

Mentor Scenarios Handout

Scenario 1: Your apprentice, Daniela, quickly picks up on the tasks you demonstrate. She shows up on time, gets along with everyone and applies the feedback you give. However, over the past few weeks you've noticed Daniela has been feeling down, so you ask to check in. At the check-in, Daniela tells you that she has been helping take care of her sick grandmother. She feels overwhelmed by this new responsibility and has started falling behind in her related instruction course.

Scenario 2: You have developed a strong relationship with your apprentice, James. You two have a lot in common, from favorite foods to sports teams. James has already developed many skills. He always applies your feedback, which helps him successfully learn new tasks. However, he often ignores feedback from your co-workers. He gets frustrated with others and recently walked away when another co-worker reminded him of a safety procedure.

Scenario 3: Rose is a mentor for a health care apprenticeship. This morning, Rose showed her apprentice, Ahmed, the process for preparing several medical instruments for use. Rose explained each step of the process and its purpose before she demonstrated how to prepare the equipment. Ahmed successfully described each step of the process. After lunch, Rose asked Ahmed to prepare one of the medical devices while she checked on a patient. When she returned, Rose checked the equipment before providing feedback.



Role-Play Scenarios

Scenario 4: Rose observes her apprentice, Ahmed, while he is with a patient. Ahmed establishes a good rapport with this patient. He listens closely as the patient describes their concerns. Ahmed is empathetic and asks questions about the patient's medical history. However, he does not ask the patient if they are currently taking any medications. Ahmed types up notes in the patient's chart as they finish chatting. Ahmed tells the patient that the doctor will see them soon but does not ask if the patient has any questions before he leaves.

Scenario 5: You have shown your apprentice, Daniela, how to fill out the weekly paperwork at your job, which includes 4 different forms. For several weeks Daniela has helped you fill out the paperwork, so this week you ask her to try completing the paperwork on her own. As you review her work, you find that Daniela only completed 3 of the 4 forms. The 3 forms that she completed have all the necessary information and are error free.

