

HOW TO BECOME A MENTOR+

TRAINING

MENTOR

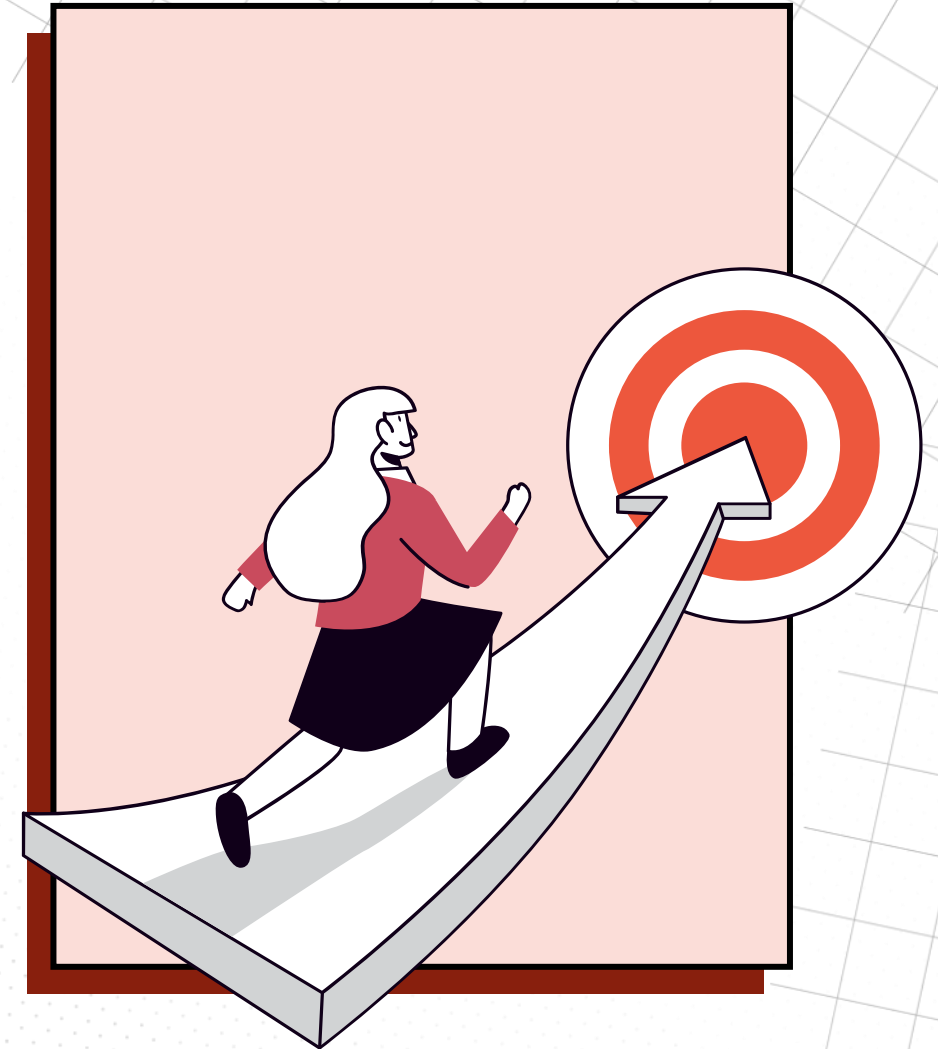


Co-funded by
the European Union



TRAINING OBJECTIVES

- ➔ **Empower future mentors+**
Provide essential knowledge and skills for effective mentorship.
- ➔ **Enhance preparation**
Prepare mentors+ prior to matching with an international mobility participant.
- ➔ **Optimize support**
Encourage mentors+ to refine their support through targeted themes.



TRAINING OUTLINE



MODULE 1

Context and
mentors+' role



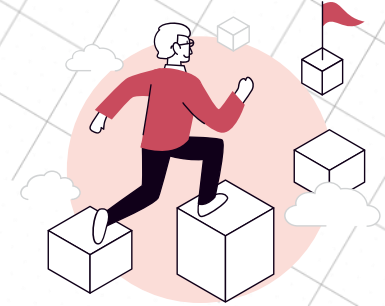
MODULE 2

Preparing the
mentor+-mentee
relationship



MODULE 3

What it takes to
be a great
mentor+



MODULE 4

How to assume
your
responsibilities as
a mentor+

**WHO IS
WHO?**



Individual introductions

- *Name*
- *Situation*
- *Experience with mentoring (if applicable)*
- *What I hope to gain from the training*
- *A fun or interesting fact about me*

The object that represents me

- *Think of an object (real or imaginary) that symbolizes you.*
- *Explain briefly why this object represents who you are.*
- *Example: "I'd choose a book because I love learning and sharing knowledge, and a book opens up new ideas and perspectives."*

