



[00:00:05.17] - Kianna

That looks good, Daon.

[00:00:07.13] - Daon

Does it? Let's try it again.

[00:00:13.18] - Video

Welcome to the webinar. You have entered as an attendee in listen-only mode.

[00:00:21.12] - Daon

District of Columbia, also Montgomery County, Prince George's County, and the counties that are south of Prince George's, and even Northern Virginia, we just annexed Northern Virginia, which would be Alexandria and Arlington. So thank everyone for joining our call today. I'll be your point person if your program is in DC, Prince George's or Montgomery or even Northern Virginia. You can see on the screen, MENTOR Maryland is a non-partisan organization. We don't support any of the candidates specifically, but we do encourage you to vote. Please vote. We're non-partisan. We serve as community-based experts and create statewide infrastructure to expand quality relationships for young people. This happens in our schools. It happens in our nonprofit organizations. It happens in our colleges and universities. We want to support mentoring for our organizations in our jurisdictions. We provide training, research, public awareness, mental recruitment, advocacy for stakeholders, all of those different elements that encourage mentoring efforts. We are a part of the MENTOR Affiliate, excuse me, the MENTOR National Association, and we are one of the affiliates, one of 24 affiliates that are all across the country. So there's MENTOR Maryland | DC, there's MENTOR Rhode Island, MENTOR Texas. We are MENTOR Maryland | DC.

[00:01:46.13] - Daon

So thanks for joining our call today. I'm going to kick it to KB, who's going to give us a little bit of the webinar logistics.

[00:01:54.23] - Kianna



Hi, friends. So as you can see, we are using a different platform. So I just want to help walk you through some of the features you can use today. First, if you are not muted, you'll find a Mute button at the bottom of your screen under the presentation. Please make sure you're muted unless you are speaking or in a group session for discussion. If you'd like to turn your camera on, you'll see the camera button next to that. And to the left of the microphone, you'll also see some react buttons. So if we're having a discussion and you'd like to speak, you can raise your hand like I just did. You can also click it to put your hand down. You can also react. So if something's really cool, you can give it a heart. You can see there's a heart popping up, or you can give it a thumbs up, give it some claps, whatever you're feeling. So that's one way to engage with us as well. And at the top of your screen to the right, next to where you'll see people, you'll see the chat, which we are working on, you all being able to function in that.

[00:02:51.07] - Kianna

But until then, we also have to the right of that the question mark, which is our questions. If you have any questions throughout this, please feel free to submit them there. The host will then send it to one of us and we'll do our best to answer those questions as they're coming in. Really cool, to the right of that, you'll see a paper with a paper clip. Those are our materials. These are some things that you can take with you.

[00:03:13.27] - Kianna

There's currently a PDF to Chapter 4 of Becoming a Better Mentor, which is what we're going through today. You can be able to click through that, follow along there, take that with you. But just wanted to walk you a little bit through that. But if y'all have any questions as we're going, please feel free to throw those in the questions section, and we will do our best to get there. And you can also turn on a Captions at the bottom as well, if that's helpful to you. All right, so now I went through some logistics. We will get started.

[00:03:48.21] - Daon

So today's agenda, just so everybody will know, we're going to move pretty quickly today.

[00:03:53.09] - Daon

KB, thank you for doing those webinar logistics. You're alright!

[00:03:56.23] - Daon



Community standards, we'll start with. Then we'll do a quick temperature/check icebreaker. And we'll talk a little bit more about that in just a second. That's going to be fun. We'll do some examples of attunement, and then we'll give you guys the definition of attunement. We'll do a quick conversation about what attunement is not. Then we'll give you some attunement key points. We're going to break out into some breakout rooms so you can discuss the specific application for attunement in your neck of the woods. Then we'll also talk about attunement in practice, and then we'll finish with some questions and answers. So with that being said, we'll jump right in with our community standards.

[00:04:44.01] - Daon

We've got about seven community standards that we'll share. First is inclusivity. Can I get someone to come off mute and just to read that inclusivity standard?

[00:05:00.01] - Video

I can do it.

[00:05:01.06] - Daon

Please.

[00:05:02.23] - Video

Inclusivity. Our community is open to all, but we also acknowledge the deep-seated racism, sexism, homo, and transphobia, misogyny, and ableism that is pervasive in our country. We stand against theseisms and actively work to this aim, especially with our youth, and acknowledge that we also approach our work differently and beautifully.

[00:05:24.13] - Daon

Awesome. Thank you for sharing. I can't see anybody's pictures. I can't see the names. So whoever that was, thank you for being brave and coming off mute. The next one, flexibility. Can someone come off mute and share that very quickly? Flexibility.

[00:05:43.27] - Speaker 6



Hi. Flexibility?

[00:05:45.07] - Daon

Yeah.

[00:05:45.18] - Speaker 6

Share openly, listen openly, be open and pliable when you're sharing might hurt.

[00:05:52.27] - Daon

Very good. Thank you for that. Positivity.

[00:05:56.11] - Angela Cosby

Hi, this is Angela Cosby. I'll read Positivity. Be generous with positive assumptions, but don't be afraid to ask genuine questions.

[00:06:07.21] - Daon

Thank you, Angela. Equanimity.

[00:06:15.25] - Kianna

Go for it. I see your hand raised. Oh, I'm sorry.

[00:06:21.29] - Pei

Hi, my name is Pei. Positivity. Be generous with positive assumptions, but don't be afraid to ask genuine questions.

[00:06:29.16] - Daon



And keep Keep going. Do equanimity also.

[00:06:32.01] - Pei

Equanimity. No matter your role here today, be a host to everyone.

[00:06:36.05] - Daon

Just real quick. Thank you for reading that. I appreciate you coming off mute. One thing that my grandma used to say whenever we would host someone to our house, we would always be kind, we would be generous, we would make sure that they felt as if they were at home. The goal with equanimity in this context for our community standards is that we want everyone to be a host. So everyone will treat everyone kindly as if we want them to make sure that their stay here with us is the positive one.

[00:07:09.13] - Daon

There are three more: intentionality, we don't endeavor to create safe or comfortable spaces, but rather brave spaces. Sometimes it's uncomfortable, but we'll continue to push forward. And expressivity: we want this community and experience to be supportive and educational. Many of you all are stepping off of your job for this specific session. We thank you for that, and we want you to feel supported in this call today. And civility: this is one that my partner shares with me quite regularly, she tells me no fixing, no saving, no advising or correcting her. And so we also want to bring that as one of our community standards.

