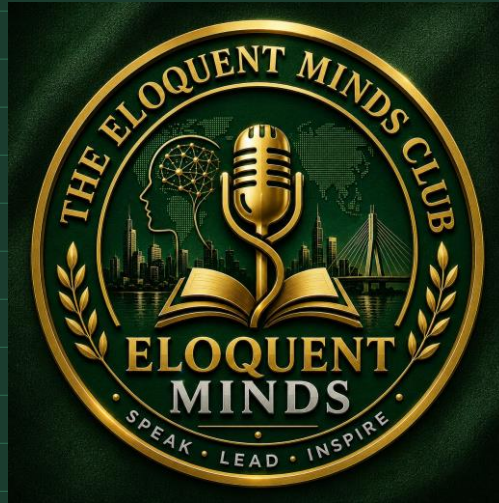




ELOQUENT MINDS CLUB

A Toastmasters-Inspired Public Speaking & Leadership Club

COMPLETE MENTORSHIP PROGRAM

Selection | Training | Onboarding | Tracking | Evaluation | Recognition

A Scalable System Designed for 500+ Members

FOUNDED BY: YUSUPHU AWADHI LEMA, FOUNDING PRESIDENT

Institute of Finance Management (IFM)
Dar es Salaam, Tanzania

SPEAK • LEAD • INSPIRE

“A great mentor does not create followers. They create leaders who no longer need the mentor.”

— Eloquent Minds Club, Mentorship Philosophy

The Eloquent Minds Mentorship Program is the structural backbone of every member's development journey. It is not a casual pairing of two people — it is a deliberately designed, continuously monitored, and rigorously evaluated system that ensures no member is ever left to navigate the journey alone. This handbook defines every component of that system, from the selection of the first mentor to the recognition of the thousandth.

IMPORTANT: This program is designed to scale from a founding cohort of 8 members to a mature club of 500+ members without losing quality, personalisation, or accountability. Every



component has a scalable version. Read the scalability notes in each section before implementing at any phase.

TABLE OF CONTENTS

Overview — Program Philosophy & Architecture

Why mentorship, the hierarchical model, and key definitions

Part 1 — Mentor Selection Criteria

Eligibility, application, scoring rubric, and the interview process

Part 2 — Mentor Training Curriculum

7 training modules, certification, and ongoing development

Part 3 — New Member Onboarding

The 30-day journey, matching process, and orientation protocol

Part 4 — Mentorship Meeting Schedules

Session templates, frequency, agendas, and documentation

Part 5 — Progress Tracking System

Tracker tools, VPE oversight, digital infrastructure, and reports

Part 6 — Mentorship Evaluation Framework

Satisfaction surveys, performance reviews, and program KPIs

Part 7 — Mentor Recognition System

Certificates, awards, public recognition, and alumni mentors

Part 8 — Scalability Framework (500+ Members)

Hierarchical structure, group mentoring, and digital automation

Part 9 — Official Forms & Templates

All forms referenced throughout this handbook

PROGRAM OVERVIEW & PHILOSOPHY

The Eloquent Minds Mentorship Program operates on a single foundational principle: the fastest path to excellence in communication and leadership is not a textbook, not a lecture, and not a YouTube video. It is a trusted human relationship — someone who has walked the path ahead of



you, who knows where you are likely to stumble, and who is committed to being beside you when you do.

The Three-Tier Mentorship Architecture

As the club grows, mentorship is organised across three tiers to ensure no member is under-supported and no mentor is overwhelmed.

Tier	Role	Mentors	Mentees	Ratio	Club Size
Tier 1	Peer Mentor	Certified Club Mentors (Level 5+)	New Members & Active Members	1:2–3	8–50 members
Tier 2	Senior Mentor / Group Mentor	Executive Leaders or Alumni with 2+ terms	Groups of 4–6 Active/Competent Members	1:4–6	50–200 members
Tier 3	Mentor Coordinator	Appointed senior members reporting to VPE	Oversees 8–12 Tier 1 and Tier 2 Mentors	1:10–12 mentors	200–500+ members

Key Definitions

Term	Definition
Mentor	A Certified Club Mentor (Level 5) or above assigned to support 1–3 mentees through their speech and leadership development journey
Mentee	Any Active Member in Levels 1–4 who has been assigned a Mentor
Mentor Coordinator	A senior member or officer who oversees a group of Mentors, ensuring quality, consistency, and reporting (used at 200+ members)
Mentorship Cycle	One semester — the period within which all mentorship commitments, assessments, and reports are completed
Mentor Circle	A monthly group meeting of all active Mentors facilitated by the VPE for support, calibration, and shared learning

Matching

The process of pairing a mentee with the most suitable available mentor based on interests, schedule, pathway, and personality

PART 1

MENTOR SELECTION CRITERIA

Who qualifies, how they apply, and how they are chosen

1.1 Why Selection Matters

The quality of the mentorship program is determined almost entirely by the quality of the mentors. A poor mentor does not just fail to help — they can actively harm a new member's confidence and commitment. The selection process exists to protect both mentees and the program's integrity.