CONTEXT AND MENTORS+' ROLE

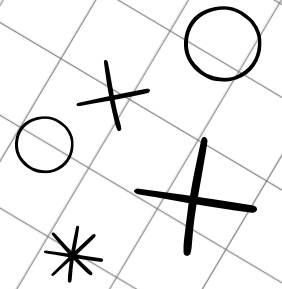
MODULE 1



*Former mobility
participants*

Professionals

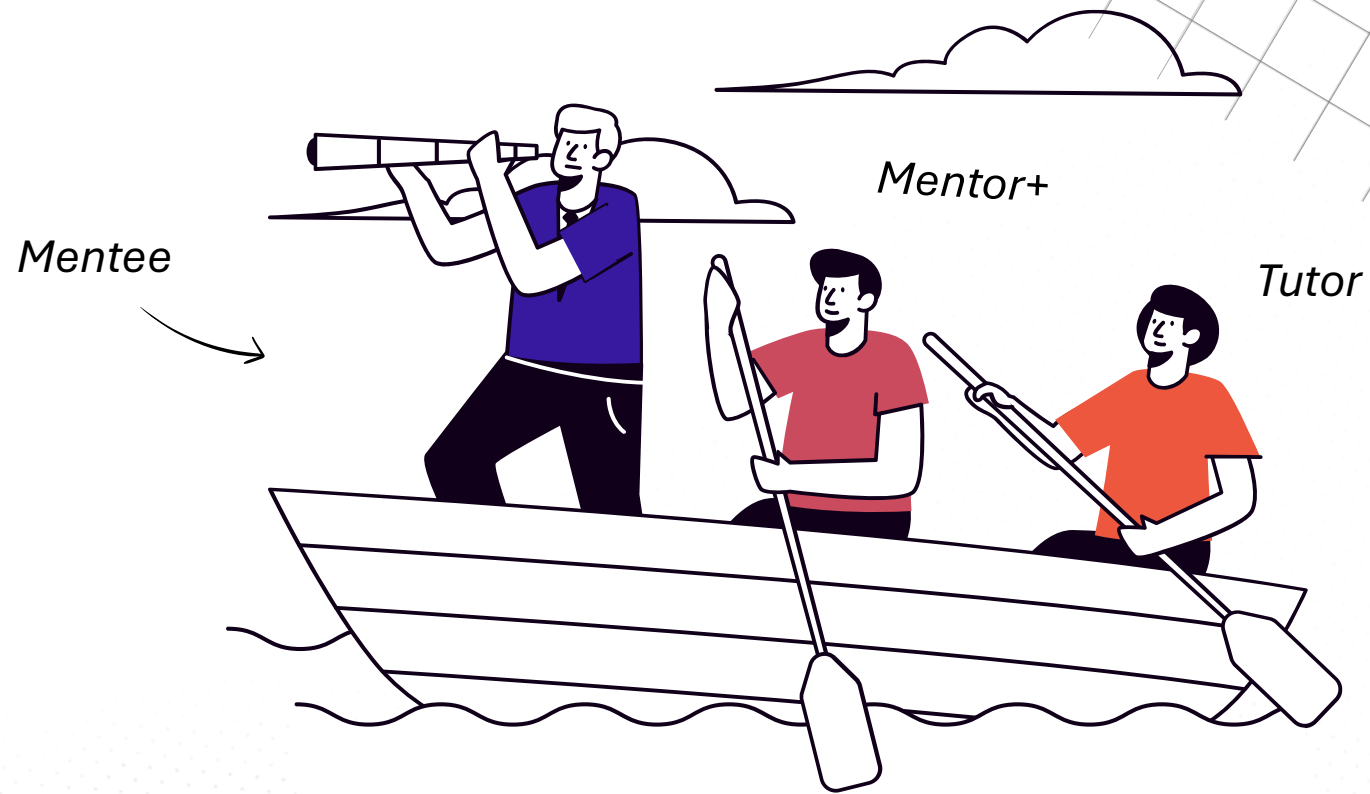
*Experienced travelers
(+3 months abroad)*



Activity 2

WORLD CAFÉ





Complement the tutor's guidance

MENTOR+ ROLES

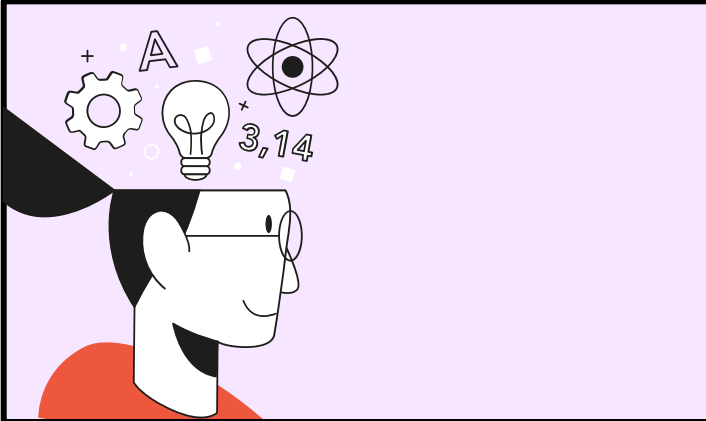
- **Offer emotional support**
Listen to and address participants' concerns.
- **Share experiences**
Discuss learnings from personal travels or international projects.
- **Provide contextual & cultural advice**
Help participants understand the host country's culture, customs, and norms.