[00:07:50.08] - Daon

Hey, I can't see you, but if you agree to these community standards, can you give us a thumbs up? Put a thumbs up so that we can see you. And I'm going I'm going to ask my team to monitor, make sure we got everybody's thumbs up.

[00:08:04.03] - Kianna

We have so many coming in.

[00:08:06.07] - Daon



That's so good. All right. Very good.

[00:08:08.23] - Kianna

They're still coming.

[00:08:10.06] - Daon

Good. We would encourage you in your programs also to set community standards, not only for your virtual sessions, but even when you're in person and have a discussion among your mentees about what are the standards that they want to hold each other accountable to. So this is always a best practice, not not only in training sessions, but even when you're having those mentee interactions. So we'll go to our next slide. KB, can you do the temperature check?

[00:08:38.28] - Kianna

Absolutely. First, I want to pause. I see that there are some hands up. So Bj, I I see your hands up. Do you have a question for us? Never mind. Okay. All right, friends. Well, we're going to do a temperature check. What a temperature check is that it really helps us just understand where we are emotionally, especially in the present moment. So as we know, we all experience different emotions throughout the day, and acknowledging those helps us just be able to stay connected with ourselves as well as one another while we're here in this space. So this graph above, it helps.

[00:09:16.00] - Kianna

We're used to maybe thinking of these as I feel happy or sad or surprised, but this helps us break those down even further. So I would love for you all on your own to look at these, try to find where in the big colorful ones where you think you might fall, and maybe even try to break that down even further and think about where you might be today. We'll keep that to ourselves for a moment. And as you're identifying that emotion, once we can get that chat back up or our questions, we will then add that into there.

[00:09:55.01] - Kianna

All right. So we'll try this a different way. I don't know if our chat is working. So instead, let's do a little poll. If you are feeling under the happy column, can you give me a thumbs up?



[00:10:07.01] - Daon

I like that.

[00:10:10.04] - Kianna

All right, we got a few thumbs ups. Good. Awesome. They are rolling in. All right, if you are under this trust column, can you give me a clap? We'll change it up since we saw some thumbs up coming in.

[00:10:28.13] - Daon

Oh, wow, KB.

[00:10:30.27] - Kianna

Awesome. Lots going on there. If you're feeling maybe under that fear column, can you give me a heart? All right, thank y'all for being honest. All right, surprise. We'll do that laughy face. Cool, cool.

[00:10:57.02] - Kianna

For sad, we'll go back to our thumbs ups.

[00:11:03.27] - Kianna

For disgust, we'll go... Actually, very fitting. We'll go to the thumbs down.

[00:11:08.01] - Daon

Yeah, that's a strong one.

[00:11:10.20] - Kianna

All right. Clap for angry, if you're under that angry column. And remember, this doesn't mean angry, but that could be upset, frustrated, critical.



[00:11:21.23] - Kianna

And anticipation, if you give me that heart.

[00:11:27.13] - Kianna

All right, there's a lot going on there. Awesome. Thank you all for engaging with me. So we just did this to help us try to check in with where we are. As you can see, there's a huge range of emotions we all shared in each one of that, it's a different story about where we are today, how we're each coming into this training. So if you're noticing that your current emotion maybe doesn't feel super comfortable to you, just remember that this space is designed for support, for learning, and connection. So we just want to make sure that... Just want you to know you are accepted and cool however you're coming in here today, and we're hoping to learn here together. So we will jump into some of our content. And again, today we are learning about attunement. So we're going to jump into some of those examples with Daon.

[00:12:08.24] - Daon

Yeah. And just real quick before we jump into those examples, this temperature check is really important as you are working in your programs. Can someone come off mute and maybe share why do you think temperature check is important in this particular class that we're teaching on attunement? Just one person. What are your thoughts?

[00:12:29.13] - Mohamed

Well, in In my opinion, the temperature check is important because we get to know the audience, how they're feeling, what is their motivation to joining the course, and how in a better way we can engage with them so that they can learn something meaningful. Thank you.

[00:12:46.17] - Daon

Very good. Thank you. Thank you. And that's exactly right. It really helps us set the stage to determine where everyone is, how everybody's feeling emotionally, and then we can step into attunement from there. The next slide that I want to share, there are three examples that we're going to provide today for attunement. You guys can take these and utilize them with your own programs. We're going to start, first of all, with the old car radio, and I want you to listen to these and just give us... Just take it in.



[00:13:18.07] - Daon

Hold on just a second. Hold on just a second. I need to go to the next slide. There we go.

[00:13:26.27] - Kianna

All right. You're doing great.

[00:13:29.16] - Daon

Got it? There we go. Thanks, KB, for that encouragement.

[00:13:44.18] - Daon

all right, that's the first one. Let's go to the second one. It doesn't look like the link is working. Hold on just a moment. I'm going to go back to here and click on this one.

[00:14:25.19] - Video

Did you understand it, though? No. No? Okay.. Not this one. This one. You forgot that one. That one is for my life? Yeah, that's for your life. Do you want to ask about what? Ask about what? I don't know what it's going to be next year because they This is the stuff this time. I don't want to have it. Exactly what I was thinking. Oh, yeah. Don't bring me up like that. Right. Don't bring me out. You know what I'm saying? Don't do the same stuff. You know what I'm saying? Yeah, I think that's good.

[00:15:04.18] - Daon

All right, and we'll go to the third example of a tune that. It looks like once again, here we go. There's the link.

[00:16:09.21] - Daon

All of those are examples of attunement. I'd be really interested in hearing someone come off mute and try to figure out what do these examples have in common? Somebody come off mute and share.



[00:17:19.06] - Speaker 6

They're all searching for something. They're looking or scrolling. They don't start off set.

[00:17:28.21] - Daon

Good point. Good point. What else? We had the car radio, which you had the searching for the station. You had the young man and his son also talking. And then the last one was the orchestra. In terms of attunement, what do these examples have in common?

[00:17:53.14] - Speaker 7

Hi. Good morning. So from my guess, it would be them all being in one accord I don't know if that makes sense. Same page, in one accord.

[00:18:06.08] - Daon

Same page in one accord. That's really good. Really good. Okay, let's do one more.

[00:18:13.12] - Speaker 8

It's about the process of getting to the right tune on the right page.

[00:18:20.24] - Daon

Yeah, exactly. Okay, so we're going to dive a little bit deeper in those in just a second. I'm going to ask KB if she can give us a couple of the definitions for attunement as we move forward.