1.2 Eligibility Requirements

- Holds Level 5 (Mentor) status or above in the Progression Framework
- Has completed a minimum of 10 speeches on the official VPE record
- Has served in at least 6 different meeting roles including Evaluator (×2 minimum)
- Maintains current Active Membership with dues paid and attendance $\geq 75\%$
- Has zero active disciplinary warnings in the preceding 12 months
- Has attended the Mentor Preparation Briefing conducted by the VPE
- Voluntarily expresses interest — mentorship is never assigned without consent

1.3 Application Process

Step	Action	Responsible	Timeline
1	VPE opens Mentor Application Window and distributes the Mentor Application Form to all eligible members	VPE	2 weeks before semester start



2	Interested member submits completed application form including: personal statement, availability, specialisation preference, and maximum mentee load	Applicant	By application deadline
Step	Action	Responsible	Timeline
3	VPE reviews applications against the selection scoring rubric and shortlists candidates	VPE	Within 3 days of deadline
4	Shortlisted candidates attend a 15-minute Mentor Interview with the VPE and one other officer	VPE + Officer	Within 5 days of shortlisting
5	VPE confirms successful applicants, assigns initial mentees, and schedules the Mentor Preparation Briefing	VPE	Within 2 days of interviews
6	Mentor Registry is updated and all mentors receive their mentee assignments in writing	Secretary	By Week 1 of semester

1.4 Mentor Selection Scoring Rubric

Each candidate is scored across five dimensions. Minimum total score to qualify: 35 out of 50. The VPE scores all applications independently; the interviewing officer scores separately; the final score is the average.

Dimension	Max Score	1–2 (Weak)	3–4 (Adequate)	5 (Strong)
Speech & Role Track Record	10	< 10 speeches; < 6 roles	10–14 speeches; 6–8 roles	15+ speeches; 9+ roles including Evaluator ×3
Communication Quality	10	Average speech scores < 14/25	Average 14–18/25	Average 19+/25; Advanced Speaker standard
Demonstrated Empathy	10	No evidence of supporting others informally	1–2 instances of peer support documented	Consistent pattern of helping others unprompted
Availability & Reliability	10	Attendance < 70%; role cancellations > 3	Attendance 70–79%; 1–2 cancellations	Attendance ≥ 80%; zero unnotified cancellations



Motivation for Mentoring	10	Unable to articulate specific reasons beyond status	Adequate reasoning; some reflection on learning	Compelling, specific, values-aligned motivation statement
--------------------------	----	---	---	---

1.5 Mentor-to-Mentee Matching Criteria

Matching is not random. The VPE uses the following weighted criteria to ensure every pairing has the highest probability of success.

Matching Factor	Weight	How It Is Used
Schedule Compatibility	High	Mentor and mentee must share at least 2 free time slots per week for in-person or virtual sessions

Matching Factor	Weight	How It Is Used
Speaking Pathway Alignment	High	Mentee pursuing Debate pathway matched with Mentor who has completed at least 2 formal debates
Personality & Communication Style	Medium	Brief 5-minute profile completed by both parties during onboarding; matched on learning vs. task orientation
Language Comfort	Medium	Members less comfortable in English are matched with Mentors who have successfully navigated the same transition
Gender Sensitivity	Low	Considered upon explicit request from either party; not assumed as a default preference
Prior Relationship	Note	Close personal friendships between mentor and mentee are avoided where possible to maintain coaching objectivity



PART 2

MENTOR TRAINING CURRICULUM

Seven training modules, certification, and ongoing professional development

2.1 Training Overview

Every selected mentor must complete the Mentor Training Curriculum before being assigned any mentees. The curriculum consists of seven modules delivered over two sessions: a 3-hour Foundation Day and a 2-hour Practice Day one week later. Mentors who cannot attend in person may complete the written materials independently and attend a 1-hour catch-up debrief with the VPE.

Session	Format	Duration	Modules Covered
Foundation Day	In-person workshop led by VPE	3 hours	Modules 1, 2, 3, 4
Practice Day	Peer-practice with roleplay scenarios	2 hours	Modules 5, 6
Self-Study Package	Written materials + reflection questions	1 hour	Module 7
Certification Assessment	Written test + roleplay observation by VPE	45 minutes	All 7 Modules

