

### **How do I ensure I can match mentors and mentees in a timely manner and keep everyone happy while they are waiting to be matched?**

- Inform people from the outset that the matching process can take time because you are trying to make the 'ideal' match for them that will be successful in the long term.
- Send out cards (or e-cards) for people's birthdays (even if they are still on your waiting list).
- E-mail mentors and young people regularly with program updates so that people feel connected to the program.
- Make monthly phone calls to 'touch base' and let people who are waiting know where the process is at and if there are any other opportunities they can participate in.

### **How do I keep mentors engaged when their mentee has dropped out of the program or out of contact?**

- Ensure you have a procedure to deal positively with matches that are unsuccessful.
- Maintain contact with unmatched mentors so that you can have a genuine conversation about how they are feeling about the process.
- Ask mentors to assist with other elements of the program such as the development of new initiatives or continuous improvement of the program.
- Invite unmatched mentors to all program events and training opportunities.
- Post or e-mail relevant research articles they may be interested in.
- Invite them to mentor coffee nights on a bi-monthly basis.
- Ensure they receive your e-newsletter.
- Have a back-up list of interested young people so you can match the mentor again.