



Carnegie Mellon University
LEONARD GELFAND CENTER
FOR SERVICE LEARNING AND OUTREACH

The Leonard Gelfand Center for Service Learning & Outreach supports activities that enable Carnegie Mellon students, faculty and staff to use their energy and expertise to improve the quality of life, motivate learners of all ages, or solve problems in the community. We assist with partnership development with individuals, school districts and organizations in Pennsylvania and beyond to design and implement programs and service learning course activities. STEM education outreach programs are our priority.

GET INVOLVED!

- ✚ APPLY TO BE A TUTOR OR MENTOR
- ✚ GET STATE AND FEDERAL CLEARANCES
- ✚ RENT BUS FOR STUDENT GROUP ACTIVITY
- ✚ APPLY FOR A STUDENT SERVICE AWARD
- ✚ ACT 48 DEVELOPMENT SESSIONS
- ✚ SPRING & SUMMER GO CLASSES FOR K-12
- ✚ TUTOR-TALK DINNER
- ✚ LEAD A STUDENT VOLUNTEER GROUP
- ✚ MAKE YOUR VISION HAPPEN: GELFAND MINI-GRANT
- ✚ GELFAND AWARD
- ✚ TUTOR DEVELOPMENT SESSIONS

For more information, contact:

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Tutor & Mentor

Development Handbook



- ✚ ACTIVE LISTENING
- ✚ COMMUNICATION
- ✚ HEALTHY BOUNDARIES
- ✚ WHEN PROBLEMS ARISE

As a tutor/ mentor, you'll be learning a lot as you go. But there are some ways to prepare. Here are some tactics and skills that you can quickly integrate into your classroom experience to make tutoring more enjoyable, safe, and sustainable.

Tutor and Mentor Tips: Active Listening



Active listening helps you to understand and communicate with your students, and lets them know that you care.

Repeat your Student's Question:

Repeating the question in a form of a statement shows that you are listening, and allows the student to better explain her question.

Be Aware of Body Language:

This includes posture, facial expressions, and appropriate eye contact.

Engage in Probing:

These are statements that expand the conversation, and allow students to think more deeply about the subject. For example: "What do you think would happen if..."

Show Empathy:

Validate when a student is struggling with a subject or concept, or experiences a success.

Build Rapport:

It is ok to make small talk with your student about his day. It can make him more comfortable talking to you.

Tutor and Mentor Tips: When Problems Arise, Pt II

Go towards the altercation.

- Sometimes the presence of an adult will stop the altercation.

Never get in between students that are involved in the altercation.

Use a stern but calm voice to call for the altercation to stop.

- It is possible the students may be looking for a way to end the fight gracefully.

Tell onlookers to leave.

- Clearly state the ramifications if your directions are not followed.

Send an onlooker to get additional adults.

Source:
National Education Association
<http://www.nea.org/tools/14115.htm>



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Tutor and Mentor Tips: When Problems Arise, Pt I

TROUBLE WITH HOMEWORK

- Determine why your student is having trouble
 - Doesn't understand the material
 - Having a hard time concentrating
 - Has no background knowledge
- Figure out how your student learns best
 - auidial
 - visual
 - tactile
- Integrate real-world scenarios

**ASK WHAT YOUR STUDENTS
DO KNOW, NOT WHAT THEY
DON'T KNOW**

**USE
ACTIVE LISTENING SKILLS**

TOO MUCH TALKING

- Redirect runaway conversations back to homework
- Ask politely for student to stop talking

**REMIND STUDENT OF HER
GOALS**

BULLYING

- Bullying can be verbal, physical, or emotional
 - Includes threats, taunting, teasing
 - Microaggressions (race, ethnicity, sex, gender, sexual orientation)
- Often occurs with a power imbalance
- Get a supervisor or teacher involved immediately

REPORT & RECORD

**LET THE STUDENT KNOW
BEHAVIOR IS
UNACCEPTABLE**



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Tutor and Mentor Tips: Communication Do's



Be yourself.

**Ask about his
or her day!**



Encourage!

**Be consistant
with the rules.**



Respect!



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Tutor and Mentor Tips:

Electronic Communications & Boundaries



Make sure that you have enacted the highest privacy settings on social media sites.



Do not accept/request/ or follow students on social media.



Make sure that your social media content does not include any inappropriate materials.



Do not give your cellphone number to students.



Always cc parents or legal guardians on all electronic communications.



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Tutor and Mentor Tips:

Healthy Personal Boundaries

Verbal

Praise

Please and Thank You

Humor

Active Listening

Physical

Handshake

High Five

Pat on the Back

Fist Bump

Boundaries are limits in what we talk about, and how we interact with others.

Boundaries are a healthy part of everyday interactions.

Inappropriate contact with youth:

Tickling, Kissing,
Wrestling
Lengthy embraces
Off-color humor
Expensive gifts
Massages

Belittling, or humiliating students
Sharing personal information
Sexually-focused conversations