The student-mentoring program is designed to take entry-level technicians and develop them into competent and able technicians. The student should be paired up with an experienced technician that possesses expert knowledge in the necessary areas, demonstrates the ability to perform at a high level, can effectively explain processes/nuances and expresses interest in being a leader to help develop a less experienced team member.

* **Best Practices for Technician Mentoring:**
  + Familiarize the new Technician with the service departments safety requirements and give an overview of dealership life
  + Ensure the Technician shadows Master Technicians and performs all work under a Mentor(s)
    - Note: Dealership Management will determine the ambition and capability of the ASSET student or new Technician to move forward with performing the appropriate repairs
    - Balancing the personalities of the new Technician and Senior Technician are key to running a successful Mentoring session
  + Allow the new technician to train with more than one master tech to learn different specialties and practices, rotate accordingly to Technician’s previous certification level.
  + Build an environment of trust and development within your dealership.
    - Open communication between all parties at the dealer, Tech-to-Tech, Service Advisors, Parts Department, Service Manager and other departmental employees will be key to building this environment.
  + Work Life Balance – Have an open mind to Flexible Work Schedules within the Service Department.
  + Be aware of Pay Plan options. (Refer to #6 Pay Plan Best Practices)
  + Developing a career plan for the Technician and review it with them quarterly.
  + Make work FUN!! Host Team Building Events throughout the year!
  + Recognize your Technician’s achievements!