

# Mentor Mandatory Instructor Contact Coaching Sheet

As a Roots of Empathy Mentor one of your responsibilities is to contact your **NEW INSTRUCTORS** at crucial points throughout their program delivery to support them in their first year and assist them with transitioning to their second year. To assist you with preparing for these contacts please see the key points outlined below. The first three contacts are in the first year of program delivery and the fourth call is at Program Start Up of the following year to prepare them to transition into the newly Certified Instructor Mentoring Model.

**New Instructors** are contacted by their Mentor three times in their first year of program delivery

- **Contact One:** Program Start-Up
- **Contact Two:** After completion of Second or Third Theme
- **Contact Three:** Prior to Program Wrap-Up

**Newly Certified Instructors** are contacted by their Mentor once in their second year of program delivery

- **Contact Four:** Prior to Program Start Up of Year 2

All contacts **must be phone calls**.

## CONTACT ONE – YEAR ONE – NEW INSTRUCTOR

**Method:** Phone call

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

**Resources:** 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 Instructor 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 the 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 their KPP. 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 – YEAR ONE – NEW INSTRUCTOR

**Method:** Phone call  
**Timeline:** After completion of Second or Third Theme  
**Resources:** *Theme One and Two Reflection for New Instructors*, *Mid-Year Reflection*, *Self-Reflection Questionnaire* and *Instructor Growth Plan* along with *Instructor Summary and Progress Report*

The second mandatory contact is designed to help Instructors reflect on their program following the completion of their first two or three themes and to look ahead at a classroom visit. This is the time to review the upcoming Mid-Year Training as well. Please attach the *Theme One and Two 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.
- ☐ **Mid-Year Training** – Notify Instructors that they will be receiving an invitation to the Mid-Year Training from their KPP. 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 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. This document is an important tool that highlights topics for discussion and supports completion of the *Instructor Growth Plan* which happens after the delivery of their classroom visit lesson. Be sure to verify the following details of your visit with the Instructor:

1. Date and time
2. School name, address and phone number
3. Grade level
4. Teacher name and room number
5. 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.

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## CONTACT THREE – YEAR ONE – NEW INSTRUCTOR

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**Method:** Phone call

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

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

The third mandatory contact is designed to debrief on the Mid-Year Training experience, discuss the *Mid-Year Training* for New Instructors Course on the Virtual Training Institute, 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.

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, 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 the *Mid-Year Training for New Instructors Course on the VTI*. If this course is not completed, 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 the Mid-Year Training details from International Office and the Senior Mentor will review the completed course. 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 the 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. Please let Instructors know you will contact them prior to the beginning of the next program year to support them with the transition to Certified Instructor and Program Start-Up.

# Mentor Mandatory Instructor Contact Coaching Sheet

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## CONTACT FOUR – YEAR TWO – NEWLY CERTIFIED INSTRUCTOR

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**Method:** Phone call

**Timeline:** Prior to Program Start-Up of Year 2

**Resources:** Program Start Up Checklist, Instructor Dashboard Review

The fourth and final mandatory contact is designed to transition the Instructor into their second year, review the important steps in program set up, and support their use of the Instructor dashboard and to ensure they have all of the resources they need to move ahead as a Certified Instructor. Prior to the call, attach the *Program Start-Up Checklist* to the email you will send to set up your call.

Welcome the Instructor back to their second year.

During the call, please cover:

- ☐ **Classroom Information Form**-Remind Instructors that they will receive the online form from their KPP and that it will be available on their Instructor Dashboard. Emphasize the importance of submitting the form as soon as possible. Roots of Empathy uses this information to compile annual statistics. 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 not yet passed their four month birthday, on the date of the first Family Visit. Share with the Instructor that if they have a question about baby's age, after this call, please contact their Senior Mentor.
- ☐ **Meeting the Family and Meeting the Teacher/Principal Visits**-Review the logistics of these visits and remind them that this is vital to our program startup, essential to the success of the program, each and every year. We complete these meetings, even if we work with the same teacher as we did the year before.
- ☐ **Review Goals:** Review goals from the previous year of delivery, referring to Instructor Growth Plan.
- ☐ **Ask:** How are you feeling about moving into your second year? Any questions about program delivery?
- ☐ **Ask the following:** Do you know who your KPP is? Do you know who your SM is?
- ☐ **What's next:** "This is our last call. I'd like to tell you about the support and resources provided to Certified Instructors in their second and subsequent years of program delivery. In the email I sent you, there was a document attached called, *Introduction to the Roots of Empathy Instructor Dashboard*. This document contains login details and information about the Instructor Dashboard. Tell them: If you need assistance, please contact: [MentorSupport@rootsofempathy.org](mailto:MentorSupport@rootsofempathy.org)

**Finalize:** Thank you for our call today and sharing your feelings about the year ahead.