

Iowa STAR-SI Peer Mentor Training
1-11-07

Reflections as a peer mentor:

What worked?

- Explain your role,
- site visit,
- explain the project,
- agencies getting the feedback soon after the walkthrough,
- walkthrough was a bonding experience,
- being consistent, providing templates and forms for use worked well in the past,
- involve staff people in the change team that are in the trouble areas of the service process,
- data check points,
- review agency expectations for walkthrough then review findings,
- scaling how this change project might work 1 low 10 high,
- reflections and affirmations,
- agreeing on a target purpose and behavior of your role and relationship with the mentee provider,
- establish boundaries of your role, what you; can and can't do how much info you have access to etc.,
- target behavior of what the agency want of you, ask, listen observe. Your not there to make decisions,
- being available, and accessible to your providers and change leaders.

What didn't work?

- Not having training in data collection, made it confusing for mentors to help,
- not doing the first sight visit/walkthrough, lost chance to build rapport from the start,
- not assessing the agencies readiness to change,
(Readiness assessment-Is it desire to change or ability/wiliness to change?)
- in agencies where Ex. Sponsor doesn't make this project clear to the staff that it's about the process not about the people, the role of the peer mentor and who this person is, there is resistance among them, get a fear/intimidation from the project,
- not questioning/following thru on provider's/change teams requests,
- need sustainability,
- offering solutions to early,
- premature focus,
- and mentors taking the expert role.