Tutoring Tutors on Tutoring
Rebecca Simon, Emily McLane, Salvatore Ferrone, Olivia DeLaurentiis

In this session, Head Tutors from IC Tutoring Services share how they provide peer-led, continuing education activities for peer tutors. The goal of this session is to share meaningful training strategies for collegiate peer tutoring programs: a fun and engaging workshop with high audience participation. Attendees will take away new ideas to refresh peer tutor training.

The goal of this session is to demonstrate effective peer-led training strategies for collegiate peer tutoring programs. Head Tutors from IC Tutoring Services will provide an overview of tutoring services on campus and discuss their backgrounds and roles as leaders. They emphasize the training process and continuing education that is provided for peer tutors, the benefits of fulfilling the head tutor leadership role, and what the next steps are for IC tutoring services and the Head Tutor Council.

Next, the Head Tutors demonstrate techniques used for training collegiate tutors. They begin with use of appropriate communication skills, what is considered to be "qualitative skills": active listening, paraphrasing, and asking meaningful open-ended questions. They show exercises used for enhancing active engagement and collaborative learning in group tutoring sessions through use of "quantitative skills" that require demanding problem solving skills. Finally, reflective activities that are left open-ended for participants to direct, facilitate community-building through understanding common challenges. Head tutors teach trainees how to coach tutees on not giving up when they face frustrating, complex problems and share strategies for dealing with what may feel like unsurmountable academic tasks.

Finally, the Manager of tutoring services explains how peer-led training enhances student development and benefits the organization, the staff, and the student clientele. A session outline follows:

I. Head Tutor Introduction
II. Head Tutors explain initial training (IISP theory class) and continuing education structure
III. Head tutors demonstrate peer led training session (Rubik's cube)
IV. Head Tutors review outcome data gathered from peer-led training session
V. Tutor supervisor share how training benefits organization
VI. Q&A