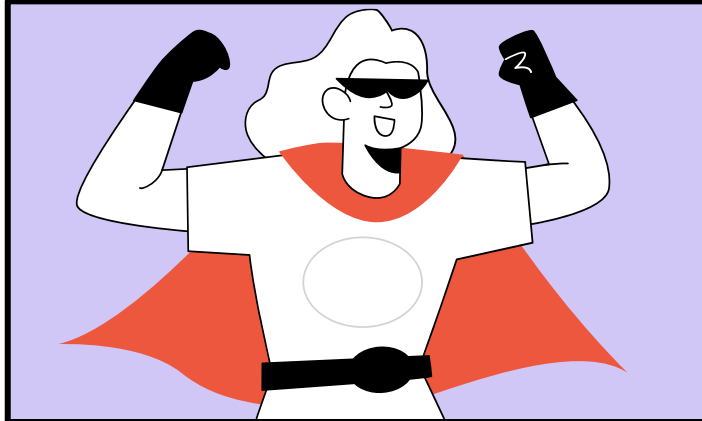


MENTOR+ RESPONSIBILITIES

MENTOR+ BENEFITS



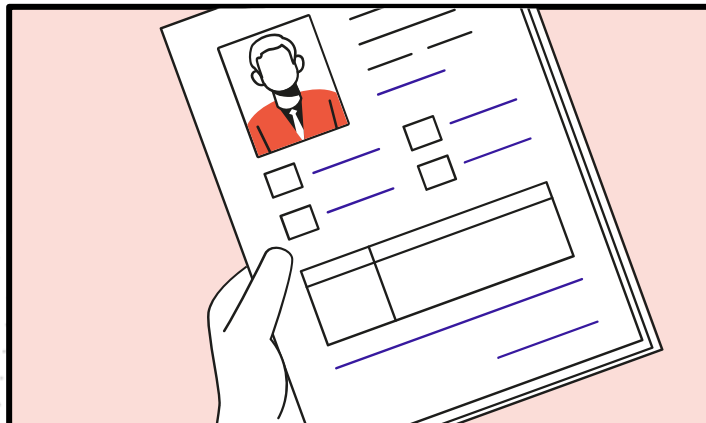
Enhanced skills



Increased confidence



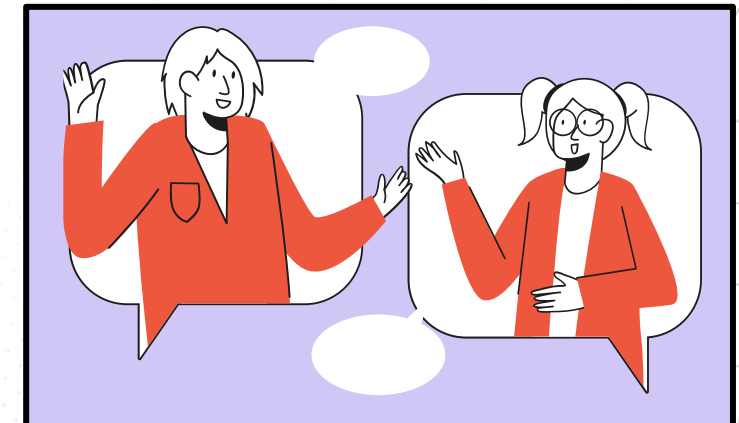
Network opportunities



Career value



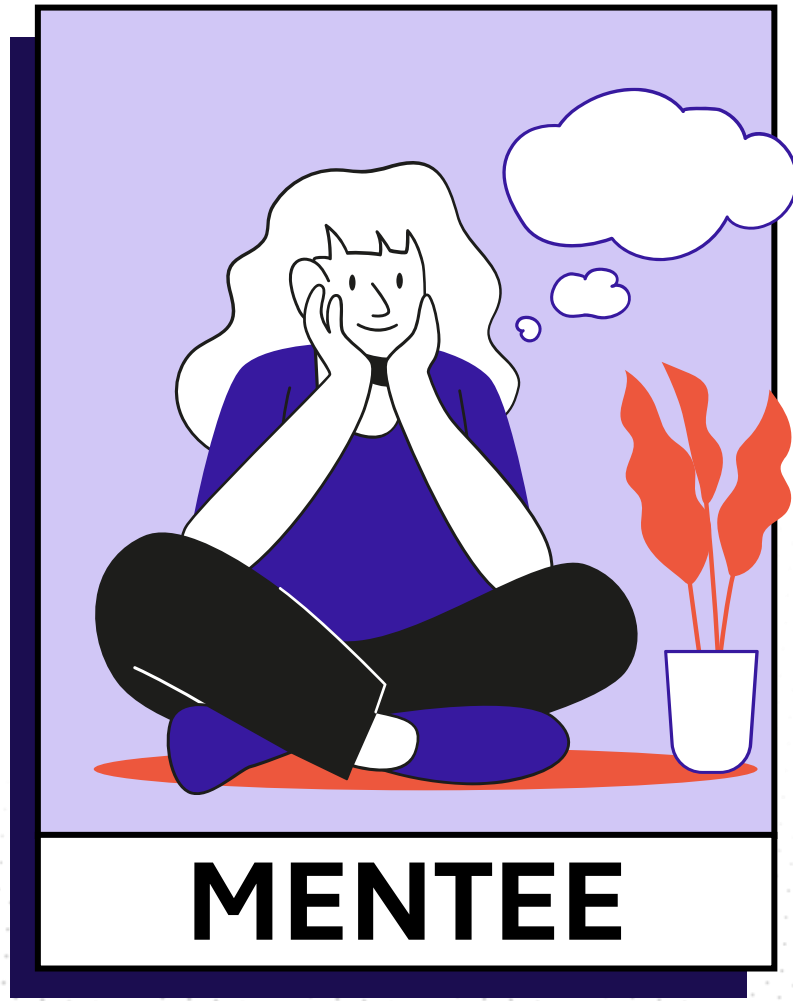
Impactful contribution



Mutual learning

PREPARING THE MENTOR+- MENTEE RELATIONSHIP

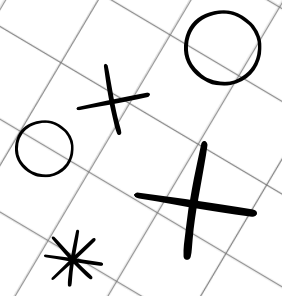
MODULE 2

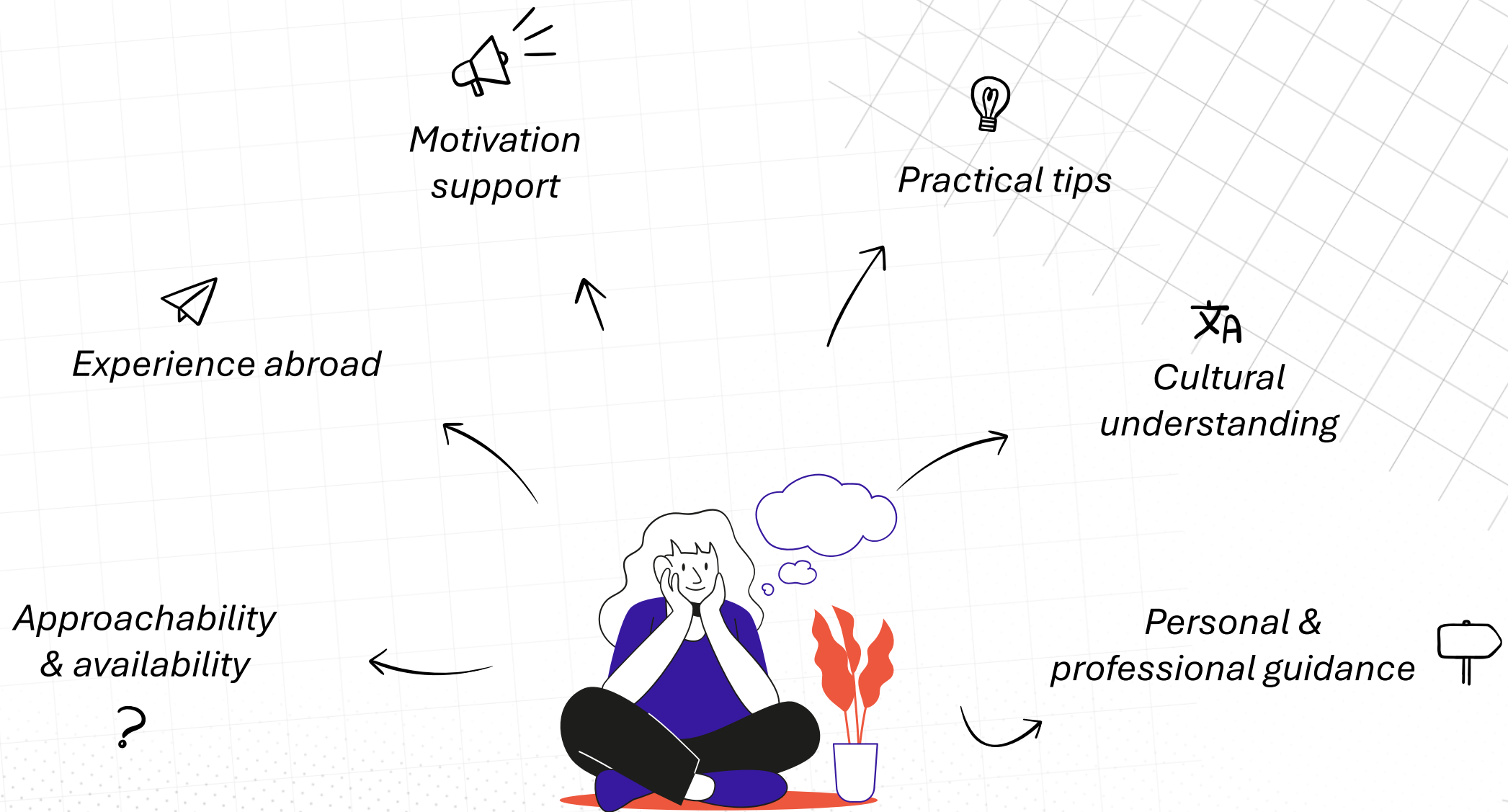


*Future mobility
participant*

Young professional

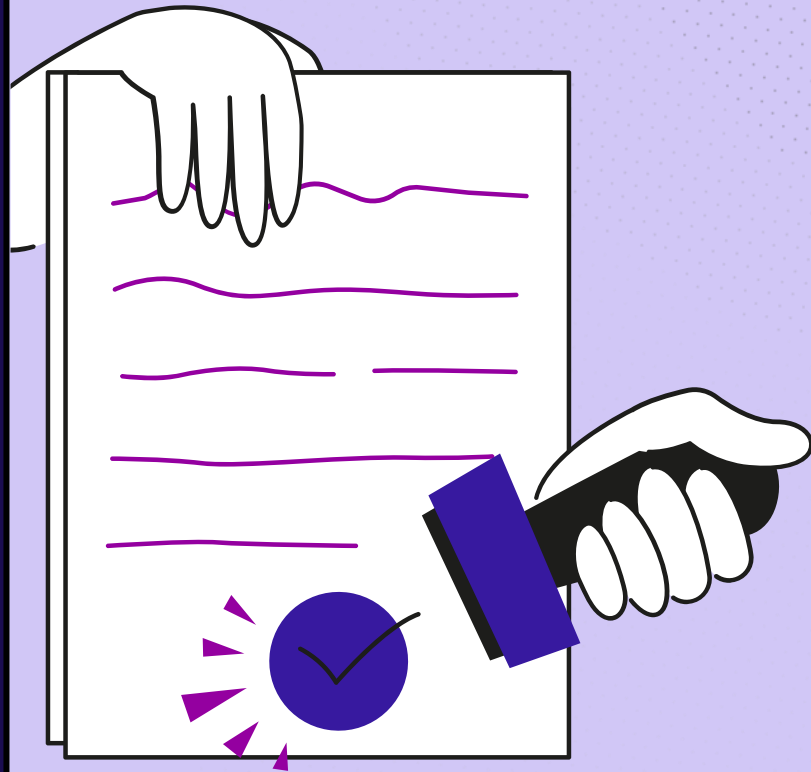
*Student
and/or jobseeker*





MENTEES EXPECTATIONS

MENTEES RESPONSIBILITIES