2.2 The Seven Training Modules

MODUL
E 1

The Mentor Mindset

■ 45 min

Learning Objectives: ■ Distinguish coaching from advising and friendship ■ Identify the 3 roles of a great mentor: mirror, challenger, champion ■ Understand why mentorship accelerates growth for both parties	Activities: ■ Reflection: 'Who was your most impactful mentor and why?' ■ Pair discussion: what does a bad mentorship look like? ■ Individual commitment statement drafted	Outcome: Mentor can articulate the difference between coaching and advising
MODUL E 2		
Active Listening & Powerful Questions		
■ 30 min		
Learning Objectives: ■ Practise level-3 listening (listening beyond words to meaning) ■ Identify the 5 question types that unlock growth in a mentee ■ Learn when to ask vs. when to tell	Activities: ■ Listening drill: 5-minute story with no interruptions ■ Question reframing exercise: turning advice into questions ■ Role-play: rewrite 3 pieces of advice as coaching questions	Outcome: Mentor demonstrates ability to hold 3 minutes of coaching conversation using only questions
MODUL E 3		
The PIE Framework — Advanced Application		
■ 30 min		
Learning Objectives: ■ Deliver speech evaluations at the Advanced standard ($\geq 19/25$) ■ Time evaluations precisely between 2:30 and 3:00 minutes ■ Use specific language: cite exact moments, not general impressions	Activities: ■ Live evaluation of a recorded speech in groups of 3 ■ Peer feedback on specificity, timing, and PIE sequence ■ Written evaluation submitted for VPE review	Outcome: Mentor delivers a timed, specific PIE evaluation rated $\geq 4/5$ by peers

MODUL
E 4**Mentee Goal-Setting & Pathway Planning**

■ 30 min

Learning Objectives:

- Build a SMART milestone plan for a mentee's first semester
- Identify early warning signs of disengagement
- Learn how to have the difficult 'accountability conversation'

Activities:

- Case study: disengaged mentee — what would you do?
- Template: build a 12-week milestone plan for a Level 2 mentee
- Role-play: accountability conversation without judgment

Outcome: Mentor produces a draft 12-week milestone plan for a fictional mentee**MODUL**
E 5**Managing Diverse Mentees**

■ 30 min

Learning Objectives:

- Adapt coaching style to introvert, extrovert, and anxious speakers
- Navigate language and confidence barriers with cultural sensitivity
- Recognise when a mentee needs professional support beyond mentorship

Activities:

- Scenario cards: 6 different mentee personalities — what's your approach?
- Discussion: what are the boundaries of a mentor's role?
- Referral protocol: when and how to escalate to the VPE

Outcome: Mentor can identify 3 different communication styles and adapt accordingly**MODUL****Running an Effective Mentor**
Session E 6

■ 30 min

Learning Objectives: ■ Follow the 4-part mentor session template consistently ■ Manage time and energy across a 30-minute session ■ Document the session accurately in the Mentor Session Log	Activities: ■ Full role-play: complete 30-minute mock mentor session ■ Observer feedback form completed by watching partner ■ Session log filled in immediately after the role-play	Outcome: Mentor completes a full mock session rated Satisfactory by the VPE observer
MODUL E 7 Self-Care & Mentor Sustainability ■ 20 min (self-study)		
Learning Objectives: ■ Recognise signs of mentor burnout before they become critical ■ Set healthy boundaries with mentees on availability and scope ■ Use the Mentor Circle for support and peer consultation	Activities: ■ Self-assessment: burnout risk inventory ■ Written boundaries statement drafted ■ Mentor Circle schedule reviewed and committed to	Outcome: Mentor submits a written self-care and boundaries commitment

2.3 Mentor Certification Assessment

Component	Format	Pass Mark	Assessed By
Written Knowledge Test	20 multiple-choice questions on all 7 modules	16/20 correct (80%)	VPE (self-marked with answer sheet)
PIE Evaluation Roleplay	Deliver a live 3-minute PIE evaluation of a recorded speech	Score ≥ 4/5 from VPE rubric	VPE + one senior officer
Coaching Conversation Roleplay	Conduct a 5-minute coaching conversation using only questions	Demonstrates ≥ 3 coaching question types	VPE observation
Mentor Session Log Sample	Submit a completed sample session log from the training roleplay	All required fields completed accurately	VPE review

2.4 Ongoing Mentor Development

Development Activity	Frequency	Purpose
Mentor Circle	Monthly (90 minutes)	Peer support, case sharing, calibration, and VPE updates
Mentee Progress Check-In with VPE	Monthly (15 min per mentor)	Early warning system; VPE support for difficult cases
Advanced Coaching Workshop	Once per semester	Deep-dive on one coaching skill: difficult conversations, motivating disengagement, advanced feedback
Mentor Self-Reflection Journal	After each mentee session	Personal growth tracking; identifies patterns across mentees
Annual Mentor Retreat	Once per year (half-day)	Community, recognition, strategic reflection, and renewal

PART 3

NEW MEMBER ONBOARDING

The 30-day journey that turns a nervous guest into a committed member

3.1 The Onboarding Philosophy

The first 30 days of a member's journey are more important than the next 300. Research on volunteer organisations consistently shows that the most powerful predictor of long-term retention is whether a new member felt genuinely welcomed, known by name, and supported in their first month. The Eloquent Minds onboarding system is engineered to create that experience for every single new member, without exception.