[00:18:35.16] - Kianna

Yeah. Absolutely. All right. So as that pops up on our screen here in a second, We're going to go through some different definitions of attunement. As we know, the word attunement has multiple definitions, which, as you all just reflected in sharing with us, each reflects a different concept of alignment or harmony in a different context. So as we look through these, could I have a volunteer read the Collins Dictionary definition? And you can raise your hand if you're ready to share. Awesome, Jasmine, go for it.



[00:19:15.20] - Jasmine

It says, The act of making harmonious, having parts combined in a proportionate, orderly or pleasing arrangement, congruous, having similar or performing feelings, ideas, interests, etc. And accord, having musical tones combined to give a pleasing effect.

[00:19:34.16] - Kianna

Perfect. Thank you so much, Jasmine. Everyone give Jasmine a little clap in the reaction.

[00:19:38.28] - Daon

Thank you, Jasmine.

[00:19:40.29] - Kianna

All right. And then we have another definition. So this is from the Journal of Psychotherapy definition. And just to preface this, as you know in psychology, attunement can refer to the process of which when responding or resonating to another person, like what we saw with the baby, it might be used to describe how parents or caregivers tune into the needs and emotions of their children or helping folks feel more understood and supported. So with that in mind, can I have a friend? Oh, I have lots of hands raised. Okay, I'll go in order. So Janet, I'll have you go, and then Bj, you'll read my next one, okay? So Janet, go for it.

[00:20:20.06] - Janet

Is a kinesthetic and emotional sensing of others knowing their rhythm, effect, and experience by metaphorically being in their skin and going beyond empathy to create a two-person experience of unbroken feeling connectedness by providing a reciprocal affect and/or resonating response. Erikson, 1998.

[00:20:45.08] - Kianna

Perfect. Thank you so much for reading that for me. So that's another example of what attunement may look like. And lastly, in the mentoring context, we're going to work to use this definition. So this is the definition we're working with today. Can someone please read our mentoring definition for me? Bj, I'm going to have you go since you were my next hand up.



[00:21:07.10] - BJ

Mentoring definition: a term used to describe a set of communication strategies employed by a mentor to facilitate relationship connection, resulting in the mentee's sense of feeling heard and seen.

[00:21:27.19] - Kianna

Beautiful. Thank you all for sharing and helping me read through those. So as we said, the word attunement has multiple definitions. Each of these are reflecting the concept of harmony or alignment in different contexts. Just wanted to connect this back to what we were just seeing with those examples that Daon provided.

[00:21:47.10] - Kianna

As we know, in that baby talk one, the father was really ensuring that he was affirming his baby, even though he had no clue what the baby was saying, but he was really tuning into the emotions of the child and helping them feel understood and supported. In music, in that last one that Daon shared, it really allows us to attunement, it might denote what it looks like to process the process of tuning an instrument so that the instruments are in harmony, which makes something sound really nice, right? And so in a broader sense, we can think of attunement as referring to alignment with our environment, our situation, another person and their energy, and overall, just reflecting an overall state of synchronization or sensitivity to those external conditions. So it could be emotional, musical, environmental, but it really signifies that state of connectedness and responsiveness.

[00:22:38.15] - Kianna

And we're going to jump into what that looks like in mentoring today. So thank you all for helping me read through those.

[00:22:45.28] - Daon

That's so good, KB. And I love what you shared also about in the music definition, when everyone is on the same tune or on the same page as far as in a symphony or or even as you're tuning your radio and getting it all, it produces a sound that is significantly different than when there's a lot of dissonance, when there's a lot of noise. And so even when you're entering into your mentoring context, when you're sitting across the table from your mentee, there's always going to be significant amounts of noise that are around you. But being able to hone in so that you and your mentee are on the same page and are



hearing the same music is also critical for attunement. We're going to step now into what attunement is not. So we're going to give you guys a video to watch. And in this video, we want you to identify areas where the mentor's attunement could be improved, where the mentor's attunement can be improved. And then what we're going to do is we're going to break out into some breakout sessions and discuss how that could be improved.

[00:23:59.27] - Psychologist in Clip

When your father died, how did that make you feel?

[00:24:07.06] - Robin Williams in Clip

I don't know. I was nine. It was like there was this distinction, suddenly, between you and the rest of the world. I looked around me. Life went on just like it did before, but it wasn't like it was before. My uncle helped even visit. He at least listened. And I thought, if I could light my own farts, I could fly to the moon, or at least Uranus. But if I couldn't do that, at least I could use my... It says a pogo stick. And that might be a way of getting around.

[00:24:48.03] - Psychologist in Clip

I'm sorry? Yes, that's good. Yes, well, I think you're making fine progress, Hunter. We'll talk later in group.

[00:25:02.24] - Kianna

All right. Pei, I see you have your hand up?

[00:25:07.21] - Pei

Sorry, I didn't realize the clip wasn't for you.

[00:25:12.24] - Kianna

No worries.

[00:25:13.25] - Pei



Okay, I'll wait.

[00:25:20.08] - Daon

Well, I know that video brings out a lot of strong emotions when we talk about attunement and our ability to listen. What we're going to do right now, we're going We're going to break up into some small groups and allow you to discuss because Kiana and I could really jump in and start going off on that doctor. But we're going to allow you to do it in your small groups. How did the video make you feel? What did you notice about your reaction? So tune into what you're feeling first. That's the first thing. And then secondarily, what are some of the specific verbal and nonverbal signs of misalignment that you noticed in the scenario between the doctor Robin Williams. And then how could the doctor... How could he have approached the conversation differently? And then lastly, how might these signs affect the mentee's experience and development? So we're going to break up into some smaller groups. We're going to allow you to discuss, and please take notes as you break up into the smaller groups because we want you to come back and we'll share when we come back together again. I think we're going to take about 8 to 10 minutes in this small groups to discuss the attunement video. All right?

[00:26:35.04] - Renee

Yeah. I'm going to launch the rooms, and everyone should be automatically moved.

[00:26:41.17] - Kianna

Welcome back.

[00:26:42.17] - Daon

I love it. I love it. There you go. When I stop sharing my screen, I can see everybody's face. This is going to help me be a little bit more interactive with you guys. So thank you. It's good to see your faces. All right. All right.

[00:27:03.22] - Mohamed

And you're seeing too many faces at the same time.

