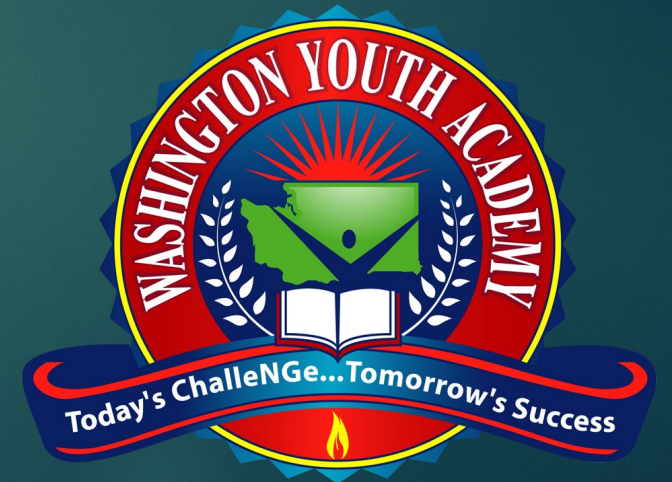


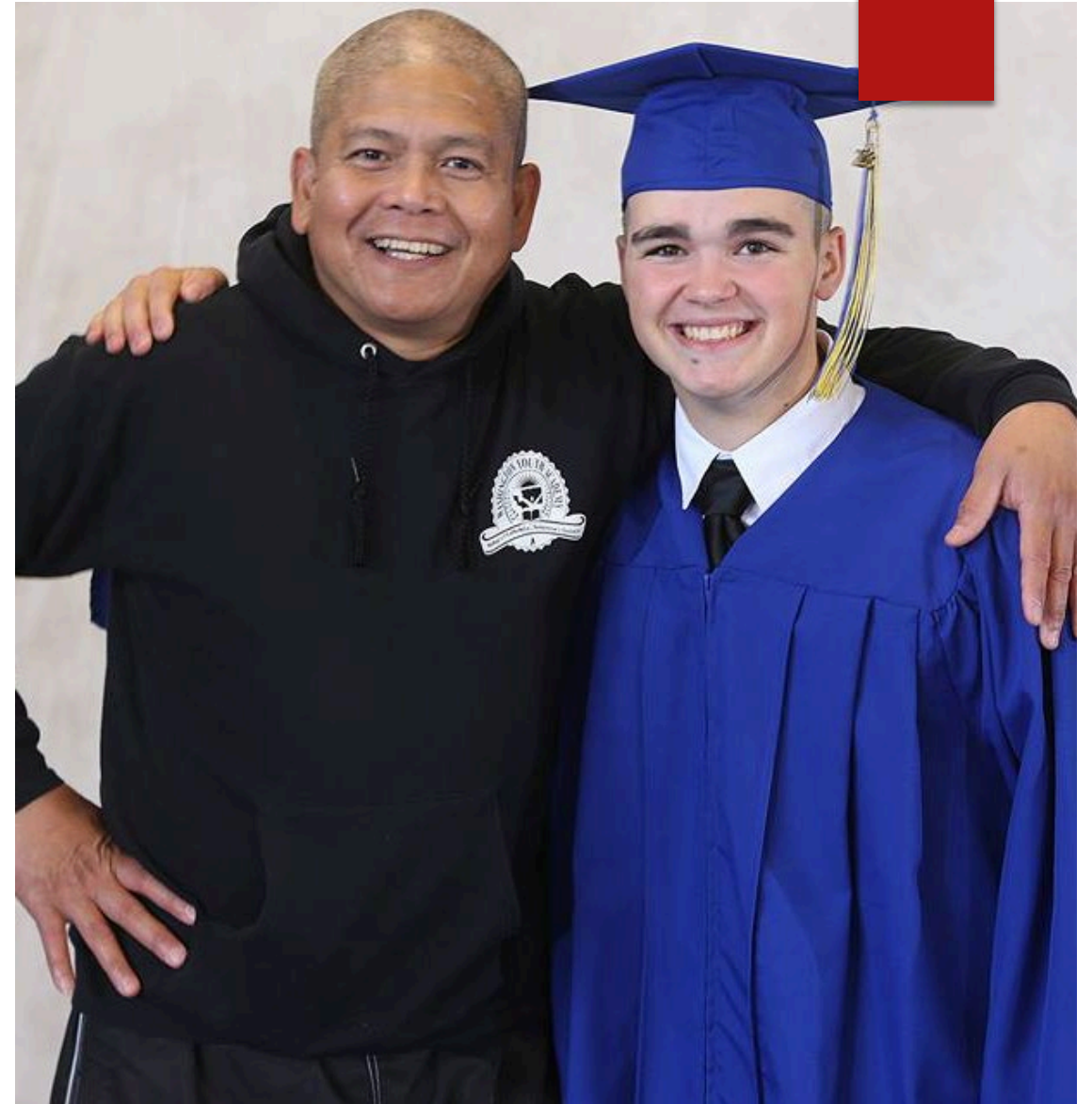
Communication, Trust, and Commitment

WYA MENTOR TRAINING



Keys to a Successful Relationship

- ▶ **Communication**
- ▶ Trust
- ▶ Commitment





Components of Communication

Verbal

The words we choose

Paraverbal

How we say the words

Nonverbal

Our body language



Effective Communication

Do's

- ▶ Be genuine and respectful
- ▶ Be careful about using slang
- ▶ Be comfortable with silence
- ▶ Be accepting even though you may not agree
- ▶ Be aware of your body language and facial expressions
- ▶ Be positive with your feedback



Don't

- ▶ Tell them how they should feel
 - ▶ You need to be more grateful
- ▶ Ignore their feelings
- ▶ Pay attention to anything else
- ▶ Interrupt
- ▶ Compare your own experiences
 - ▶ When I was your age...





Building Emotional Safety

Use “WE” language

Validate the cadet's feelings

Sense of empathy

Your cadet wants to be heard, not fixed

Shared responsibility

Confirm your understanding

How can we fix this?

What can I do to better support you (creates a bond)?

Heard,
not fixed



Heard, not fixed





Reassuring Information	Advice
Break ups can be tough. It's natural for you to be hurt and upset.	I remember my first breakup, here's what you need to do...
I'm here for you if you want to talk. There are also people who are trained to help you work through these feelings.	You really need to talk to a counselor about that.
You are not alone.	You'll get over it. Stop worrying so much.

Heard,
not fixed

Keys to a Successful Relationship

- Communication
- Trust
- Commitment



Trust

