

## TIP SHEET: MENTORING

Mentoring is central to creating a diverse and inclusive fire service. Mentoring is not just a series of activities, it's a value that becomes part of the culture of your department. It is one of the key themes that we include in our *Recruiting & Retaining Diversity in the Fire Service* workshops. Below are some tips to consider when developing your fire department mentoring program.

---

- A formalized mentoring program with specific goals, objectives, timelines and measurements is more effective and impactful than informal mentoring.
- Mentoring programs work at all levels in the department: for applicants to help successfully navigate the hiring process; to support rookies to get the most out of recruit school and their probationary period; to encourage and empower firefighters to become more effective officers, and to strengthen company officers leadership and political skills.
- You're never too old or too experienced for a mentor. Chief officers can benefit from having mentors outside of the department.
- Being selected to become a mentor by the fire chief is an honor.
- Promote the mentoring program in your department as a way to grow and develop.
- Carefully select mentors who embrace the values and vision of where the department is headed.
- Provide training for your mentors. Teach and reinforce the knowledge, skills, abilities and attitudes of being an effective mentor.
- Provide support for your mentors. Consider 'mentors' for the mentors or encourage mentors getting together for mutual support.
- Set a baseline based on the goals and objectives of your mentoring program, before getting started, so that you can measure the impact of your program.