Establishing a Means of Communication
Without the chapter operating in person, this also affects the advisor relations and level of support needed. How will communication now occur?

Getting to Know Eachother
Working virtually will require a lot more diligence and patience when it comes to communication - getting to know each other better will help with that.

Set Goals
What objectives and goals within the chapter still need to occur and how can we stay on track with operations and goals?

Navigating your Resources
You may find yourself being called upon more often and having to have more answers to common issues. Where can you go for help?

Brush up on your Training
How can you maximize your learning over the next few weeks/month? Minimal chapter operations will alleviate your time - why not get to know a new skill?

Transition into an Amazing Virtual Mentor
We should use this time to become mentors and not distance our self from the chapter. The chapter women will need support on navigating this unique time.
Why Mentorship?

A mentor is an experienced person who provides information, advice, support, and encouragement to another person, often leading and guiding by example through his/her expertise or success. In a more general sense, a good mentor is anyone you can learn something from. Mentors serve as trusted and significant advisors.

Our chapter advisors help move our chapters forward. With the current higher education response to COVID-19, chapters are having to conduct business virtually. They not only need advisors, but a strong mentor to help them navigate this time.

We also want to make sure that our volunteers are engaged and not feeling disconnect during these next few weeks or months. It is our hope that you will continue your advising virtually and allow the department of talent management to support you through this process.

As a general guideline, please continue to communicate with your LT member on a weekly or bi-weekly basis. Whether this is through Face Time, Skype or email be their support and help them finish their goals for the semester and start planning for the fall.

If at any time you have questions, please reach out to:

Gabrielle Centrone  
Director of Talent Management  
gcentrone@dphie.org  
215-732-5901 x 108

Maggie Crouse  
Coordinator of Alumnae Engagement  
mcrouse@dphie.org  
215-732-5901 x 113
Establishing a Means of Communication

Communication Plan
Choose the platform that works best for you and your mentee!

Choose your platform
Decide with your mentee how they want to communicate. This is all up to personal preference. Using a platform such as Skype or Facetime will provide a more personal interactive experience. Phone calls are convenient for on the go or if you do not have access to the internet.

Meeting time
Discuss how frequently you want to connect and what time. This will create a consistent schedule that is attainable for both lifestyles while still making a plan for connections.

Avoid miscommunications
This happens when there is a disconnect between what is being said and what is being heard and can lead to tension and perceived judgement. Avoid technical terms and use clear and concise messaging. If you do not fully understand your mentee, ask for clarification!

Have a plan
Have a structure to your meetings to maximize time and so your mentee knows what to expect each meeting. Be sure to create time for meaningful discussions to build trust and grow your bond.

PHONE NUMBER:  
EMAIL:  

SKYPE:  
SOCIAL MEDIA:
Getting to Know Each Other

Build a meaningful connection with your mentee through intentional discussions! Take time to ask thought provoking questions so you can build a strong foundation of trust in your relationship. Below are suggested discussion questions surrounding areas that will pinpoint their strengths and reflect on their experiences. We understand that relationships take time to develop but we want to give you a head start. A few tips for a successful discussions include:

- Truly listen. Generation Z wants their voice to be heard. Take time to listen to your mentee and be open to their perspective. You may even learn something new!
- Before offering feedback or advice ask permission! You want to ensure that your mentee is open to receiving the information.
- Be vulnerable with your mentee. This will allow your mentee to feel more comfortable sharing their story with you and create an open environment for questions, concerns and frustrations. Your relationship will be stronger from it!

<table>
<thead>
<tr>
<th>INTENTION</th>
<th>WELLNESS</th>
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<tbody>
<tr>
<td>How do you want to be remembered?</td>
<td>What do you do when you are overwhelmed?</td>
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<td>What does your perfect day look like?</td>
<td>What stress are you holding on to? How can you let it go?</td>
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<tr>
<td>What habits do you admire in yourself?</td>
<td>How could you take better care of yourself?</td>
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<tr>
<th>COMPASSION</th>
<th>GRATITUDE</th>
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<tr>
<td>What is one thing that helps you feel better when you’re upset?</td>
<td>Who are you most grateful for?</td>
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<tr>
<td>How do you show compassion in your day to day life?</td>
<td>When was the last time you felt truly appreciated?</td>
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<td>How quickly do you forgive others?</td>
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<tr>
<th>INTEGRITY</th>
<th>REFLECTION</th>
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<tbody>
<tr>
<td>Was there ever a moment when your life changed course because of an action</td>
<td>How have you changed this past year?</td>
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<tr>
<td>you took?</td>
<td>What has been your most meaningful experience in Delta Phi Epsilon?</td>
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<tr>
<td>What words would people use to describe you?</td>
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<tr>
<td>What is the best advice you’ve ever been given? What is advice you can</td>
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<td>give to me?</td>
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<tr>
<th>RESILIENCY</th>
<th>REFLECTION</th>
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<tbody>
<tr>
<td>What mistakes have shaped your life?</td>
<td>How have you changed this past year?</td>
</tr>
<tr>
<td>What are you most proud of in your life?</td>
<td>What has been your most meaningful experience in Delta Phi Epsilon?</td>
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Defining Objectives and Setting Goals

