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: gelfandcenter@andrew.cmu.edu, or 412-268-1498

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.

<table>
<thead>
<tr>
<th>Repeat your Student’s Question:</th>
<th>Be Aware of Body Language:</th>
<th>Engage in Probing:</th>
<th>Show Empathy:</th>
<th>Build Rapport:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeating the question in a form of a statement shows that you are listening, and allows the student to better explain her question.</td>
<td>This includes posture, facial expressions, and appropriate eye contact.</td>
<td>These are statements that expand the conversation, and allow students to think more deeply about the subject. For example: &quot;What do you think would happen if...&quot;</td>
<td>Validate when a student is struggling with a subject or concept, or experiences a success.</td>
<td>It is ok to make small talk with your student about his day. It can make him more comfortable talking to you.</td>
</tr>
</tbody>
</table>

### Tutor and Mentor Tips: When Problems Arise, Pt II

- 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.

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

- Send an onlooker to get additional adults.

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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
  - Audial
  - Visual
  - Tactile
- Integrate real-world scenarios

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

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

Ask what your students do know, not what they don't know
Use active listening skills
Remind student of her goals
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 consistent with the rules.
Respect!
**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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**Healthy Personal Boundaries**

**Verbal**
- Praise
- Please and Thank You
- Humor
- Active Listening

**Physical**
- Handshake
- High Five
- Pat on the Back
- Fist Bump

**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

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