



Resolution Guide Program

Dear Resolution Guide Candidate,

Thank you for your interest in joining The Resolution Project's team of volunteers and helping to develop socially responsible young leaders around the world. Guides comprise Resolution's mentorship corps and work directly with our Resolution Fellows. The depth of the mentorship relationship Guides develop with Fellows is a key factor in Resolution's ability to deliver on its mission and also to the individual Fellow experience. The current ratio of Guides to Fellows is nearly 1:1 and our intention is to stay close to that ratio as Resolution continues to grow and scale.

What Is a Resolution Guide? We chose the word "Guide" for this role because our Guides enrich the experience of social entrepreneurship for our Fellows. Resolution does not own our Fellows' ventures, and Fellows are not in "Resolution School." Instead, Guides empower Fellows to develop their leadership skills by advising them on their social venture as well as in their personal and professional development without directing them with prescribed instructions or action steps. Resolution's team provides an ecosystem of support to help our Fellows learn along the way and discover success as socially-responsible leaders.

Resolution Guide Role and Description

	Resolution Guide
Description	A Resolution Project volunteer who serves as a problem-solver, sounding board, connector, and supporter for Resolution Fellows. Guides are crucial in providing in-depth and high quality mentorship to help Resolution Fellows implement their social ventures and build personal and professional leadership skills.
Fellows	1-3 Fellow(s) with new social ventures. Fellows are undergraduates or recent grads juggling school, jobs, social ventures, or some combination of those commitments.
Primary Role	Guides work with Fellows on personal, professional, and social venture leadership skills, helping with problem solving, coming up with backup plans,

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	connecting with experts, and being a go-to support and champion of each Fellow.
The Team	Team consists of you, a co-Guide, and 1-3 Fellow(s) working on the social venture.
Experience Required	-At least 1 year of work experience, mostly early- to mid-career professionals. -Prior mentorship experience, a plus.
Time Commitment	-At least 1 call per month with Fellow(s) -4-6 hours/month (flexible) -2 year term (re-election possible) -48 hour response time to Fellow inquiries
Reporting	-Monthly Guide Report per team (5 mins) -Two semi-annual reports/year (20-30 mins)
Training	-45 min recorded training, 15 min live Q&A
Available Resources	-Pro bono service providers -Professional conversations -Network and connections -Many Fellow opportunities -Online resource portal for Guides and Fellows

[Why Be a Guide?](#) Our Guides are deeply engaged in our Mission and join a talented global team of volunteers. They are the front line of interaction with our Resolution Fellows.

[How Do I Learn What to Do?](#) Guides receive training up-front and are supported by our veteran Guide Leaders (think of them as Guides to the Guides), Resolution's professional staff, and a global network of advisors and resources. Being a Resolution Guide is an inspirational and educational experience, and there is always someone available to help if you need it.

[How Are Guides Assigned to Fellows?](#) Our Guides sign on for a two-year term (or the better part of two years, ending on December 31 of the second year). Your Guide application and interview allow Resolution to coordinate matching, both with a team of Fellows and sometimes with a co-Guide. Many Guides work in teams of two, mentoring 1-3 Resolution Fellows working on the same Venture. Resolution pairs Fellow teams with the consent of the Guides.

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[How Do Guides Provide Mentorship?](#) The goal of the Guide/Fellow relationship is to develop a bond between Guides and Fellows wherein the Fellows seek advice from their Guides on all aspects of their leadership development. Guides always provide three types of mentorship to their Fellows:

[Social Venture Advice:](#) Undergraduate students compete for the Fellowship by proposing and presenting impactful ideas for social ventures at one of Resolution's Social Venture Challenges hosted around the world. Both not-for-profit and for-profit ventures are considered, and Fellowships are awarded based on the strength of the proposals and the prospective Fellows' personal leadership characteristics. Once they complete an onboarding process, each team of Fellows is assigned Guides whose mandate is to provide intense, hands-on mentorship.

[Personal/Professional Development:](#) The long-term value of the Fellowship experience extends beyond the tactical support we provide for a Fellow's initial social venture. Resolution only fully delivers on its mission when it provides Fellows with a holistic mentorship experience that focuses on the development of their personal leadership style and professional character/conduct, while also providing guidance and support for effectively launching and leading their social venture.

Window to Resolution's Resources

While all of our Guides bring relevant expertise to the Fellows' ventures in terms of subject matter, industry, geography, language, etc., it is important to note that no Guide will have all the answers all the time. Our Guides play a key role in serving as an access point to Resolution's broader resources (e.g., our network of advisors, subject-matter-experts, allies, and partners).

[What Do Guides Actually Do. Day-to-Day?](#) Typically, Guides spend roughly 4-6 hours per month supporting their Fellows. Effective time management is key. Resolution Fellows are busy, overcommitted, energetic college students, and Guides need to be proactive about scheduling time and following up with their Fellows. In general, the monthly activities for a Guide include:

1. [Monthly Fellow Call:](#) All Guides and Fellows engage in a monthly team "touch base" conversation, which normally occurs by phone or Skype since our Fellows and Guides are rarely in the same city. Maintaining monthly contact with the Fellows is essential and Guides must be proactive in ensuring that this happens.
2. [Impact Evaluation:](#) Guides submit short monthly impact evaluation and longer, reflective semi-annual reports. These reports feed directly into Resolution's organizational evaluation and metrics system.

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3. [Quarterly Guide Leader Office Hours Call](#): Guides participate in a quarterly solution session call with other Guides and a Resolution Guide Leader, in order to build connections, share ideas, and seek guidance on any challenges met or resources required.

[Ad Hoc](#): Guides are expected to be responsive to ad hoc emails, requests for content/photos from the field, and requests for scheduling activities throughout the year. We require Guides to respond to Fellow communications within 48 hours – even if just with a quick note that a full response will need more time.

What Else Do Guides Do?

As members of Resolution's global volunteer community, Guides also have the following responsibilities and opportunities:

1. [Financial Support](#): Resolution Guides are required to support Resolution philanthropically, but there are no expectations in terms of the magnitude of a Guide's contributions. We only ask that our Guides donate whatever amount is financially comfortable to them. Guides are also expected to champion Resolution's mission and to educate their personal and professional networks about Resolution events and opportunities throughout the year.
2. [Resolution Team Building Events](#): Guides are invited to participate in Resolution-wide team building activities such as our monthly update calls and quarterly social events. These activities are intended to provide networking opportunities among our volunteers and to promote transparency across our team.

[How Do I Become a Guide?](#)

1. Submit Your Application, Including Your CV and Recommendations. Resolution considers applications on a rolling basis.
2. Interview With Resolution Staff.
3. Final Decision & Onboarding. New Guides receive a Welcome Letter to sign and a Code of Ethics, organizational overview materials, and schedule training.

The Guide role is crucial to Resolution's success and we take great pride in the dedication, quality, and passion of our mentors who support tomorrow's leaders in taking action today. The Guide role is not one to be taken lightly, and may not always be easy, but is very fulfilling for those who take it on. If you have any questions regarding the Resolution Guide Program, please send correspondence to Zee Bendici at zee@resolutionproject.org or Lauren "Lo Lo" Loftin at lloftin@resolutionproject.org. Thank you for your interest and for the time and thought you invested in this application.