3.2 The 30-Day Onboarding Journey

Day	Milestone	Responsible	Support Tool
Day 0 (Guest Visit)	Guest greeted by name at door; seated with a buddy; introduced from the front; invited to Table Topics	SAA + VPM	Guest Welcome Card
Day 1–2 (Post-Visit)	VPM calls or messages within 24 hours: 'How was your experience? Any questions?'	VPM	VPM Follow-Up Script
Day 3–5	Membership Application Form submitted and dues paid; official welcome message from President sent	VPM + Treasurer	Application Form
Day 5–7	New Member Orientation conducted by VPE (30 minutes, in-person or virtual); handbook reviewed and signed	VPE	Orientation Checklist
Day 7	Mentor assigned and announced in writing by VPE; mentor contacts mentee within 24 hours of assignment	VPE	Mentor Assignment Letter
Day 7–10	First Mentor Session held (30 minutes minimum); goals discussed; Speech 1 preparation begun	Mentor	Session Log Form
Day 14	VPM check-in: 'Are you comfortable? Do you need anything?'	VPM	Check-In Log
Day	Milestone	Responsible	Support Tool
Day 14–21	Speech 1 scheduled with VPE; mentor reviews draft outline; second mentor session held	Mentor + VPE	Speech Scheduling Form
Day 30	Speech 1 (Icebreaker) delivered before the full club; Level 1 certificate awarded at the close of meeting	Full Club	Evaluation Scorecard

3.3 New Member Orientation — 30-Minute Agenda

Minutes	Topic	Format	Outcome
0–5	Welcome and introductions	Informal conversation	New member feels at ease and not lectured
5–10	Club mission, vision, and values	VPE presentation (3 slides max)	Member understands the 'why' behind the club
10–15	How meetings work: the 12 segments explained	Walkthrough of the Meeting Roles Guide	Member understands what each role does

15–20			Member understands their pathway
	The Speech Development Guide: first 10 speeches	Physical or digital handbook review	
20–25	How to sign up for speeches and roles; WhatsApp norms	Live demonstration	Member knows exactly what to do next
25–28	Mentor introduction and expectations	VPE explains mentorship relationship	Member knows who their mentor is and why
28–30	Q&A; and handbook sign-off	Open questions	Member signs declaration; receives their copy of handbook

3.4 Buddy System

In addition to their assigned Mentor, every New Member is assigned a Buddy for their first two meetings. The Buddy is a current Active or Competent Member who sits with the New Member, explains what is happening during the meeting, introduces them to other members, and answers informal questions. The Buddy role is voluntary and is acknowledged at the end of each meeting.

MENTOR — Formal Relationship

- Assigned formally by VPE
- Focuses on speech preparation and pathway development
- Meets regularly outside meetings
- Submits written progress reports to VPE
- Relationship lasts the full semester

BUDDY — Informal Relationship

- Assigned informally by VPM
- Focuses on social integration and meeting comfort
- Sits with new member during first 2 meetings
- No formal reporting requirement
- Relationship transitions to friendship naturally



PART 4

MENTORSHIP MEETING SCHEDULES

Session templates, frequency, agendas, and documentation requirements

4.1 Meeting Frequency Requirements

Mentee Level	Minimum Sessions/Month	Before Each Speech	Format Options
Level 1 — New Member	3 sessions/month	1 mandatory pre-speech session	In-person on campus; WhatsApp call; Zoom
Level 2 — Active Member	2 sessions/month	1 mandatory pre-speech session	Any format mutually agreed
Level 3 — Competent Speaker	1–2 sessions/month	1 recommended pre-speech session	Any format; may shift to async feedback
Level 4 — Advanced Speaker	1 session/month	Optional pre-speech session	Any format; more autonomous at this level

4.2 Standard 30-Minute Mentor Session Agenda

Minutes	Segment	What Happens	Mentor's Role
0–3	Check-In	Mentee shares how they are feeling about their speaking journey this week — no agenda, just honest conversation	Listen without interrupting; ask one follow-up question



3–10	Progress Review	Review what the mentee set out to accomplish since the last session; celebrate wins; explore what was hard	Ask: 'What did you try? What worked? What surprised you?'
10–20	Core Work	Speech outline review, delivery practice, role preparation, or skills development exercise for this session	Coach, not tell; demonstrate only if asked; give specific feedback
20–25	Goal-Setting	Set 1–3 specific, achievable actions before the next session; write them down in the Session Log	Ensure goals are specific and achievable within the time frame
Minutes	Segment	What Happens	Mentor's Role
25–30	Closing	Confirm next session date and time; end with one word of genuine, specific encouragement	Be specific: 'Your transition from Point 1 to 2 today was much smoother than last week. You are improving.'