STEP ONE: FIGURE OUT YOUR GOALS

FIRST: For about 5 minutes, do a brainstorm/mind-dump of all short, medium or long term goals that come to mind - anything and everything. What needs to be accomplished through the end of the semester and next fall?

Things to consider: Dimes for DPhiE, IRIS Survey, Budgeting, Fall Planning, CAP, Projects, CAB Score Card

SECOND: Prioritize goals and determine what needs to happen now vs. later. Could you start planning for next semester?

STEP TWO: CREATE 3 TYPES OF GOALS

STRETCH GOALS: Goals that are out of reach for you right now, very aspiration - either for fall or next LT member.

REACH GOALS: Goals that need additional steps, but can be achieved.

HABIT-FORMING GOALS: Like to become habitual behaviors within the position; second nature for the chapter.

STEP THREE: PHASES FOR GOALS

TAKE THE 1ST STEP

MAIN ACTION PHASE

CLOSE THE GOAL
Navigating your Resources

Transiting to a virtual chapter operations experience can leave you having more questions than answers. You may find yourself being called upon more often and having to have more answers to common issues. As a reminder, on the MyDPhiE portal, there are many resources for you to use.

Common Resources you may need to utilize:

- **30 60 90 Day Procedure** - Hold members accountable via email for paying their dues at the 30 60 90 day marks.
- **CAP Manual** - Deadline to submit CAP materials is April 20th. New guidelines will go out for events and such that are unable to be held. These circumstances are out of your power and will not affect your score.
- **International Constitution and Bylaws & the Delta Phi Epsilon Policy Manual** - Important policies on refunds can be found here.
- **Be DPhiE** - New Member Education guide book for facilitators and new members. New members are still encouraged to complete their online education.
- **Standards Board Manual** - Hold virtual standards board meetings to hold members accountable
- **Status Change Guide**

![Document Library](my.dphie.org)
Last summer, the talent management department rolled out a virtual library of resources for chapter advisory board members. Over the next few weeks you will not have chapter meetings or events to attend - why not use this time to brush up on your training?

Videos included:

- Three Keys to Quality Service
- Volunteer Structure
- The Basics
- Ways to Help your LT Member
- Building Rapport
- Chapter Advisory Board Expectations
- Group Dynamics and Development
- Be a Lead Advisor
- Be an Operations Advisor
- Be a Programming Advisor
- Be a Recruitment Advisor
- Be a Membership Development Advisor
- Be an Academic Affairs Advisor
- Be a Sisterhood Advisor
- Team Excellence
- Governance
- Risk Management and Social Policies
- Membership Eligibility and Status
- Standards Board
- Chapter Assessment Program
- PEARL Program
- Conflict Resolution
- Working with Generation Z

Click here to log in!
# HOW TO BE A GREAT MENTOR

*Your advice during this time, could mean so much!*

<table>
<thead>
<tr>
<th>Rule</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>HELP SET MENTEE GOALS</strong></td>
<td>Use the goal setting framework to help ensure they stay on track with DPhiE &amp; educational goals.</td>
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<tr>
<td><strong>LISTEN PATIENTLY</strong></td>
<td>Get a clear view of your mentee’s aspirations.</td>
</tr>
<tr>
<td><strong>SHARE EXPERIENCE &amp; GIVE ADVICE</strong></td>
<td>Even if you are not an ‘expert,’ an outside perspective makes all the difference.</td>
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<tr>
<td><strong>RECOMMEND TASKS &amp; RESOURCES</strong></td>
<td>Direct your mentee to resources mentioned in this toolkit or recommend books, podcasts etc.</td>
</tr>
<tr>
<td><strong>BE AVAILABLE</strong></td>
<td>Maintain regular contact; do not use this time as a &quot;break&quot; from volunteering.</td>
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<tr>
<td><strong>BE CONFIDENTIAL</strong></td>
<td>Ensure your conversations stay confidential and that they can trust you.</td>
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<tr>
<td><strong>ENCOURAGE INDEPENDENCE</strong></td>
<td>You are setting the stage for intrinsic and outgoing growth.</td>
</tr>
<tr>
<td><strong>INSPIRE CONFIDENCE</strong></td>
<td>Inspire your mentee to tackle more challenging goals and milestones.</td>
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