[00:27:08.22] - Daon



It's a lot of faces, but I can see you. Thank you, Mohamed. I'm glad you're on the call, my friend. Glad you're on the call. It's good to see you and meet you and all the other beautiful faces. Glad that you all are with us. Oh, my goodness. I didn't... Kayla. I didn't see... Kayla, what? Eastern Shore? All right. It's good to see I want to show you this exercise to break up into our smaller groups, just to talk about that video. Anyone want to come off mute and just, first of all, talk about how that video may How did you feel? Because attunement is really important because we have to assess as the mentors how we're feeling first. Can someone come off mute, talk about what you shared in your group about how you were feeling?

[00:28:01.14] - Speaker 9

Hi. I was disgusted because I felt like he did not care about his patient. And we think that the patient was in maybe a psychiatric ward or something, so they didn't have a choice to be there. And since he was there, the doctor should have cared a little bit.

[00:28:29.16] - Daon

Right. Right. And I love it.

[00:28:31.25] - Speaker 9

Especially since he can pay for it, the guy comes or not. But we just think that he should have been in tune. He should have been present.

[00:28:41.16] - Daon

Right. And I love your feeling because you were disgusted! That's a strong emotion, right? How many of you, if you can resonate with that feeling of being disgusted, just give a wave your hand. And it's so important that we are in tune with our emotions, and disgusted is definitely a good emotion. Let's get one more person to come off mute and share how they were feeling in that space, how you felt in that space.

[00:29:14.13] - Daon

Go ahead.

[00:29:18.29] - Speaker 6



I'll just be quick. I think probably everyone has had a moment where they haven't felt heard, and that just brought back a lot of those memories of just not being listened to.

[00:29:35.24] - Daon

Wow. I love mentioning that because... Have you all ever been in a situation where you felt like you just weren't heard as a kid. Let's go back as a kid, right? You know that the adults in the room were not paying attention, right? And that brought back those... I love that you mentioned that because that brought back those feelings for me. And if you're mentoring me and I'm going back in my head and thinking about things that happened in the past, in order to be attuned with me, you have to be mindful of those things. I really like bringing in that. So not only did we feel disgusted, but it also brought back a whole whirlwind of emotions of us not being heard or seen. What were some of the nonverbal cues, that y'all picked up in that video? What were some of the nonverbal signs of misalignment? Someone come off mute for that.

[00:30:38.01] - Speaker 10

There was no eye contact.

[00:30:41.15] - Daon

The whole time! I'm sorry.

[00:30:44.20] - Speaker 10

Yeah.

[00:30:47.18] - Daon

Yeah..

[00:30:51.05] - Pei

There was no eye contact. Oh, sorry. Go ahead.



[00:30:58.03] - Daon

Go ahead, Lazzaria.

[00:30:59.27] - Lazzaria

Oh, am I? I'm sorry. I don't know how to work this, this form of video chat. So it's-

[00:31:10.04] - Daon

You're doing good. I can hear you.

[00:31:13.22] - Lazzaria

While watching that, I was like, Okay, well, clearly he don't want to be here. He just here for the check. He don't care that the man trying to talk about his problem, and he the one like... Okay, not him trying to be the doctor. He ain't the doctor. He up in the ward. So what's going on? He's trying to talk and have a conversation, and the man just like, You know? Okay, bye. I'm leaving. See you. See you next week when I come in, and I don't want to talk again, and we ain't going to talk about none of your issues or none of your problems. But I'm going to write this still, though. Maybe.

[00:31:54.00] - Daon

Right. He took notes. And that's so funny. So not only did he not make the eye contact, he didn't even give the impression that he wanted to be there.

[00:32:04.07] - Lazzaria

Very much so.

[00:32:05.09] - Daon

Oh, my goodness. So thank you for bringing that out. Okay, let's do this. Let's do one more because that video really set it off for me, just as you all can tell.



[00:32:17.01] - Daon

All right, let's bring this to our practice. How might these signs, one, the nonverbal, the no eye contact, and the appearing like we've got multiple things that we're doing, how do these signs affect the mentee's experience?

[00:32:39.12] - Daon

So now let's think about Robin Williams in this space and what he must have left feeling in this whole space. So let's come off mute, and this is where we really need to drill down into as to be practitioners in this space as effective mentors. We got to be able to put ourselves empathetically in the mentees shoes. So what do you guys think, Robin Williams? How did this affect his experience? How is this going to affect his development moving forward?

[00:33:11.01] - Janet

In my group, I shared with the fact that we may only get one shot with a mentee when they're opening up and you're not actively engaged or listening or you're distracted and not attentive, it may be that one time that you're not going to get another. They're pouring out their heart. They're pouring out whatever it is they may be challenged with at that time, and you're making coffee and it's blah, blah, blah. Okay, I'll see you next week. They may never open up again. And in today's society, that would be very disheartening because it could be that moment that they ever speak, especially with the suicide rate and things of that nature.

[00:33:59.25] - Daon

Oh, my goodness.

[00:33:59.27] - Janet

So active listening is what I got, and the dismissiveness of being ignored, or when you explain how you're feeling in that confirmation of no one cares. That's what I got from that.

[00:34:15.07] - Daon

Janet, I love your thoughts because what you just shared, it really made the little bit of hair on the back of my neck stand up, because when we think about Robin Williams and just his in life and wondering if he had been listened to, if he had been heard, that brought it. I didn't put that two and two together until you



said it. And we have one chance with some of our mentees. Yes. Who would also come off mute and talk about, Okay, how would these... How is it critical? Yes.

[00:34:49.23] - Kianna

It looks like we have some hands up, too. So I just wanted to make sure we're given those folks some time to speak.

[00:34:54.24] - Daon

Can you pull them?

[00:34:55.08] - Kianna

Yeah. It looks like we have Pei, Janet. Janet, I know you just spoke Mohamed and Vicky. So Pei, if you want to kick us off, there's something you wanted to share.

[00:35:06.07] - Pei

Well, I had raised my hand a while ago and-

[00:35:08.18] - Kianna

I'm sorry.

[00:35:09.18] - Pei

No, that's okay. Everyone else has said pretty much the things that I had wanted I would say. But that point that Janet made just now about being the one shot with the mentee is very true, and I agree with you, Janet. And plus, it's not just this first time where you might have the opportunity because Robin Williams started talking very seriously, wasn't heard, and then he got a little bit meek, and he started deflecting by joking, and he still wasn't heard. And then the doctor recognized that he had missed something and said, I'm sorry. But then he answered his own, I'm sorry, by saying, Well, we'll cover that some other time. So it's not just missing the first opportunity, but it's missing the opportunity of building on a relationship with your patient.



[00:36:01.14] - Kianna

Thank you for sharing that. Mohamed, I see your hand up, too.