4.3 Pre-Speech Coaching Session — Special Protocol

The session held 2–5 days before a prepared speech is the most critical single interaction in the mentorship relationship. The following structure must be followed without exception for all Speeches 1–10.

Phase	Content	Time	Key Questions to Ask
Outline Review	Mentor reads the speech outline silently; marks any structural gaps or unclear transitions	5 min	Is the opening hook strong enough to earn attention in 15 seconds?
Full Rehearsal	Mentee delivers the complete speech aloud — standing up, at full volume	7–10 min	Mentor notes: eye contact, filler words, time taken, energy level
Feedback Delivery	Mentor delivers a PIE-structured verbal feedback on the rehearsal — focused on the specific skill objective of that speech	5 min	One praise. One improvement. One encouragement.

Targeted Practice	Mentee rehearses only the section identified for improvement — opening, a transition, the closing — until it feels natural	5 min	Does this section now feel as natural as the rest?
Final Preparation	Discuss pre-speech routine (Section D of Speech Development Guide); confirm arrival time; confirm no-notes commitment if applicable	3 min	What will you say to yourself before you walk to the lectern?

4.4 Mentor Circle — Monthly Group Session

The Mentor Circle is a 90-minute monthly gathering of all active Mentors, facilitated by the VPE. It is mandatory for all Mentors unless prior notice is given. It is the primary mechanism for maintaining quality, preventing isolation, and continuously improving the program.

Segment	Duration	Content
Check-In Round	10 min	Every mentor shares in one sentence: one win from their mentoring this month and one challenge they are navigating
Mentee Progress Review	25 min	VPE reviews aggregate mentee data; flags any at-risk mentees; assigns support actions where needed

Segment	Duration	Content
Case Consultation	20 min	One mentor presents an anonymised challenging mentee situation; group offers perspectives and suggestions using coaching language
Skill Deepening	20 min	One coaching skill practiced in pairs or triads; topic chosen by VPE based on pattern observed in the data
Program Updates	10 min	VPE shares any program changes, new tools, or upcoming events relevant to mentors
Closing Round	5 min	Each mentor states one specific thing they will do differently with a mentee before the next Mentor Circle

PART 5

PROGRESS TRACKING SYSTEM

From paper logs to digital dashboards — a complete tracking infrastructure

5.1 The Three-Layer Tracking System

Layer	Tool	Updated By	Frequency	Visible To
Layer 1: Session Records	Mentor Session Log (paper or digital form)	Mentor	After every session	Mentor, Mentee, VPE
Layer 2: Mentee Progress Tracker	Google Sheets Master Tracker managed by VPE	VPE (from mentor reports)	Monthly	VPE, President, Mentor Coordinators
Layer 3: Program Health Dashboard	Aggregated KPI summary published to all members	VPE	Monthly	All Active Members

5.2 The Mentor Session Log — Required Fields

MENTOR SESSION LOG	
Mentor Name:	_____
Mentee Name:	_____
Session Date:	_____ Session #: _____ Duration: _____
Session Format:	☐ In-Person ☐ Phone/WhatsApp Call ☐ Video Call
Mentee Level:	☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ Level 4
Speech in Progress:	Speech # _____ Title: _____



Progress Since Last Session:	_____
Main Topic / Focus This Session:	_____
Rehearsal Completed?	☐ Yes ☐ No If yes, time taken: _____
Key Feedback Given:	Praise: _____
	Improve: _____
	Encourage: _____
Goals Set for Next Session:	1. _____
	2. _____
	3. _____
Next Session Date/Time:	_____
Any Concerns to Escalate to VPE?	☐ None ☐ Yes — describe below: _____

Mentor Signature:	_____ Date: _____

5.3 The VPE Master Tracker — Column Structure

Column	Data Tracked	Updated Frequency
Member Name	Full name + contact + semester of joining	At joining
Current Level	1–7 per Progression Framework	After each promotion
Assigned Mentor	Mentor name + contact	At assignment
Speeches Completed	Number + titles + dates + scores	After each meeting
Next Speech	Scheduled date + speech number	Weekly
Roles Completed	List of all roles + dates	After each meeting
Sessions This Semester	Count of mentor sessions logged	Monthly
Last Session Date	Date of most recent logged session	Monthly
Attendance Rate	% of meetings attended this semester	Monthly
At-Risk Flag	Green / Yellow / Red based on inactivity	Monthly
Mentor Notes (Summary)	Key themes from mentor reports	Monthly



Awards Received	All certificates and recognition	At award
-----------------	----------------------------------	----------

5.4 At-Risk Member Protocol

The Master Tracker uses a traffic light system to flag members who may be losing momentum.

The VPE reviews flags monthly and triggers the appropriate response within 48 hours.

