

Technical Assistance and Capacity-Building

- Request Support with the Quality Mentoring System

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- [Request Support with the Quality Mentoring System](#)
- [Report Technical Difficulties and/or Access Training Materials](#)

Request Support with the Quality Mentoring System

1.0 We prioritize and value long-term collaborative relationships. If you are not sure where to start, have some questions, or just want to speak face-to-face with someone, we would be happy to hear from you! No-cost support is available at any time. We are here to celebrate your wins, offer nuanced and balanced advice, and co-construct solutions to your most pressing challenges. We look forward to hearing from you!

Contact Us for Support:

By Email: Contact our Quality Mentoring and Capacity-Building Specialist: [Ben Dantzer](#)

- ✓ **Drop-In Hours:** We host regular drop-in hours on Wednesday from 2-4 pm Eastern time. Drop by to have face-to-face chat with our Quality Mentoring and Capacity-Building Specialist via Zoom. No appointment is needed.

[CLICK HERE to join the Drop-In Hours Call](#)

Report Technical Difficulties and/or Access Training Materials

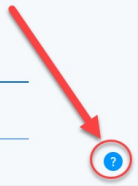
2.0 To report any technical issue and/or to access training materials for any of the QMS tools, click the support icon



on any page.

2.1 The support icon is available for all the QMS tools.

Be intentional	Be context oriented	Be outcomes-focused	Be diligent and ensure well-being	Be realistic and accountable
Be outcomes-focused: Identify realistic outcomes and design the program to foster the optimal conditions to support outcomes achievement		<p>Mentoring programs can be used to help mentees achieve a plethora of outcomes. However, programs should be intentional and realistic about the types and breadth of outcomes mentees can achieve. More is not necessarily better. In fact, research has shown that more focused or specialized mentoring programs tend to have a larger impact on youth outcomes (Christensen, K. et al., 2020). Programs should intentionally design their policies, processes, practices, and activities to create the conditions that will support the achievement of the specified outcomes for participants. A program should be explicit about how, under optimal conditions, mentees (and mentors, if applicable) will benefit from participating in the program, how a mentor will make a difference in a young person's life, and what outcomes the participants can realistically achieve. Programs should develop a theory or hypothesis about their change mechanism(s): how the program activities will cause the change needed to achieve the desired outcomes. Identifying the change mechanism(s) can help programs determine if their approach is safe, realistic, and ethical.</p>		
<hr/>				
Theory of change or Logic Model				
<p>Does the program have a theory of change or logic model which outlines how program activities lead to its desired goals?</p>				
<p>Select all that apply</p>				
<p>NOTES</p>				



Complete the Root-Cause Analysis Grid

Discover the hidden causes of certain barriers to ensure your plans and efforts are focused in the right areas. This tool will assist your program to gain clarity and save valuable time and resources.

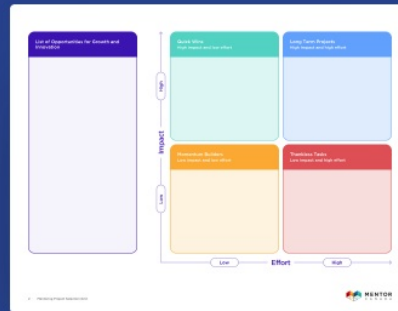
[View the Root-Cause Analysis Grid](#)



Complete the Mentoring Project Selection Grid

Determine which opportunities for innovation have the perfect combination of value and effort. This tool will help your program filter through all your opportunities for innovation and select the ones that will bring the most benefits to your program.

[View the Mentoring Project Selection Grid](#)



 **Support and Training Centre**
 **support@mentoringcanada.ca**

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2.2 The support function will give you the options to:

- Self-serve by redirecting you to our Support & Training Centre
- Contact us by email