[00:36:06.16] - Mohamed

Yeah, sure. Firstly, what I was thinking is that the doctor is maybe not in a good place in his mind. Maybe he said, I got a doctorate degree, I should be dealing with people in private sector and making more money. What am I doing here in mental asylum or dealing with people who have difficulties in their life and things like that? In that sense, or maybe he was just not interested in his job or his responsibility. So firstly, as a mentor, we have to be honest with our own selves, with our own abilities, with our own skills, because then we can be honest with the other person and we can help that person. So that is...

[00:36:48.17] - Daon

Wow. That's amazing. And I think many of you who are executive directors and program leads, Mohamed, to your point, we have staff that are working, that we're supervising, that we also need to understand what are their motives and are they able to attend and attune to the mentees if they have, Mohamed, like you mentioned, these other preconceived notions that they step into the mentoring space. So Mohamed, that is very important, especially for us, those of us that are leading mentoring organizations, and we have mentors that are working under our purview. I really appreciate you sharing that.

[00:37:27.08] - Kianna

All right. Vicky, I see your hand up, too.

[00:37:30.24] - Vicky

Yeah, everything everyone said it's been wonderful. In fact, my heart almost broke when Janet shared because it's so true about this missed opportunity. But just the thing that comes to mind is about being available mentally, emotionally. Then the other word which I love in the mentor definition is to facilitate connection. To me, that's a good question to always, are my actions facilitating connection? Can my mentee connect with me? And because the connection allows them to feel heard and seen. So that's all I wanted to contribute, but this is a great discussion.



[00:38:08.27] - Daon

Vicky, thank you so much. Thank you so much. And thank everyone for contributing. This is such a rich conversation. I am going to share my screen, so I'm going to go back off into Netherland, but I'm going to share a couple more slides with you, furthering the discussion on attunement. Let's see here.

[00:38:28.29] - Daon

Hey, wait. I can see everybody. Can you guys see the slides?

[00:38:35.03] - Audience

Yes.

[00:38:36.04] - Daon

Yes. Wait, something just happened. All right. I can see everybody now. All right. And you all can see the slides. You're telling me you can see the slides?

[00:38:46.08] - Kianna

Yes, we can see the slides. They look good, Daon. I don't know what I did, KB, but I can see everyone now.

[00:38:52.26] - Daon

So KB, I think you're supposed to talk about these snapshots. Is that right?

[00:38:56.16] - Kianna

I can definitely talk about the snapshots. Yeah. So if we are So I'm thinking, why is this important? Why is learning about Intunement important? It is important for us to develop a strong self-awareness about our own emotional and physical state because it allows us, as Janet, you said, and really rung true with a lot of us, it allows us to be better equipped to read the cues of our mentees and respond to their preferences, their needs, and just be a better mentor, right? Where it allows us to be able to attune to them and really understand what their needs are and show up for them in a way that they feel heard and



understood. So if you forget this entire training existed, this is the one point you want to remember, that that is the why.

[00:39:37.14] - Kianna

As we think about what we're learning today and what we're hoping to walk away with, we are hoping to walk away today with understanding that attunement is a process of paying attention to a young person or their parent, or their guardian, or whoever else may be in a young person's lives in the moment. So being really attentive in the moment and noticing their cues in order to meet them where they are.

[00:40:02.21] - Kianna

This often involves reading body language, reading those verbal signs of how to understand how to move forward in that interaction. As we know, a brief check-in with ourselves, so how we started this training, checking in with where our emotions are, how we might be showing up in a space is important, especially before we connect with our mentee, allows us to then attune to your own needs, your own nonverbal cues as well. And all of these cues could be it could look like things you may not think of when you think of how you're showing up emotionally. It could be just feeling an extra tension in your neck, a faster heart rate, a sense of fatigue, a faster gait. It could be many of these different things. But making sure that we understand where we are and how we're showing up and being honest in that way with our mentees is really how we make sure that we do this well and that we provide an opportunity for us to be attuned with our mentees.

[00:40:55.10] - Daon

That's so good. Thank you, KB. This is a real cool-- you can write these down as well. These go along with the key points that we just shared. This is something that you can bring in into your mentoring space, these five steps, check in, walk in, dial in, listening, and check back in. And so we've tried to model this whole attunement process in this call, in this training. The first thing is to check in with yourself before you enter into your conversations with your mentee. It's funny because I was thinking this applies to all of our relationships, really. When you walk into a conversation with someone, check in with yourself first. What am I feeling? What are the emotions that I'm sensing? We did the temperature check at the beginning. That's critical. The second part is walking in and really observing the environment and what's happening around your mentee. It's really trying to be observing of the cues and the environment and the vibe that's happening around your mentee when you're entering into that space.

[00:42:04.22] - Daon



So the first one is to check in. The second is to check in with yourself. And then the second one is to walk in.

[00:42:12.02] - Daon

Now, dialing in is the third part. When you dial in, that's when you are unlike the doctor who is talking to Robin Williams, dialing in means really... You all see how big my eyes are. Dialing in means just focusing in on your mentee, dialing into their verbal and their nonverbal cues, really trying to pay attention, trying to absorb it all in. Think of that symphony, and we're trying to get on the same note with your mentee. It's critical. That dial in is critical because it allows the mentee to see physically that you are paying attention to what they're saying. It's critical for attunement. The fourth one is this listening. That's with the active listening. You know when your mentee mentioned something, you want to echo back the question, or you want to echo back, Hey, did you say this? Explain this to me a little bit more clearly. That listening and that active listening lets the mentee know, one, that you've been paying attention, but it also gives it this air of taking the conversation deeper. And whenever that happens, that mentee will feel the connection. So you check in first with yourself.

[00:43:28.07] - Daon

You walk in, observe all the situations situations, the surroundings. Is it a busy day? What's happening? Then dialing in to the mentee, verbally and non-verbally. Fourth, listening in, active listening, asking the questions, finding out what the mentee is feeling. And then lastly, is to check back in, which is really circling back on the entire conversation, allowing the mentee to talk about, okay, what were they feeling when they came in? What did we pick up on the course of this mentee engagement. What were you feeling throughout? What are our next steps that check back in just to make sure that the mentee realizes that they were connected with? This is a really quick and easy way to implement attunement. Now, I'm going to stop there. Are there any questions or comments on this five-step attunement model?

[00:44:26.07] - Kianna

Mohamed, I see your hand up.

