

Virtual CPS Classroom Mentoring

Thank you for your interest in becoming a mentor and sharing your expertise on how to conduct virtual CPS classroom education. This document will give you step by step recommendation on everything from how to get started to best practices to the best resources to share with your mentee.

- 1. Encourage CPSTs to refresh their technical knowledge and skills.** Before you get started, ask your mentee to view available webinars, car seat technical publications and general explanations of selection, direction, installation and harnessing terminology. Here are a few options:
 - Webinars
 - [Live/Scheduled](#)
 - Safe Kids webinars recorded on the [CPS Board website](#)
 - Refresh Technical Skills
 - [CPS Technician Guide](#)
 - [Links for CEU resources](#)
 - [Virtual Education Best Practice Guide](#)
- 2. Set Expectations with the CPST.** Establish working agreements and goals to lay the foundation of a mentoring relationship. Build in basic structures about how you will work together moving forward.
- 3. Balance talking and listening.** It's easy and natural to want to give advice, especially because you've "been there and done that." But CPS technicians want more than good advice. They want you to listen to their ideas as much as they want to hear what you have to say.
- 4. Schedule CPST to participate in a virtual class as a student.** Make sure you take time to get to know each other before you jump into the work of mentoring.
- 5. Ask questions rather than give answers.** Take the time to draw out a CPS technician's line of thinking and get them to reflect on their own experience. Ask probing questions that encourage them to come up with their own insights.
- 6. Work together to create and practice tactics to engage caregivers during the class.** Consider ways to maintain a productive level of sustained engagement by considering how to:
 - Make learners feel welcome.
 - Mind the length of your session.
 - Use video to establish an online presence.
 - Encourage your learners to use a camera.
 - Focus on recapturing your learners' attention every 7 to 10 minutes.



- Anticipate points where learners may become confused or bored.
 - Design for engagement by building in active learning activities.
 - Use visual elements to convey your message.
 - Add emotionally compelling stories or examples.
7. **Follow up.** Share the importance of best ways to get feedback following a class, including flow of the information, content, and timing.