Participate actively

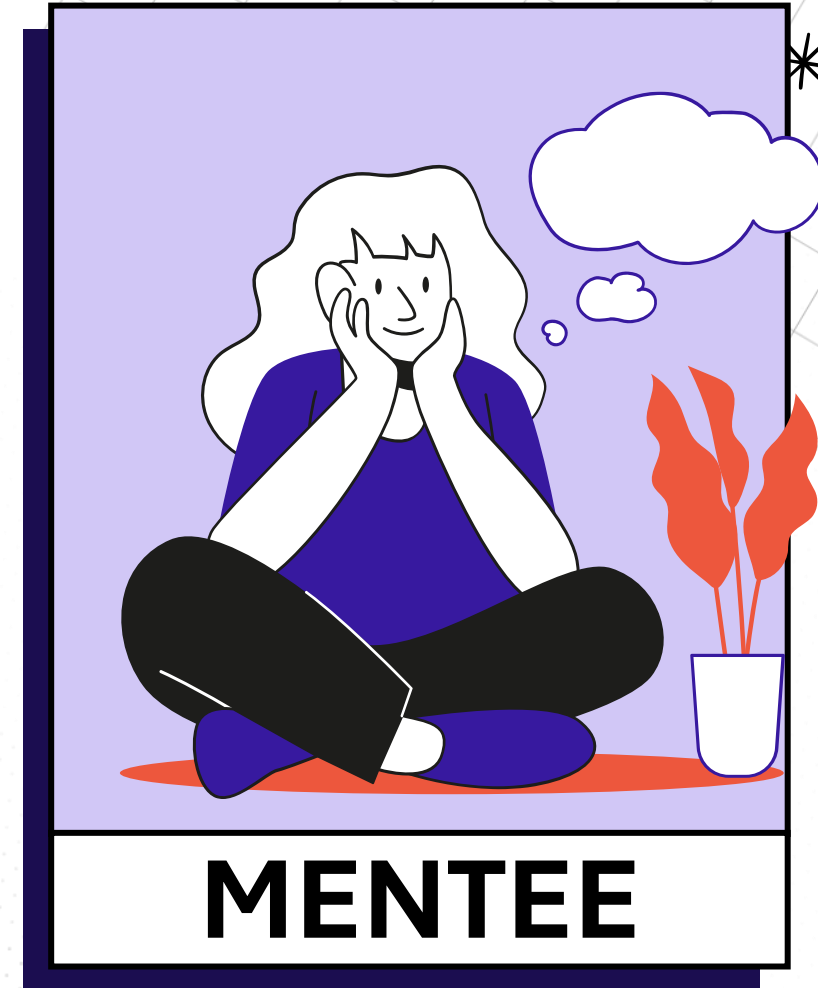
Maintain regular
contact

Be willing to evolve
and develop

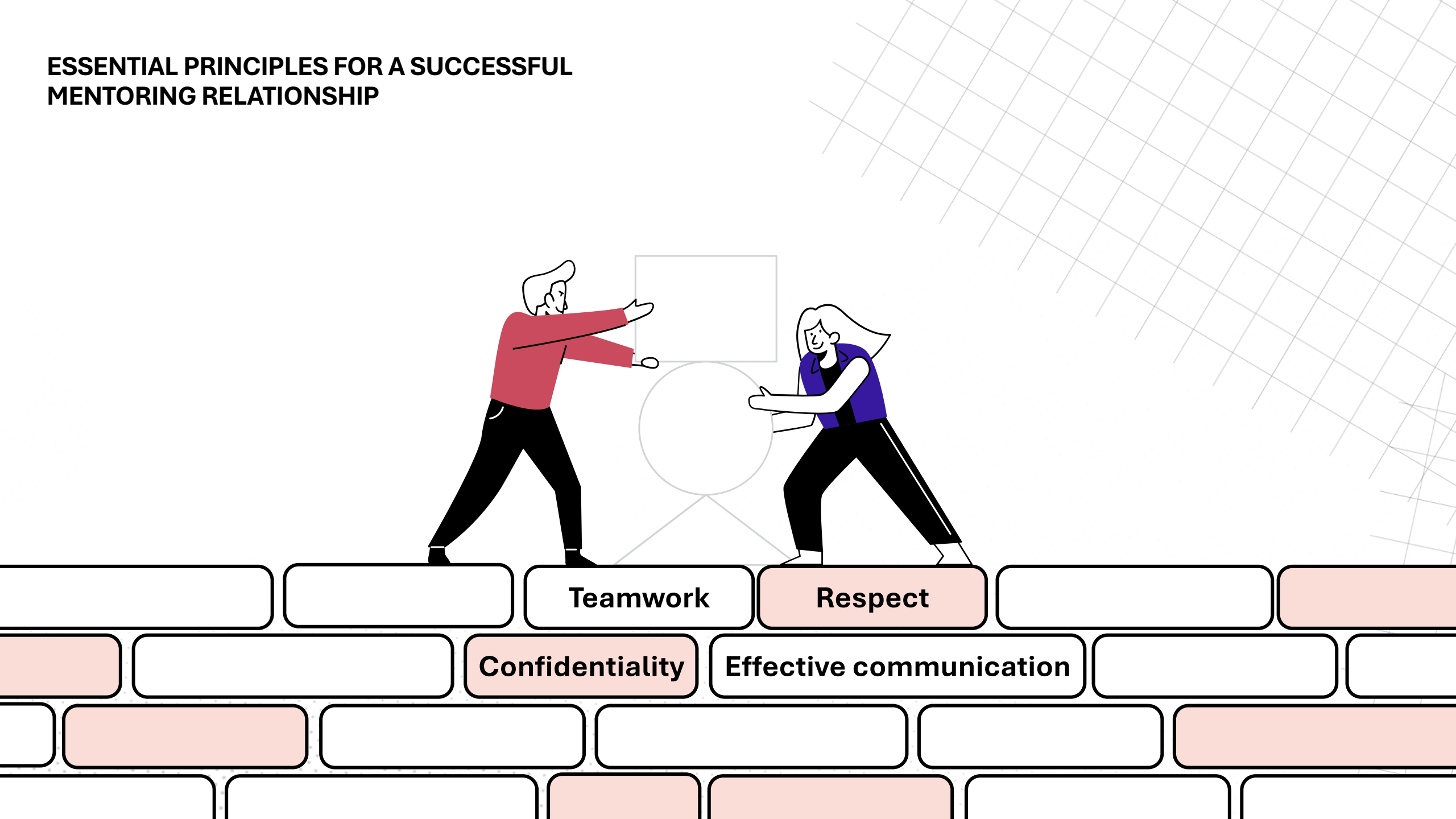
Remain adaptable
and resilient

MENTEE SHOULD

- **Communicate**
openly and regularly with their mentor+
- **Be proactive and receptive**
to feedback and new perspectives.
- **Use the mentor+'s guidance**
to navigate challenges and enhance personal and professional growth



ESSENTIAL PRINCIPLES FOR A SUCCESSFUL MENTORING RELATIONSHIP



Teamwork

Respect

Confidentiality

Effective communication

E
P
I
C

Chargée de projets - ADICE ASSO

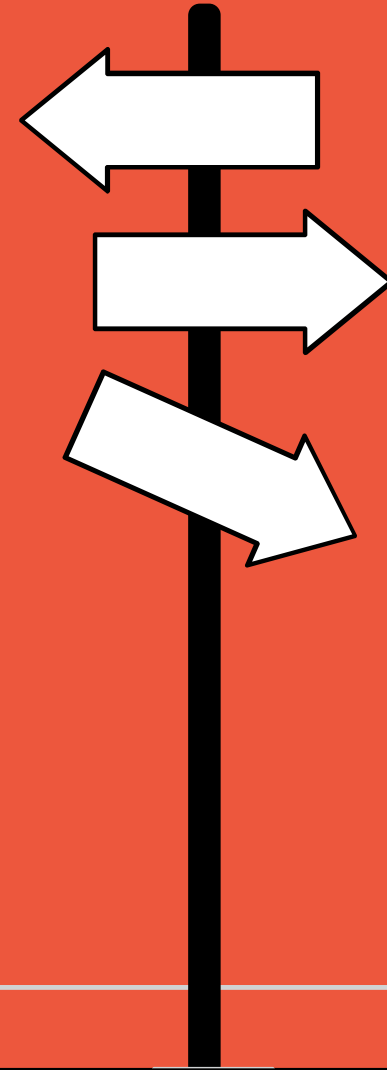