[00:44:28.18] - Mohamed

Yes, one question that I was, that a mentor, for example, the person, when he's a mentor, he's basically guiding for a long term, the other person. They're improving their skills, their communication in different type of ways. Sometimes when they're dialing in the point, sometimes we have to... If we get too much involved or too much close to that person, so we might create another version of ourselves. But what we



want to is we want to create that person to be his own person. So that is my point, like getting too much involved in a nitty-gritty way. So are we actually not harming the potential of the other person?

[00:45:11.13] - Daon

I think you mentioned something very critical, Mohamed, is the establishment of boundaries. If I understand your question correctly, it's very easy to become enmeshed when we don't have boundaries with our mentee. But this attunement process is not not getting in the weeds as far as the dependency and trying to have that codependency with your mentee. Instead, you are really trying to maintain this relationship of one that has boundaries, but one that also is giving the mentee efficacy and agency in their own life. So I would stop there. KB, what would you add or would anyone else add? Muhammad, I really that question.

[00:46:01.22] - Kianna

Yeah, it looks like Alexia has her hand up as well.

[00:46:06.12] - Alexia

Yeah, I just wanted to share. It's been a really good conversation, and it made me also think about the reciprocity in a mentor-mentee relationship. You have to keep your boundaries, but you can learn so much about yourself when you're mentoring somebody. It's also, to me, so critical and crucial to, A, keep those boundaries, but B, always check back in with yourself about what's coming up when you're working with somebody because it comes into play, like that checking in with yourself. It really comes into play, and I don't think that we should downplay how much we can learn from our mentees about ourselves in the process of being supportive of them. We should also have our own mentors that can be supportive of us from some of the things that we may learn in our mentee-mentor relationship. So I just love how we're all always integral parts of of each other's lives in one way or another, and just keeping that cycle going. So this is a great conversation. Thanks for having me.

[00:47:07.04] - Daon

Great, great, great, great.

[00:47:09.19] - Kianna



Thanks for being here, Alexia. It's good to see your name pop up. Also, yeah, that's a huge point. We're also consistently learning about ourselves and how things may come up for us, right? So how does that make us show up in a mentee-mentor relationship? That's good.

[00:47:25.17] - Daon

That's so good. And I just saw another friend of ours us from USG University Shady Grove, who runs the mentoring program at University Shady Grove. Thank you for joining us, Rebecca. Good to see you. Hi. Thank you for joining us. Go ahead, KB.

[00:47:45.18] - Kianna

BJ, I see your hand up. Do you have a question for us or something to add?

[00:47:50.24] - BJ

I was going to say the last one, the checking in. I think it needs to be a check in times, too, because we deal with, well, at least with my program, we deal with a lot of youth and the situations that they go through, not only are damaging to them, but could be damaging to the mentor as well. We have situations where people are after the people we're mentoring, and it's like, oh, those are the people right there. So then the mentor could have like, Oh, man, something about to happen. Is it we about to get jumped, or what's about to happen? We're about to be in the gun, whatever the situation may be. So I think the mentor needs to also know their attunement and their awareness with each of the situations they're dealing with with the youth. So that way, if they know a situation has happened, they can call their direct supervisor, because I have a lot of my staff who will call me in the middle of the night after they finish in the field be like, Hey, you have time to talk right now. And I think it is important for the supervisors to also have that open relationship and attunement with whoever their staff is, so that way their staff feels comfortable to come back to them so they can be. They can basically just, I want to say, just divulge everything to them, just vent to them, whatever it is, so that they can be refreshed to help the youth later on. And if they need some assistance or somebody just to tap in, they can call their supervisor. Supervisor already knows what's going on, and they can help them. And everybody is more well-rounded because dealing with them, we're getting them at a certain time in their life where our relationship relationship with them is going to dictate how they relate to their parents, other relationships. And actually the adult, they're going to become later on in life because we're there when their minds are developing.

[00:49:43.11] - Daon

I really like-



[00:49:44.13] - Kianna

That's a really good point.

[00:49:45.02] - Daon

Yeah. I love what you share because most of you all are program directors or executive directors, and we are responsible for the mentors that we're supervising. And this five-step process is going to be good as you check in with your mentors also that are working under you, that check in, going through the whole process. And I mentioned, alluded to it, this applies for all of our relationships. And I really like the fact that you mentioned that this is really important for our supervisors in connecting and really checking in with the mentors and making sure that they feel supported as they are boots on the ground working with our young people. I want to give the next part of our training. We're almost done. I'm I'm going to give you 10 tips, but I need you to take out a sheet of paper because I want out of these 10 tips, I want you to pick your top two. All right? You all ready? These are the top 10 attunement tips. For those of you who are old like me, maybe David Letterman, I would start from the bottom up, but we won't.

[00:50:52.19] - Daon

Some of you all got that. Okay, so top 10 attunement tips. One, practice active listening, pay close attention to what the mentee says, both verbally and non-verbally. Show interest by nodding. Maintaining eye contact. Asking open-ended questions. We talked about that to understand their thoughts and emotions.

[00:51:13.11] - Daon

Number two, acknowledge and validate emotions. Recognize and validate what the mentee is feeling without judgment. Don't make those faces. You know how sometimes when we're listening to somebody, we make faces? Don't make faces when your mentee is sharing their emotions. This helps create a safe environment for the mentee to express themselves openly. Those are the first two.

[00:51:36.20] - Daon

All right, here we go, three and four. Be present and fully engaged. Avoid distractions. All right, put your phone down. Avoid distractions when you're talking to your mentee. Being fully present demonstrates respect, right? And it shows that you value the mentee's time and experience. That's number three.



[00:51:52.08] - Daon

Number four, tailor your approach to their individual needs. We know all of our mentees are different. Adjust your mentoring style Now, based on their personality, not yours, based on theirs, their goals, their current challenges, ensuring that your support aligns with where they are in their journey. That's three and four. You all doing okay?

[00:52:14.12] - Daon

Let me give you five and six. You all ready? Five, cultivate empathy. Put yourself in your mentee's shoes. Better understand their perspective. Empathy fosters deeper connection.

[00:52:24.27] - Daon

Number six, develop emotional awareness. Now, this is what we've been talking about the the whole time. Beware of your own emotions and reactions during the mentoring session. Sometimes your mentee will say something that might trigger you. Can I get an amen? So we have to be able to manage our own emotional responses and to remain attuned. So that's five and six.

[00:52:46.21] - Daon

Here we go. You all ready for seven and eight? Provide timely and constructive feedback is an important point for attunement. Offer feedback that is both supported and growth-oriented. Timely feedback helps the mentee reflect and course correct.

