

Worksite: _____ Instructor: _____ Date/Time: _____

Topic C744: Mentoring on the Job

Introduction: A mentor is a wise and trusted teacher. Knowledge, hard work, trustworthiness, respect, and fairness make a mentor an invaluable asset on any job. Following are guidelines for mentors to think about and impart upon new workers:

- Remember to never assume the new worker knows or understands what you are talking about. Workers attitudes, backgrounds, past experiences, and cultural diversity affect how words are perceived.
- Sometimes instructions are distorted, incomplete, or lost on their way from the mentor to the new worker. Seek feedback from the new worker. You can then determine whether or not the instructions or messages have been understood.
- The best way to communicate with new workers is to be honest, informative, and straight forward. When a new worker strongly opposes what you are telling them, they will find it difficult to listen with objectivity. Negative attitudes create a resistance to instructions and a breakdown in communication.
- New workers may feel they are not allowed to question their mentor's decision, or they feel they cannot make suggestions of their own. Let the new worker know you can be trusted.
- Use both verbal and nonverbal communication. You can communicate more clearly, accurately, and credibly when you become more conscious of your body language. Eyes transmit more information than any part of the body, so make eye contact.
- Always use words that are simple, clear, and concise. Tailor the instructions that you are giving by using easy to understand words. Remember, new workers may not have the same educational background or skills that you have.
- Many of the misunderstandings at the job can be from poor listening skills. Most new workers hear the message, but do not take the time to really listen and understand. Regard the new worker as worthy of your respect and attention. Try to be patient and hold any responses until the new worker has finished talking.
- New information may take more time to assimilate for a new worker.
- New workers who possess positive attitudes and optimism are more apt to achieve the needed skills faster than those who are negative. Attitudes can be shaped by what is seen and heard. Take every opportunity that arises to let the new worker know when he has done a good job. Teach the new workers to take responsibility for their work and for their actions.
- Keep an open mind. Learning new skills can be demanding. Respect can be achieved by thoroughly explaining what is expected of the new worker. Tell them the importance of the work being done. Let the new worker know that he is a valuable team member of the work crew. Give them self-confidence, self-worth, and responsibility.
- Let new workers know that they can learn from their mistakes. When you bestow confidence on the new worker, that confidence will follow into their work performance. Once you see that a new worker has gained self-confidence, let them know that their work performance has improved.
- Mentors can teach the new worker about safety by setting an example before, during, and after each task is performed.
- The mentor should explain the company's behavior-based safety culture program and encourage new workers to set and achieve their own safety goals. When working where hazards are present, make sure that the new worker has been trained in the proper use of personal protective equipment. Explain why material safety data sheets need to be read before handling hazardous materials.

Mentors can teach the new worker about safety by setting an example before, during, and after each task is performed.

Conclusion: Mentors with integrity can be trusted to do what they say. Impart your wisdom and knowledge while at work.

Employee Attendance: (Names or signatures of personnel who are attending this meeting)

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These guidelines do not supersede local, state, or federal regulations and must not be construed as a substitute for, or legal interpretation of, any OSHA regulations.