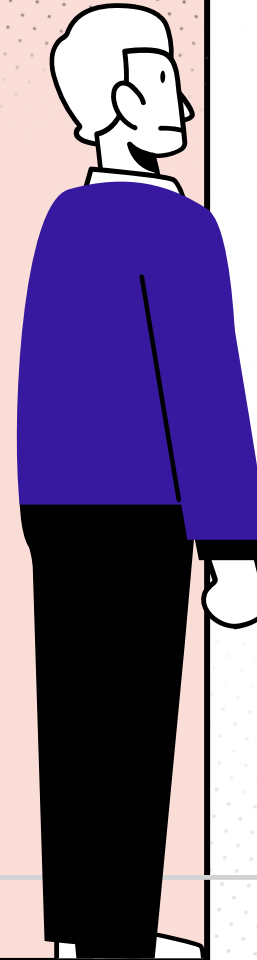
Maïlys JOUBERT





Activity 3

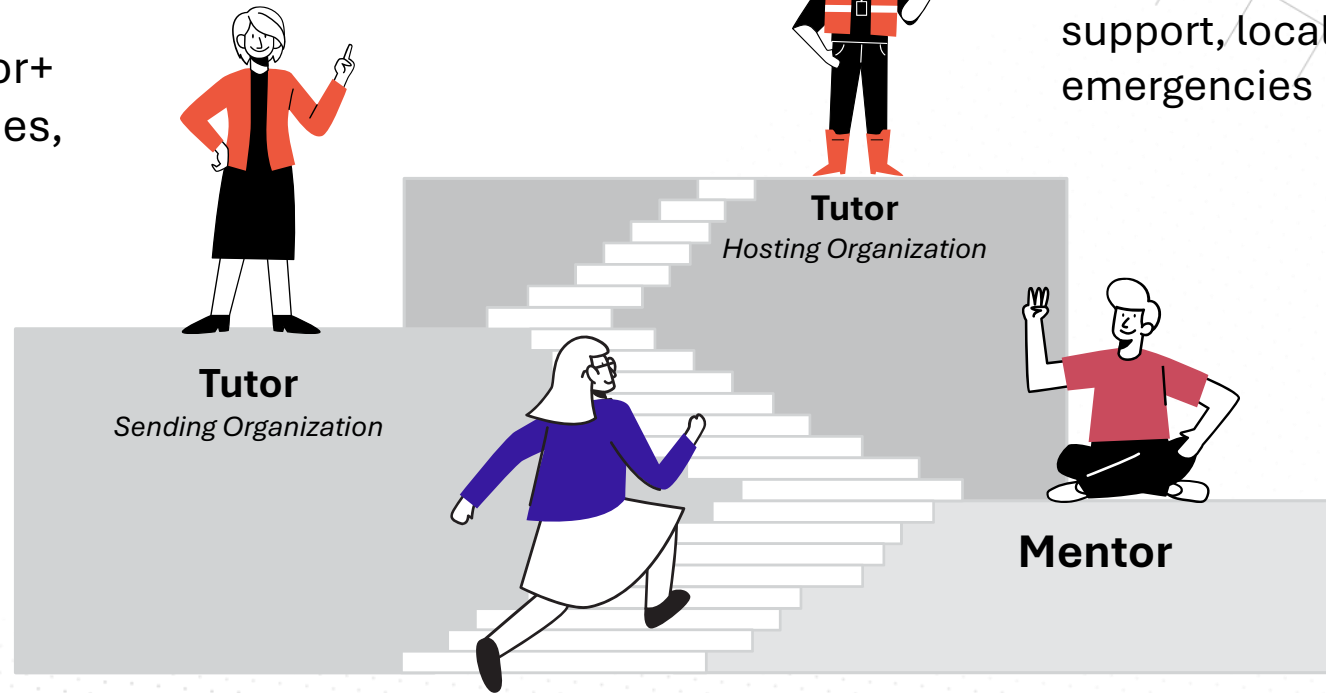
SUPPORT DETECTIVE





Acts as the reference in the home country -

Manages project bureaucracy, mentor+ contact, family issues, and volunteering transitions



Oversees on-site logistics and support -

Addresses issues related to time off, accommodation, task support, local services, and emergencies



Primary contact for the mentee -

Provides personal support for challenges (e.g., roommate issues, cultural adjustment, managing free time, homesickness)

Activity 4

CASE STUDY



PERSONAL AND
EMOTIONAL
SUPPORT



Homesickness, isolation, or uncertainty?