Flag	Trigger Conditions	VPE Action	Mentor Action
■ YEL LOW	No speech scheduled in 4+ weeks OR no mentor session logged in 3+ weeks OR attendance drops below 70%	Notify mentor; ask for a care plan within 48 hours	Reach out within 24 hours; schedule a session within 3 days
■ RED	No club attendance in 3+ consecutive meetings OR no mentor session in 6+ weeks OR member has not responded to 2 direct contacts	VPM personally calls the member; VPE flags at Mentor Circle	Attempt direct contact; if unresponsive after 3 tries, report to VPM for escalation
■ GRE EN	All sessions logged; speech scheduled; attendance $\geq$ 75%; mentor relationship active	No action required; acknowledge at Mentor Circle	Continue standard support

PART 6

MENTORSHIP EVALUATION FRAMEWORK

Satisfaction surveys, performance reviews, and program effectiveness KPIs

6.1 Why Evaluation Is Non-Negotiable

A mentorship program that is not regularly evaluated is a program that has stopped learning. The Eloquent Minds evaluation framework operates at three levels: mentee satisfaction with their mentor, mentor performance as assessed by the VPE, and overall program effectiveness as measured by member outcomes. All three levels are reviewed monthly and reported at the end of each semester.

6.2 Mentee Satisfaction Survey — Administered Monthly

Anonymous survey sent to all mentees via the club's digital platform on the last Friday of each month. Results are shared with mentors in aggregate at the Mentor Circle — individual scores are not shared directly with mentors to protect honesty.

Question	Scale	What It Measures
My mentor meets with me at the agreed frequency	1–5	Commitment and availability
My mentor gives me specific, actionable feedback	1–5	Feedback quality
I feel comfortable being honest with my mentor about my challenges	1–5	Psychological safety
My mentor helps me prepare better speeches	1–5	Technical coaching effectiveness
My mentor encourages me when I am discouraged	1–5	Emotional support quality
Since working with my mentor, I have improved noticeably	1–5	Perceived development impact

Overall, I am satisfied with my mentorship this month	1–5	Overall satisfaction
One thing my mentor does brilliantly:	Open text	Qualitative strength identification
Question	Scale	What It Measures
One thing my mentor could do better:	Open text	Qualitative improvement opportunity

6.3 Mentor Performance Review — Conducted by VPE Each Month

Review Criterion	Data Source	Rating Scale
Session Frequency	Count of completed Session Logs vs. minimum requirement	Met / Below / Significantly Below
Session Log Completeness	Review of 2 randomly sampled logs per mentor per month	Complete / Incomplete / Not Submitted
Mentee Speech Progress	Number of speeches delivered by each mentee in the period	On Track / Behind / Stalled
Mentee Satisfaction Score	Average from monthly satisfaction survey	5 = Excellent, 4 = Good, 3 = Adequate, < 3 = Support Needed
Mentor Circle Attendance	Attendance register	Attended / Absent with Notice / Absent without Notice
Escalation Quality	Accuracy and timeliness of any at-risk flags raised	Timely / Late / Missed

IMPORTANT: Any mentor whose mentee satisfaction average falls below 3.0 for two consecutive months will receive a private support meeting with the VPE. If the average falls below 3.0 for three consecutive months, the mentor is temporarily relieved of mentee assignments and placed in supervised development before reassignment.



6.4 Program Effectiveness KPIs — Tracked Semester-by-Semester

KPI	Target	How Measured	Reported At
Member retention rate (Active Members)	≥ 85%	Active membership count at end vs. start of semester	End-of-semester review
Mentee speech completion rate	≥ 90% deliver ≥ 1 speech per semester	VPE Master Tracker	Monthly Mentor Circle
Average sessions per mentee per semester	≥ 6 sessions	Session Log count average across all mentees	Monthly Mentor Circle
Average mentee satisfaction	≥ 4.0/5.0	Monthly satisfaction survey aggregate	Monthly Mentor Circle

KPI	Target	How Measured	Reported At
% mentees who advance to next level	≥ 50% per semester	Progression Framework records	End-of-semester review
Mentor dropout rate	< 10% per semester	Number of mentors who resign mid-term	Monthly Mentor Circle
Mentor Circle attendance	≥ 85% of all active mentors	Attendance register	Monthly Mentor Circle

PART 7

MENTOR RECOGNITION SYSTEM

Certificates, awards, public acknowledgement, and alumni mentor programme

7.1 Why Recognition Drives Quality

Mentors give their time, their energy, and their expertise voluntarily. They are not compensated financially. The only currency available to us is recognition — and we must spend it generously, specifically, and publicly. A mentor who feels seen and valued becomes an even better mentor. A mentor who feels invisible becomes a former mentor.

