

# Kentuckiana Mentors



## Application Process:

- Coach Operators sign up if they are interested and must fill out a one page application (on back)
- Coach Operators that sign up are vetted through set criteria:
  - Must be here at least one year
  - No more than 3 lose outs in the last year
  - No discipline, safety violations, or customer service complaints in the last year

## Selection Process:

- Those who meet the above criteria are sent to both leadership from the Transportation Department and ATU
- Both groups identify who they think would be good mentors from that list. The names that both groups identify become Mentors.



## How do we train mentors to be mentors?

- Mentors go through a half day Train-the-Mentor course that is co-taught by TARC and ATU Leadership where they will learn new training techniques, the way key processes are being taught so that they can echo this on the job, and how to be a good mentor.

This will teach them:

- Mentor expectations
- What it means to be a professional Coach Operator
- How to point mentees to other resources throughout the company
- Communication skills
- How to build relationships with new mentees

## Duties:

- Mentors will be assigned to all Coach Operators who graduate training and keep in touch with them routinely over their first year at TARC. They will help them through difficult customer service/soft skill issues that they may deal with daily as well point them in the right direction when they need things from other departments or personnel.
- Mentors will be the primary personnel used to do subbing as long as a Mentor is available for that route that is being subbed.
- A few Mentors will be pulled during graduation days for handoffs from Trainer-to-Mentor pending Transportation has enough drivers to meet operational needs. Final evaluation sheets will be provided to Mentors to let them know what to help new drivers with.

## Support:

- Apprentice Manager (Brad) and a designated ATU Leadership Member (Freda) will check-in with Mentors monthly and serve as a go-to people when Mentors need help or assistance.

Name: \_\_\_\_\_

Employee ID#: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Contact:

Email  Phone



If you prefer to submit a digital copy of the application please scan here.

*Please write your answers legibly.*

1) Mentors should be viewed by their peers as both a positive role model while performing the job and a consistent supportive teammate. What makes you feel a fit for both roles?

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2) In your opinion, why would **new Operators** benefit from being paired up with an experienced operator at completion of their training?

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3) Please explain why you personally want to be a mentor of a **new Operator**.

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Return completed application to the Training Department.