YES	NO
Provide emotional support (active listening, personal experiences, self-reflection).	Encourage ongoing social engagement and periodically check back.



Struggling with cultural adaptation or social integration?

YES	NO
Offer advice on navigating cultural differences (local activities, patience in adaptation)	Ask open-ended questions to prompt deeper reflection; the mentee might not realize struggles yet.



Need for motivation or confidence-building?

YES	NO
Share goal-setting strategies, tips to build self-confidence, and ways to overcome self-doubt.	Continue observing engagement. Discuss potential future challenges proactively.

PRACTICAL CHALLENGES



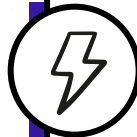
Daily life challenge (transport, food, social activities)?

YES	NO
Offer practical advice, brainstorm solutions, suggest resources.	Encourage proactive planning (healthcare, emergency contacts).



Communication barriers?


YES	NO
Recommend language learning strategies, role-play social interactions.	Encourage long-term language practice and cultural exchange.





Minor conflicts?


YES	NO
Guide conflict resolution (reflect on the situation, constructive communication).	Share preventive strategies (open communication, early issue resolution).

SITUATIONS REQUIRING REFERRAL

 Serious work-related issue?	
YES	NO
Refer the mentee to the HO tutor for resolution	Encourage proactive communication; ensure they know their role and who to contact if issues arise later

 Financial, legal, or visa concerns?	
YES	NO
Direct them to the SO tutor for administrative support	Promote financial planning and awareness (expense tracking, visa conditions, emergency contacts).

 Lost important documents (passport, ID, permit)?	
YES	NO
Refer to the HO tutor for local assistance and legal guidance.	Emphasize document security (digital copies, secure storage).

 Health or safety emergency?	
YES	NO
Contact emergency services immediately and inform the mentoring structure (SO or HO tutor).	Encourage well-being awareness (mental/physical health, local medical resources).

CRISIS OR EMERGENCY SITUATIONS



**Harassment,
discrimination, or abuse?**

YES

Immediately inform the mentoring structure; ensure the mentee's safety and offer emotional support. Do not handle it alone.



Severe mental health distress

YES

Encourage professional help (counseling, mental health services) and inform the mentoring structure for additional support.



Legal issues (arrest, police involvement)

YES

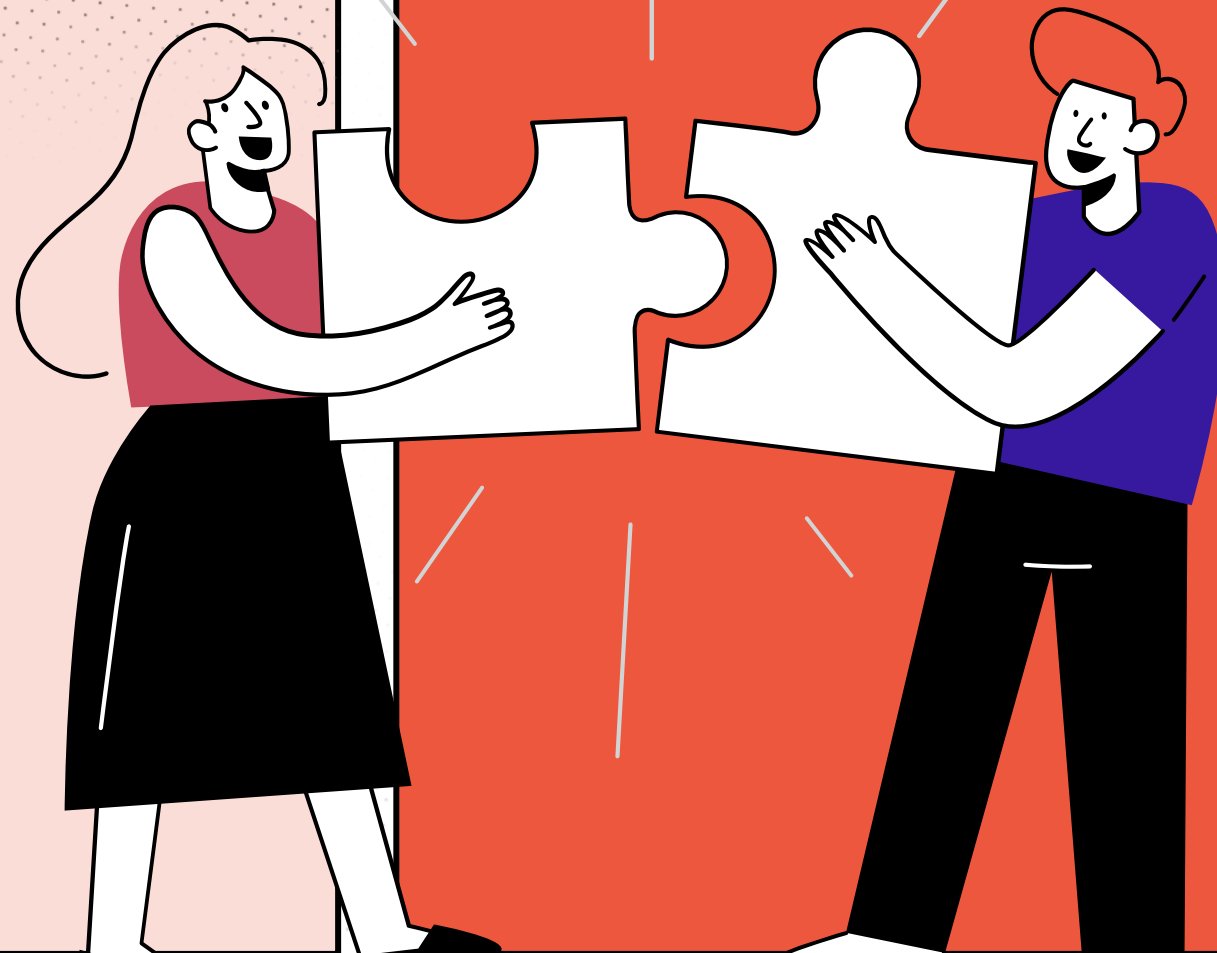
Refer the mentee to the SO tutor and legal representatives for proper assistance.