7.2 Recognition Tiers

Tier	Award	Criteria	Frequency	Presented By
Meeting Recognition	Best Mentor of the Month	Highest average mentee satisfaction score in the month	Monthly, at the final meeting of the month	Club President
Semester Award	Mentor Excellence Certificate	Average mentee satisfaction ≥ 4.2 ; all KPIs met; ≥ 1 mentee advanced to next level	Once per semester at the closing meeting	President + VPE jointly
Annual Award	Distinguished Club Mentor Award	Exceptional mentoring impact across a full academic year; recommended by ≥ 2 of their mentees in writing	Once per year at the Annual Gala	President in front of full club and invited guests
Lifetime Recognition	Eloquent Minds Mentor Hall of Honour	3+ years of active mentoring; measurable impact on ≥ 15 members' development trajectories	Inducted at 3-year anniversary or above	Founding President or successor

7.3 Certificate Designs

Eloquent Minds Club — Mentor Excellence Certificate

Awarded in recognition of exceptional service, coaching quality, and measurable impact on member development.

- ✓ Average mentee satisfaction score $\geq 4.2/5.0$
- ✓ All required session logs submitted
- ✓ At least one mentee advanced to next Progression Level
- ✓ Consistent Mentor Circle attendance

Eloquent Minds Club — Distinguished Club Mentor Award

The highest annual honour awarded to a mentor whose impact on members has been exceptional, consistent, and transformative.

- ✓ Maintained mentoring excellence across a full academic year
- ✓ Received written endorsement from at least 2 current or former mentees
- ✓ Served as a resource for fellow mentors in the Mentor Circle
- ✓ Nominated by the VPE and approved by the full Executive Committee

7.4 Non-Monetary Recognition Actions

In addition to formal certificates, the following recognition actions are taken consistently throughout each semester:

- Mentor names are read aloud at the opening of the final meeting each month — 'Thismonth's mentors who logged all sessions are...'
- Mentee public shout-outs: when a mentee delivers a breakthrough speech, the President publicly thanks their mentor from the front of the room



- Mentor profiles are featured monthly on the club's social media channels
- Mentors receive priority registration for the club's competitions and special events
- Mentors are recognised in the end-of-semester report distributed to all members and IFMadministration
- Mentors who complete two or more semesters are listed on the Club's permanent 'MentorWall of Honour' in the official record

7.5 Alumni Mentor Programme

Members who graduate from IFM but wish to continue mentoring are welcomed into the Alumni Mentor Programme. Alumni Mentors work with Advanced Speakers and Leadership Candidates — members whose professional ambitions benefit most from the perspective of someone already in the workforce.

Alumni Mentor Feature	Detail
Format	Primarily virtual (video calls) with optional in-person visits to campus
Mentee Assignment	1–2 mentees only; voluntary; no mandatory session frequency
Recognition	Separate Alumni Mentor Certificate; featured in annual report
Reporting	Simplified quarterly check-in with VPE rather than monthly logs
Benefits	Permanent listing in Alumni Mentor registry; invited to annual events
Eligibility	Must have completed Certified Club Mentor designation before graduation

PART 8

SCALABILITY FRAMEWORK

A mentorship system that grows from 8 members to 500+ without losing quality

8.1 The Scalability Challenge

The greatest risk in any mentorship program is that growth destroys quality. When a club grows from 20 members to 200, the VPE can no longer personally oversee every mentor relationship. The Eloquent Minds scalability framework solves this by introducing structure at each growth threshold — without adding bureaucracy that slows the program down.

8.2 Growth Thresholds and Structural Changes

TIER A	Founding Club: 8–50 Members <i>Single-tier: VPE directly oversees all mentors; Mentor Circle meets monthly</i>	Capacity: 8–50	Mentors: 4–1 Mentors
TIER B	Growing Club: 50–150 Members <i>Two tiers introduced: Senior Mentors (Level 6+) each lead a group of 3–4 Peer Mentors</i>	Capacity: 50–150	Mentors: 12–30 Mentors
TIER C	Established Club: 150–300 Members <i>Mentor Coordinators appointed (3–5 coordinators); VPE manages coordinators, not individual mentors</i>	Capacity: 150–300	Mentors: 30–60 Mentors
TIER D	Major Institution: 300–500+ Members <i>Full Mentorship Department: Mentor Director (senior officer) + Coordinators + Group Mentoring introduced for Levels 2–3</i>	Capacity: 300–500+	Mentors: 60–100+ Mentors

When individual mentor-to-mentee ratios cannot be maintained without overloading mentors, Group Mentoring is introduced for Levels 2 and 3. Groups of 4–6 members at the same level meet together with one Senior Mentor every two weeks for a structured group session.