[00:53:02.25] - Daon

Number eight, encourage reflection and self-awareness. I love this one. Prompt the mentee to reflect. How did that make you feel? A lot of our programs are doing de-escalation and helping the mentees be able to step back from emotional situations. And so this is something that we can all do is encourage reflection and self-awareness.

[00:53:25.29] - Daon

Nine and ten, stay open and non-judgmental. This alludes back to number six, create a safe space for the mentee.



[00:53:34.04] - Daon

Number 10, be patient and responsive to your mentee's growth pace. Those are your 10 top attunement tips. I don't have my band with me, but my band will be playing right now. And now, here's what we got to do. If you're able to put in the chat... Is our chat working? Can we do that, KB? No. How should we do this?

[00:53:55.23] - Kianna

No, chat is not working. We can do reactions.

[00:54:00.13] - Daon

Yeah, let's do that. Let's do that. And if you want to come off mute and maybe talk about what your top attunement tip is, and then we will shut this thing down and lay in the plane. Give me some feedback, you all. What do you think about those top 10 attunement tips? What stuck out for you? Give us your reactions.

[00:54:25.15] - Kianna

Got some thumbs up. Go for it. I see some hands up. Mohamed, you can kick us off. And then we have Alexia and Lazzaria.

[00:54:34.01] - Mohamed

Yeah, sure. Well, the first point that I would really like to say is that listening, because it is similarly like a quotation when he said that the things that count the most in life are the things that cannot be counted. Similarly, the listening is a skill that usually people say it's a passive skill, but it is a really very active skill. So if we are listening to the other person, we are not just learning more about that person, we are giving that person importance as well. And also the point number 8, that was very important, because here we are not the ones who are changing that person, but rather that person is the driving force, should be that person, his own goals, his own ambitions, And we are just there to push him, and he is there to achieve his own goals.

[00:55:22.01] - Daon

That's amazing. I love that. Things that count in life can't be counted. I got that one. Who's next?



[00:55:32.11] - Kianna

All right. We have quite a few hands up, so we'll kick it to Alexia and then Lazzaria.

[00:55:38.25] - Alexia

Yeah, really quick. I thought for me, it was definitely number eight, encourage reflection and self-awareness, because ultimately that's the goal is for that young person to be able to self-soothe, think through the things, and navigate in a way that's productive and healthy for them, and not so centered around what I want you to do. It's not about what I want you to do. It's what's best for you, how you get to that conclusion. I feel like number eight really centers the whole point of a mentoring relationship is to grow that person and subsequently, hopefully yourself. Then also, I like the tailored approach because it's individual. Each mentee is an individual. I think it's really important to make sure that we are connecting in a way that the mentee can receive it. It's no one size fits all in mentoring.

[00:56:27.23] - Daon

I love that. Very good. So good. Who's next? Was it Lazzaria was next?

[00:56:35.15] - Kianna

Yes. And then Pei.

[00:56:39.12] - Lazzaria

Can you hear me? Okay, I think it is. Personally, as we were going through the 10. I felt as though they are all equally as important to one another. But the main one that stood out for me was acknowledgement and value emotions because for the mentee, it's very important that they feel heard, that they feel like someone is actually listening to what they have going on and what they're saying, because to not feel heard, is to not feel valued. You will want your mentees and mentors to then feel valued within your company because how are you going to keep people if they don't feel valued? You won't be able to. You're going to have to go through the rehiring stage every while and again because you aren't listening to what your people have to say, and you're here for your people. So if you're here for your people, you would then have to acknowledge, even if you don't agree with what they have to say half of the time, it's still important that you hear them out and hear what they have to say, and then give your reflection on what they said. So that's the main one for me. And then the other one would be like, what was it? The judgment? I don't know which... Oh, nine. Basically, anybody who I meet or anybody



that I'm around. I'm like, this is a judgment-free zone. You can go ahead, say whatever you need to say. There is no judgment here because everyone has their own challenges and their own things going on in their life. So this is judgment-free zone. You can go head, get everything you need to get off your emotions so that at the end of this chat or talk or whatever, you can also feel better. And then you feel like you got weight lifted off of your shoulders type of thing. So, yeah, those are the top two for me personally, but they are all equally as important to one another.

[00:58:53.17] - Kianna

Yeah, that's awesome. And what I heard you saying about this doesn't only apply to mentees, right? This applies to the mentors and how you support them. And we do view that as a parallel process, right? Whether we like it or not, supervisors are informal mentors, right? And so as long as you're supporting the people that are supporting the young people, everyone feels supported, right? I'm going to kick it to Pei, and then Janet, you are after Pei.

[00:59:19.15] - Pei

Thank you. I would say that all 10 tips are interdependent upon one another, so you can't really do one without fully immersing yourself into all the other steps. And in terms of the acknowledgement and the validation of the mentees or maybe even your own emotions, I think that kicks back to step four in the listen in step that you covered before, is that oftentimes, and I've seen it done, the mentor will say, will hear what the mentee says and try to listen in and acknowledge and validate by saying something like, or even exactly like, Well, what I hear you saying, the person has just said, I think I'm cold when the room is cold. And then the mentor says, what I hear you saying is that you think you feel cold when the room is cold. And sometimes, don't underestimate your mentee's intelligence. This is like, parroting back is not enough in terms of acknowledgement. And what you said earlier about posing questions, I think that's a better way of repeating to them that you understood what they're saying. Is like, think what they say. It's like, Oh, I understand what you said about... I heard what you said about feeling cold in the room. Do you think that we should... What steps you feel that we could take? Turning up the heat or getting a sweater. So reacting to what they say to acknowledge that you've heard them rather than just parroting what they've said because they know what they said.

[01:01:17.21] - Daon

I like that.

[01:01:20.02] - Kianna

That's really good.



[01:01:21.03] - Daon

We have time for one more, KB?

[01:01:23.11] - Kianna

Yes, we have Janet.

[01:01:26.01] - Janet

Yes. Number two, I keep going back to number two, just the acknowledgement of their feelings. I want to encourage you to feel what you feel unapologetically because your feelings actually matter. And then that would tie into number six for me if I believe, is it Daon?

[01:01:51.01] - Daon

Daon.

[01:01:52.07] - Janet

Daon. Shared that it could trigger you with what they're sharing. So to make certain that acknowledging where your emotions and reactions, be it non-verbally or verbally, to what they're sharing about how they're feeling, because most of us, I'm going to speak for me, I have to be who I needed, when I was younger, that's the motivation for me and my why of why I mentor, and it can be triggering when they're going through similar situations. So to be aware of yourself and your reactions, even if you have to take a moment to have them reflect on how they're feeling to give you a pause.