WHAT IT TAKES TO BE A GREAT MENTOR+

MODULE 3

Activity 5

MATCH & MASTER: THE COMPETENCY PUZZLE



Active listening

(essential skill)

Going beyond just hearing words to truly understand the speaker's thoughts and feelings, creating a dynamic, non-competitive interaction.

ACTIVE LISTENING: ASPECTS

Active listening

(essential skill)

COGNITIVE ASPECT

- *Pay attention to all information (explicit and implicit).*
- *Integrate and comprehend the speaker's message.*

EMOTIONAL ASPECT

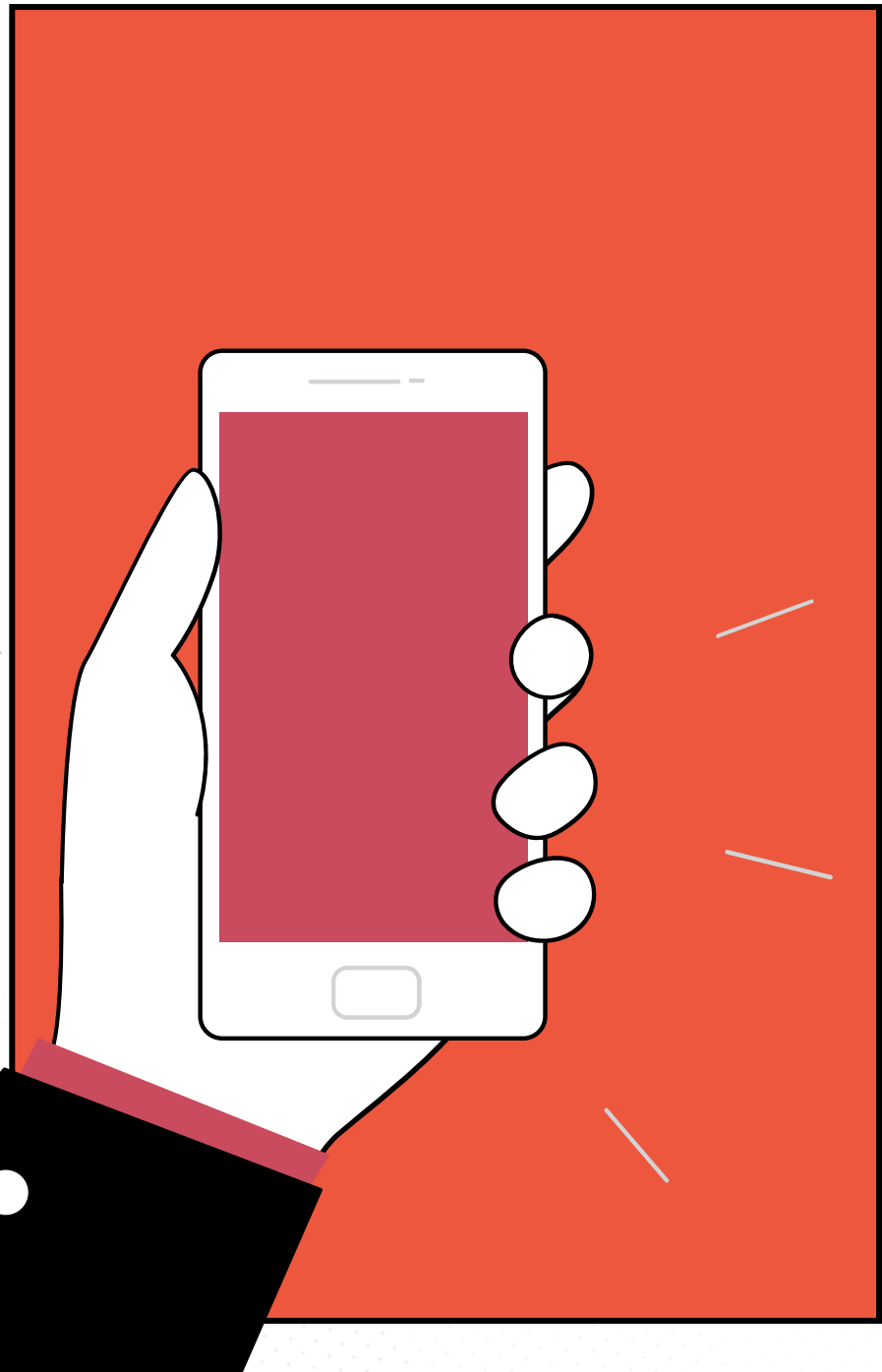
- *Remain calm and compassionate.*
- *Manage personal reactions (e.g., annoyance, boredom).*

BEHAVIORAL ASPECT

- *Demonstrate interest through verbal and nonverbal cues.*
- *Use body language, eye contact, and affirmative gestures.*

Activity 5

BROKEN TELEPHONE / CLARITY CHALLENGE



Pay attention

*Do not
judge*

*Reflect,
analyse*

*Dare to ask
question, clarify*

*Summarise,
reformulate*

Sharing

**ACTIVE
LISTENING**

```
graph TD; A[Pay attention] --> B[Do not judge]; B --> C[Reflect, analyse]; C --> D[Dare to ask question, clarify]; D --> E[Summarise, reformulate]; E --> F[Sharing]; F --> A;
```

