



The following is a series of links and resources to maximize your efforts as part of the SCORE Twin Cities team. Take the time to review and download the content for each area noted.

We hope you find this useful in your journey. As always, we welcome your feedback on improvements or additional areas you think would be helpful.

Please note: to access each document, click on the highlighted header / sub-header or where you see the words "click here." Resources noted with an asterisk require log-in to Engage.

[SCORE Twin Cities Web Site](#)

- The [SCORE Twin Cities web site](#) has a number of resources areas our clients will want to leverage. Here are a couple of areas of particular note:
 - [Workshops](#) – our learning program is one of the best in the region with over 200 workshops planned for 2021. Check out our upcoming workshops and the workshops done in the last year or so.
 - [Resource Library](#) – we have a wealth of business development resources available here – be sure to check this resource for content that's continuously refreshed with timely, relevant content to build and develop a business.

[SCORE Twin Cities Business Overview](#)

- Use this as a reference point for all new client engagements and whenever you're presenting the capabilities of our organization.

[New Volunteer Resource Guide](#)

- Primary reference to access and use of the SCORE resources for a new volunteer. A great refresher for our members who've been around for some time as well.

[Chapter Org Charts and Contacts](#)

- Contains contact detail of our chapter leadership and reporting structures to SCORE National.

[Chapter Volunteer Directory](#)

- SCORE Twin Cities member profiles, skills and contact information.

[Client Resource Guide](#)

- Our primary source of information to be shared with every client. This is a great starting point with embedded and linked content covering nearly every aspect of starting a business or improving business processes for an existing business. Please note, you must have the free [Adobe Reader](#) loaded on your machine for this file to work properly.

[Mentoring Resources](#)

- The SCORE National [Mentor Resources](#) site is a great entry point on best practices to mentoring. You'll find a range of topics here including mentoring resources, mentoring session tips and tools, client follow up and a number of other easy to use tools that improve our skills and enhance the value we deliver.
- [Slate in Action](#) is a thoughtful process to the mentoring journey – it's the foundation around how we mentor and our guide to every client engagement.
- [Mentoring Best Practices](#) is a really useful quick guide to some basic mentoring processes that will outline the approach to working with a client and compliments the SLATE methodology.
- While there are several choices a client to use in developing their business plan, we recognize the idea of an in-depth plan can be a bit of a challenge – the two resources noted below are a great starting point to helping a client get clarity on what they want to do and a simplified approach to organizing their thoughts around a plan. They're also a terrific point of reference when starting your journey with a client.
 - [Simplified Business Plan Template](#)
 - [Business Startup To Do List](#)

[Sales Strategies for New Women Entrepreneurs](#)

- This is a really helpful publication from Mary Jacobs that's designed to assist a new entrepreneur in their journey of starting a business. Mary is the Director of the Center for Sales Innovation at St. Kates, one of our premier workshop presenters and a former member of SCORE. This is a terrific compliment to the work we do with our clients. The book can be purchased at Amazon [here](#).

[SCORE Startup Roadmap](#)

- The Startup Roadmap is a terrific 12-part on-line learning program for client development with a companion program for our mentors in guiding the client through the business definition and development cycles. Here are the details for each:
 - [Client](#): The SCORE Startup Roadmap will help your client refine their business idea and guide them through opening their doors for business. This program outlines each step in starting a business with information and resources on the most important tasks.
 - [Mentor Guide & Resources](#): Use this resource to help guide your clients from defining their business idea to opening their doors. Get helpful tips, questions, and templates that you can use with your startup clients.

[Important Volunteer Documents](#)

- Quick link to the core documents that guide our business methodology and practices. Every team member should be familiar with the content contained in the following:
 - [Mentor Certification Guide](#) – certification process and best practices overview
 - [Volunteer Orientation Handbook](#) – volunteer guidelines & introduction to SCORE
 - [SCORE Operating Manual \(SOM\)](#) – on-line guide to operations and policies

[LegalCORPS Engagement Guidelines](#)

- Guidelines for access to the free legal services available to our clients from our partner, LegalCORPS.

[Mentor Assignment Process](#)

- Review of the processes in place to assign a client to a mentor and guidelines for mentor follow up.

[Quick Reference to Client Data Entry with Engage](#)

- For an overview of Engage and it's functionality, click [here](#).
- Managing Mentor Requests, click [here](#).
- Record and Edit Session Notes, click [here](#).

[SCORE Marketing Resources*](#)

- Quick access to the tools available from National on our marketing efforts, resources and practices.

[Adobe Reader](#)

- The Client Resource Guide and other documents you'll receive must have the Adobe Reader installed on your machine to work properly. Click above or [here](#) for download. Tip: always download the file to your desktop to get the full benefit of the content and performance of Reader.