[01:02:34.05] - Daon

Yeah, that's so good. That's so good. Thank you all for sharing so openly. This has been amazing. I know KB, you want to share this one more. What are your thoughts, KB?

[01:02:49.05] - Kianna



Yeah, so thank you all for sharing with us. Just to sum up what we've learned today, we have a quick little video that will just put a pretty bow on it, and then we will, after this, just talk about what our actions are. How are we going to walk away with this? We have a question for you to reflect on, and then we will be all good to go. So I'll turn it over to Daon to play the video, and then we'll come back together with just a quick reflection question. Sound good?

[01:03:14.25] - Daon

Okay.

[01:03:19.05] - Video

Becoming a better mentor strategies to be there for young people. Attunement in mentoring relationships. When you hear the word attunement, the standard definition that might come to mind is of things being harmonious and people connecting to their surroundings and to other people. Much like the common definition, there is also a attunement in mentoring relationships. Attunement is the process of paying attention to a young person in the moment and noticing their cues in order to meet them where they are. This often involves reading body language and verbal signs to understand how to move forward in the interaction. To begin, attunement involves calming or centering yourself and noticing your own cues. Ask yourself, Am I feeling anxious, worried about my mentee? Have I had a long day already? Am I dragging as I greet my mentee? Or am I excited and eager building off our last great conversation? As you attune to yourself, you will be better able to to your mentee's verbal and nonverbal cues. Young people often communicate with their body language as much as with their voices, so observing cues like noticing eye contact, body posture, pace of speech, and other behaviors can help you respond in a way that makes sense for the interaction.

[01:04:49.25] - Video

As you read the cues of your mentee, you can collaborate and explore how to best address their needs. You can do that through discussion using a series questions. Ask them if they are getting to what they wanted to talk about today, or if they have anything else on their minds. These questions allow you to share power with your mentee and give them another opportunity to identify or remind you what is most important to them. At the end of your interaction, ask questions like, What stands out from our time together? Questions like these will help you to reflect upon and and address any points that have arisen in the course of your time together. Finally, and most important, don't give up as you work to develop your attunement skills. It's a slow but steady process, and when you misstep, as we all do, don't hesitate to acknowledge your oversight and repair what you missed. Developing these skills is a worthwhile investment that can strengthen not only your relationship with your mentee, but also other important relationships your life. See the full chapter at mentoring.org/bettermentor for more tips on how you can be a better mentor.



[01:06:10.15] - Kianna

Awesome. So as we reflect on that video first, again, I just want to point us to the materials that is beside. It should be in your upper right corner. If you would like to read the whole chapter that this training is based on, feel free to do that. There's a PDF there that we linked for you all. But before you go, we just want to take a moment to digest everything that we just focused in on and want to ask, what is one practice that you can commit to today that will help you read your own and your mentees cues more clearly? And if that question doesn't resonate with you, maybe how do you know you are being effective and being attuned to your mentee? So what's something that you'll do to ensure that you are practicing attunement? And what's something that will allow you to know you're doing it effectively? You can come off mute. You can write that personally to yourself and keep that as a commitment But we just want to make sure that you have an opportunity to take something with you. And I see a few hands raise. Cool. Tabu, I'll have you kick us off.

[01:07:09.23] - Tabu

I would like to go back to number two, acknowledge and validate emotions. I do not have a poker face at all. So I need to work on that when I'm interacting with the scholars because I do not have a poker face. So that is one thing that I am definitely going to have to make sure I check. And feed off of there. If I happen to slip, feed off of their response. And apologize and check myself.

[01:07:47.05] - Daon

Yeah, that's so good. Yeah, thank you.

[01:07:52.10] - Kianna

Anyone else want to share?

[01:07:56.24] - Mohamed

Yes, for one point that I would like to share is that, firstly, it has been a really great experience. I would like to thank the whole the team, the Daon, especially for all his efforts. And one thing is that the perspective towards life that we can take, for example, F-A-I-L is fail. But if we try to put it in a positive sense, like saying, Flying Again In Life. If we can take that positive thing towards and we can show that positive energy to our mentee, then they can become mentor to someone else. And this would be the



target of a mentor that the mentee or mentee becomes a better mentor than us for someone else. So this is what you can take with it.

[01:08:40.28] - Daon

Thank you. Thank you, Mohamed.

[01:08:44.29] - Kianna

Thank you for sharing that.

[01:08:45.09] - Daon

Wow. You get a lot of love in the chat, Mohamed.

[01:08:51.29] - Kianna

Vicky, I see your hand up.

[01:08:54.17] - Vicky

Yeah. The only thing I wanted to say, and I love that question about what can be practiced. And it's interesting that the top 10 attunement tips, the two that I chose that I'm passionate about, is not the one that I'm going to practice, but it's number 10. It's being patient and responsive to their growth process, because I think that can be challenging. We want to see progress, and we have in our own minds where we think they could be going. But to be patient and let them set the pace, I know that I'm going to be practicing that because I know I'm authentic. That's an area of my development.

[01:09:34.29] - Kianna

Thank you for being vulnerable and sharing that with us. Yeah. Thank you, Vicky. Anyone else want to share before we wrap up? Yeah, what's up, Aniah?

[01:09:46.25] - Aniah



I was going to say number six, develop emotional self-awareness, because it's very easy to be there for somebody. And when you're in the moment, sometimes you don't recognize your own feelings and how you might react to something. So until you have that self-reflection, it's something that should be actively practiced and just knowing how you're going to react to certain situations or just knowing where you are in life and where you are in your personal happenings. It's important to make sure you're on top of that so that nothing you have falls over onto your mentee or onto anybody else.

[01:10:27.24] - Daon

That's so good.

[01:10:28.08] - Aniah

I think that one is really important.

[01:10:28.22] - Daon

It's so Well, I think... Go ahead, KB.

[01:10:36.17] - Kianna

I think I was doing what you were doing. I was just going to say thank you all for being with us today and for joining us in this session and for sticking with us through some of these tech issues as we were trying out a new platform, but we really hope to see you at another session soon. Before you head off, DaOn and I are going to hang out here, answer any questions. Again, the materials are available. Please take those with you. And Renee in the chat put a training evaluation for me. We would love to learn what you loved, what you didn't love, how we can improve.

[01:11:08.22] - Kianna

So please, please, please share any feedback you may have with us. But we'll hang out here for a few more minutes just as you all have any questions, want to discuss anything else. But thank you again for hanging out with us today.