



Mentor Mismatch Process LaGrange SD 102

Goals

Apply due diligence to gather information regarding concerns with a mentoring match and to ensure that the resolution process is an affirming, dignifying one, and that the protégé's needs are met.

Remember:

- Assume that everyone is doing the best that they know how.
- Use positive language. Specifically use the term *mismatch*.
- Keep the focus on the goal of matching to meet the needs of the protégé.
- Place the blame for the problem on the program, not people.
- Conflicts are a natural result of putting diverse people together as partners.

Proactive Process

Orientation: Introduce mismatch policy to both mentors and protégés.

- Every effort is made to appropriately match a mentor and new teacher.
- Most matches will be successful and last for the full year.
- Matches are made early to provide the support new employees deserve.
- Matches are made based on the new employee's potential needs and the mentor's strengths.
- Matches are made with inadequate information.
- As a result, there are occasional times when a match may prove to be inappropriate.
- Each partner will be separately asked whether the mentoring match is okay.
- Additional guidance and support are provided to help resolve any concerns.
- A new match will be arranged if there is a mismatch and concerns cannot be addressed.

Check-In: Plan a mismatch check about one-two months after mentoring starts.

- Separately check in with every protégé and mentor.
 - Has your mentoring match been effective?
 - How many times have you met with your mentoring partner?
 - Have any problems occurred?
 - What has been done to resolve the problem?
 - Has the problem been resolved?
 - If not, can the problem be resolved?
 - What can the program do to facilitate resolution of the problem?
- Ask the protégé first.
 - If there is a problem, promise to quickly investigate the situation and to facilitate a "resolution".
 - Explore reasons – encourage the protégé to define his/her need.
- Then check with the mentor, asking their opinion before sharing any concerns.



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Dealing with a Mismatch

Problem-solving: decide whether a three-way dialogue could:

- Identify problems
- Establish the need for additional direction, support or training
- Get the pair back on track
- Remember – each member has responsibilities in the partnership
- Encourage the protégé to define his/her need rather than to detail what the mentor should do.
- Determine what mentor strengths are needed, whether the current mentor has and/or is willing to develop those strengths.
- Note – it may not be an “all or nothing”. The mentor’s strengths may only partially address the protégé’s needs. In this case, consider adding someone else to the mentoring team as additional support.

Dissolution of Match:

- When a **principal** discovers that a mentoring pair is mismatched:
 - First, try to resolve the problem internally by meeting with mentor and protégé, gathering evidence, and engaging in problem-solving.
 - In instances where issues cannot be resolved, the principal has the option of dissolving the match.
 - The principal will inform each partner of the need to dissolve the match, and follow up with any outcomes of the dissolution.
 - The principal will inform the mentoring coordinator.
 - The principal will reassign the protégé to another mentor whose strengths are more aligned to the protégé’s needs.
- When a **mentor** or **protégé** believe there has been a mismatch:
 - First, try to resolve the problem internally by soliciting the help of either the mentoring coordinator or the principal.
 - If the problem cannot be resolved, the match will be dissolved and will be communicated with the mentoring coordinator.
 - The mentoring coordinator will inform the other partner of the need to dissolve the match, and follow up with any outcomes of the dissolution.
 - The mentoring coordinator will contact the principal and inform him/her of the need for a new match for the protégé.
 - The principal will reassign the protégé to another mentor whose strengths are more aligned to the protégé’s needs.

Follow Up

- Follow up with **first mentor** and thank them for their service.
- Follow up with **protégé**
- Support **second mentor**
 - Schedule visit to weekly meeting.
 - Check in with mentor and protégé regarding match.
- Track number of mentor partnership dissolutions.