Trust is:

Tangible
Measurable
Practiced
Essential

We are trusted to the degree people believe in our ability, consistency, and commitment.



Reasons trust may develop slowly:

Fear
Negative experiences
Social influences
Individualism

Your cadet has lived different experiences, it could be difficult for them to trust you quickly.

TRUST

- ▶ Provide clarity
- ▶ Be consistent
- ▶ Create a safe place to fail
- ▶ Contribute to the conversation
- ▶ Focus on your cadet



Cultural Awareness

Know your audience

- ▶ Listen to understand, not to respond
- ▶ You can relate to your cadet, even if you lived different experiences
- ▶ Be aware of **their** culture
 - ▶ Is there eye contact
 - ▶ Are you being clear
 - ▶ What is respectful/appropriate



Keys to a Successful Relationship

- ▶ Communication
- ▶ Trust
- ▶ Commitment



Why is Commitment Important?

Committed people are **more effective**

Commitment encourages **cooperation**

Committed people **don't give up**

Commitment encourages **resilience**





Tips for Building Commitment

Commitment grows steadily, but slowly. Be patient.

Appreciate whatever level of commitment a person can make.

Listen, listen, listen.

REMEMBER:

Commitment takes time.

YOUR TURN!

**Create a Commitment statement
for your cadet!**

Remember:

Be genuine and respectful

Assure that you will do what
you can to help.

Committed people are more
effective

SAMPLE:

“As your mentor, I am committed to being a _____ (trustworthy, supportive, positive, etc.) adult in your life who will _____ (listen to you, respect your ideas, help you with your plan, introduce you to people, etc.).”