Group Session Element	Description	Time
Round-Robin Speech Feedback	Each member gives a 90-second impromptu speech; group delivers brief PIE feedback; Senior Mentor facilitates	20 min

¹ .3 Group Mentoring — For Clubs with 100+ Members

Skill Workshop	Senior Mentor teaches one specific skill (body language, vocal variety, etc.) with a live demonstration and practice	15 min
Peer Accountability Check	Each member states one goal they committed to at the last session and reports on progress; no judgment, only support	10 min
Next Session Goal-Setting	Each member writes one speech preparation goal for the next meeting; shared in the group for accountability	5 min

8.4 Digital Infrastructure for Scale

Scale	Recommended Tools	Function	Cost
8–50 members	Google Sheets + WhatsApp Groups	VPE Master Tracker + mentor-mentee communication	Free
50–150 members	Google Forms + Google Sheets + Google Drive	Digital session logs + auto-aggregating tracker + document storage	Free
150–300 members	Airtable (free tier) + Google Workspace	Relational database for members, mentors, sessions + shared docs	Free–Low cost
300–500+ members	Custom Google AppSheet or Notion database	Full mentorship management: matching, tracking, reporting, alerts	Low–Medium cost

8.5 Automated Alerts and Reminders (50+ Members)

At 50+ members, manual oversight of every mentor relationship becomes unsustainable. The following automated systems reduce the VPE's manual workload while maintaining quality:

- Automated monthly reminder sent to all mentors: 'Please submit your Session Log by [date]'
- Automated alert to VPE when a mentee has not had a logged session in 21+ days
- Automated monthly survey link sent to all mentees on the last Friday of the month
- Automated welcome message sent to new mentees when assigned, including their mentor's contact details
- Automated monthly KPI digest sent to Mentor Coordinators summarising their group's progress



PART 9

OFFICIAL FORMS & TEMPLATES

Every form referenced in this handbook

Form 1 — Mentor Application Form

ELOQUENT MINDS CLUB — MENTOR APPLICATION FORM	
Full Name:	
Current Level:	☐ Level 5 ☐ Level 6 ☐ Level 7 ☐ Alumni
Speeches Completed:	Roles Completed:
Email / WhatsApp:	
Availability (days/times):	
Preferred Mentee Level:	☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ Level 4 ☐ Any
Max mentees this semester:	☐ 1 ☐ 2 ☐ 3
Speaking Specialisation:	
Why do you want to be a mentor?	(3–5 sentences minimum)
What is the most important thing a great mentor does?	
Signature:	Date:



Form 2 — New Mentee Profile Form

ELOQUENT MINDS CLUB — NEW MENTEE PROFILE FORM	
Full Name:	_____
Programme / Year at IFM:	_____
WhatsApp Number:	_____
Current Level:	☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ Level 4
Speeches completed so far:	_____ Last speech delivered: _____
Chosen pathway:	☐ Speaking ☐ Debate ☐ Leadership ☐ All Three
Biggest speaking challenge:	_____
Preferred meeting format:	☐ In-Person ☐ Phone ☐ Video Call ☐ Flexible
Best days/times for sessions:	_____ _____
What do you want from your mentor?	_____ _____
Anything your mentor should know?	_____ _____
Signature:	_____ Date: _____

Form 3 — Mid-Semester Mentee Progress Report (Submitted by Mentor to VPE)

ELOQUENT MINDS CLUB — MID-SEMESTER PROGRESS REPORT	
Mentor Name:	_____ Semester: _____
Mentee Name:	_____
Sessions held this period:	_____ Total sessions since start: _____
Speeches delivered this semester:	_____ Current Level: _____
Attendance rate (approx.):	_____ _____
Greatest improvement observed:	_____ _____



Main challenge the mentee is facing:	
Goal set for second half of semester:	
At-risk flag:	☐ Green (on track) ☐ Yellow (monitor) ☐ Red (needs intervention)
Recommendation:	☐ Continue current support ☐ Increase frequency ☐ Escalate to VPE
Additional notes for VPE:	
Mentor Signature:	Date:

Form 4 — End-of-Semester Mentee Satisfaction Survey

ELOQUENT MINDS CLUB — MENTEE SATISFACTION SURVEY (ANONYMOUS)	
Your Level:	☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ Level 4
Semester:	
My mentor met with me at agreed frequency (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
My mentor gave specific, actionable feedback (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
I felt comfortable being honest with my mentor (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
My mentor helped me improve my speeches (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
My mentor encouraged me when I was discouraged (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
I improved noticeably because of this mentorship (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Overall satisfaction this semester (1–5):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
One thing my mentor did brilliantly:	
One thing my mentor could improve:	



Would you recommend this mentor to a new member?

☐ Yes ☐ No ☐ Unsure

“You cannot pour from an empty cup. Invest in your mentors, and they will invest in your members. Invest in your members, and they will invest in Tanzania.”

— Eloquent Minds Club, Mentorship Program Closing Principle

Eloquent Minds Club • Complete Mentorship Program, First Edition • Founded by Yusuphu Awadhi Lema • IFM, Dar es Salaam, Tanzania • Est. June 2026