentor to strengthen their relationship with each Instructor. Open communication between the Mentors and Instructors is a key component to the Instructor's growth and success. Prior to this initial phone call, please attach the *Program Start Up Checklist* document to the first email contact (see the *Introductory Emails Prior to Mandatory Contacts* document for a sample email to accompany this checklist).

During the call, please ensure the following points are covered:

- ☐ **Program Setup** - Confirm the number of programs the Instructor is delivering, and that the information requested in first e-mail has been returned.
- ☐ **Current Job Position** – If Instructors are employed, discuss if their job has changed in any way that would affect the delivery of Roots of Empathy.
- ☐ **Classroom Information Form** – Ensure Instructors have received the online form from the KPP/Program Manager and emphasize the importance of submitting their form(s) as soon as possible. Roots of Empathy uses this information to compile national yearly statistics [i.e. number of programs, grades involved, number of children (male/female)]. This type of information is **critical** and Roots of Empathy is **accountable** to report statistics to funders and stakeholders.
- ☐ **Baby Age Confirmation** – Ensure the baby (no twins) is at least two months old and has not passed their four month birthday on the date of the first **Family Visit**.
- ☐ **Instructor Growth** – Revisit the *Instructor Growth Plan* and *Instructor Summary* around successes and challenges from the previous year(s) and discuss strategies around supporting continued growth.

**Meeting the Family and Meeting the Principal/Teacher Visits** – Discuss the logistics of these visits with your Instructors and address any questions and/or concerns. Ensure that they are familiar with the **Getting Ready** section of the Roots of Empathy Curriculum Manual.

# Mentor Mandatory Instructor Contact Coaching Sheet

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## CONTACT TWO – CERTIFIED INSTRUCTORS

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**Method:** Phone call

**Timeline:** Mid-year following the delivery of Theme 3 and 4

**Resource:** *Mid-Year Reflection for Certified Instructors and Instructor Summary and Progress Report*

The second mandatory contact is designed to help Instructors reflect on their program(s) at the mid-year point. Prior to this call, please attach the *Mid Year Reflection for Certified Instructors* document along with the second email contact (see the *Introductory Emails Prior to Mandatory Contacts* document for a sample email to accompany this document).

In addition to any questions the Instructor may have, please cover the following key points:

- ☐ **PD Workshops** - Please reinforce with Certified Instructors that attendance at a Professional Development workshop is a mandatory and integral aspect of annual Recertification for all Instructors. These workshops provide an excellent opportunity for Roots of Empathy Instructors to connect and share experiences with peers, and to build on their skills and understanding of the Roots of Empathy program.
- ☐ **Instructor Growth** - Review and revisit success and challenges Instructors are experiencing in their program(s). Discuss what steps they have taken towards growing their level of skill as an Instructor, and how you can support them in continuing to do so.

# Mentor Mandatory Instructor Contact Coaching Sheet

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## CONTACT THREE – CERTIFIED INSTRUCTORS

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**Method:** Phone call

**Timeline:** Prior to Program Wrap-Up

**Resource:** *Program Wrap-Up Checklist and Instructor Summary and Progress Report*

The third mandatory contact is designed to review with Instructors the necessary steps to wrap up their Roots of Empathy program.

Prior to this final phone call, please email the *Program Wrap-Up Checklist* to all Instructors. There is no sample email, as this email will be provided by your Senior Mentor in April, with further details.

Please consider the following points during the phone call:

- ☐ **PD Workshops** - Ensure any Certified Instructors who did not attend the Professional Development workshop have completed and submitted the PD Workshop Makeup Assignment. If this assignment is not submitted, Instructor Recertification will be delayed and Roots of Empathy will be unable to place them in a classroom for the following program year. **Note:** Instructors will receive this *Makeup Assignment* from International Office and the Senior Mentor will review it. Your Instructor may ask for your support in completing the assignment.
- ☐ **Feedback Forms** - At the end of every program year, the Roots of Empathy organization collects feedback forms from Students, Classroom Teachers, the Parent of Roots of Empathy Baby and Instructors and records the results. Please emphasize that these forms are revised annually and when calculating national statistics the Roots of Empathy Research Department can only use the most up-to-date forms.
- ☐ **Next Year** - Discuss with the Instructor their plans for program delivery, and revisit their successes and areas of growth for the upcoming program year.