Pay attention

Sharing

*Do not
judge*

**ACTIVE
LISTENING**

*Reflect,
analyse*

*Summarise,
reformulate*

*Dare to ask
question, clarify*

PAY ATTENTION



ELIMINATE DISTRACTIONS



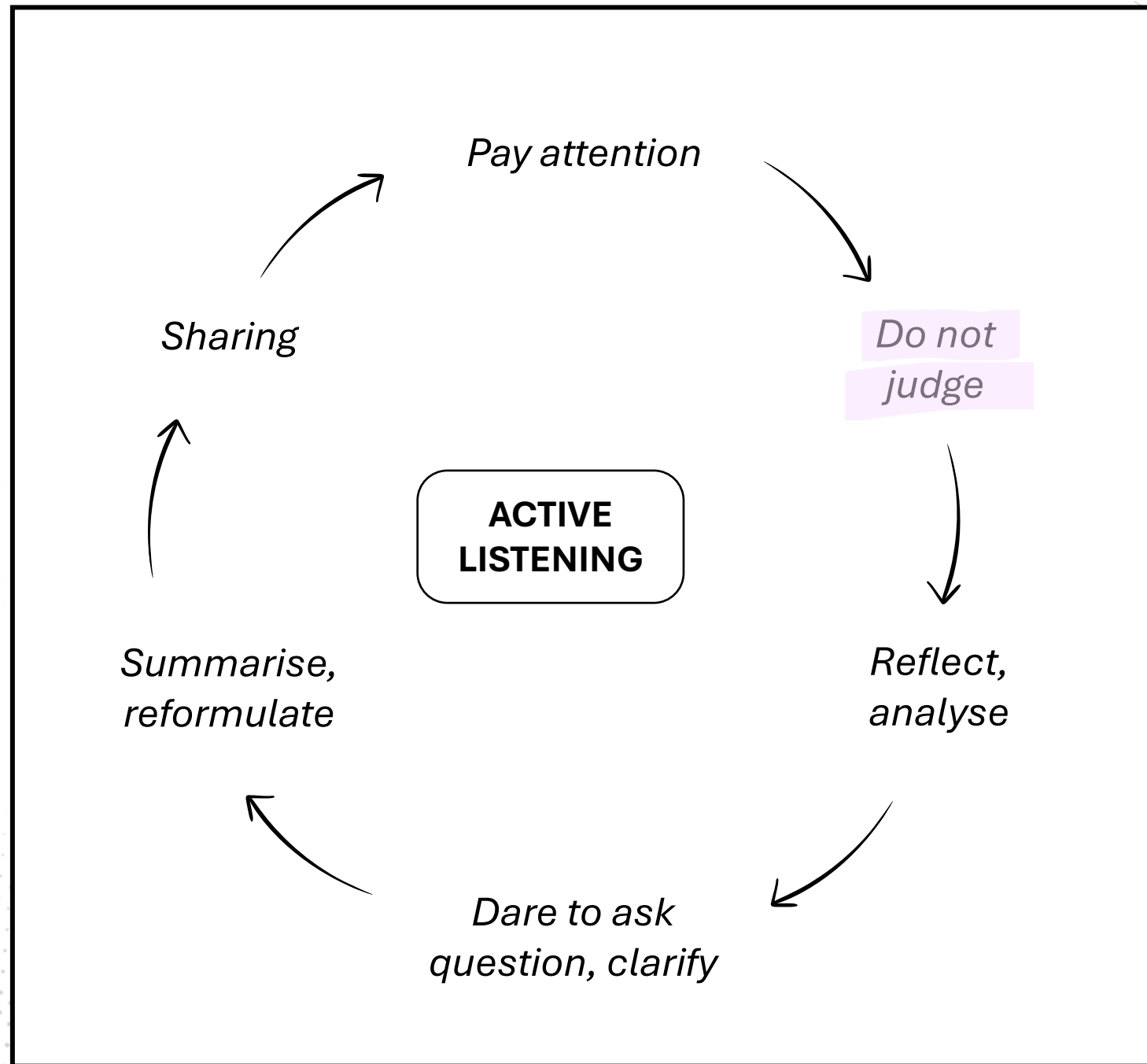
MAKE EYE CONTACT






**BE AWARE OF NON-VERBAL
CUES**

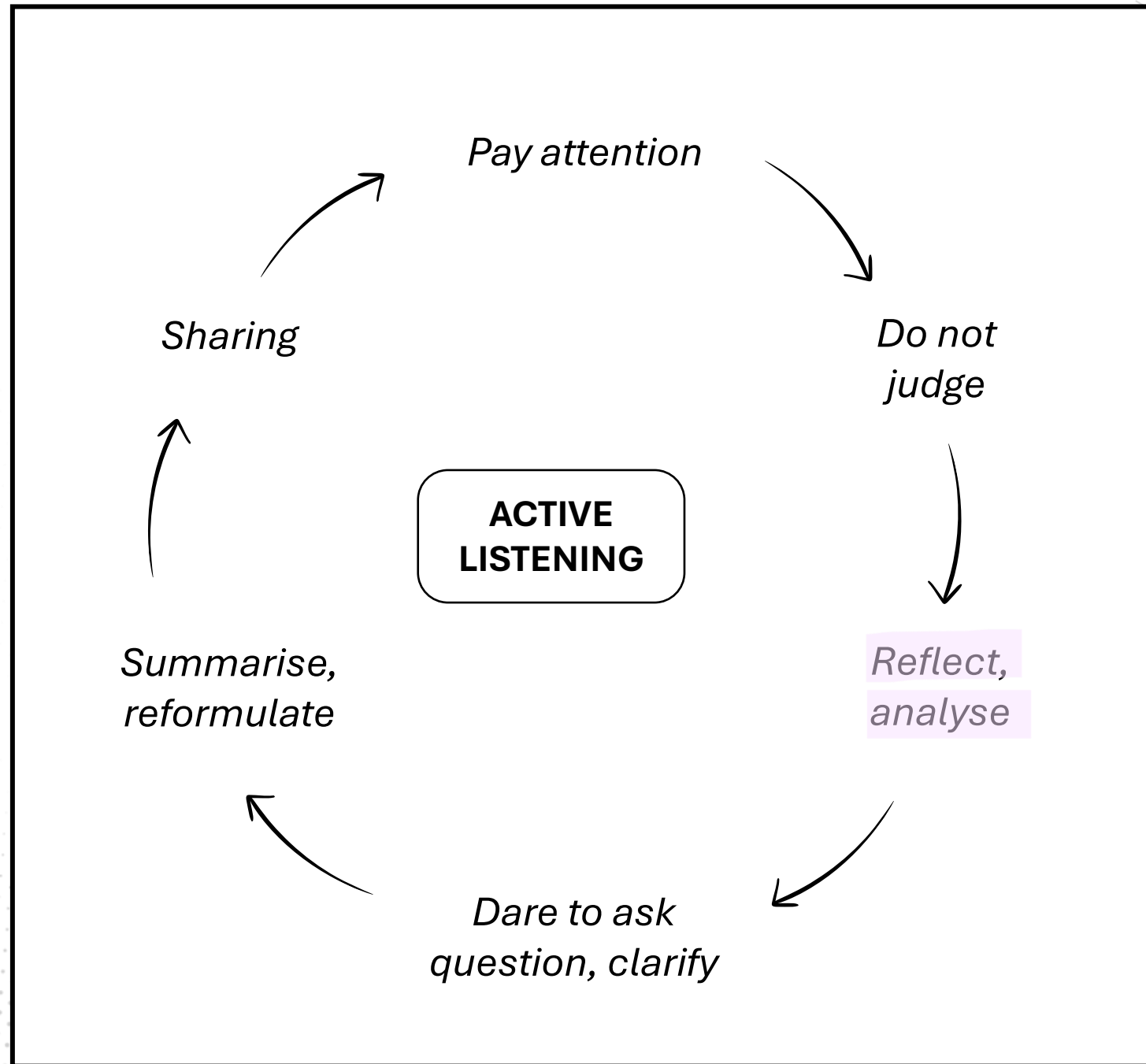


**LISTEN WITH YOUR WHOLE
BODY**



DO NOT JUDGE

-  **BE NON-JUDGMENTAL**
-  **BE MINDFUL OF PERSONAL BIASES**
-  **REMAIN NEUTRAL**



REFLECT, ANALYSE



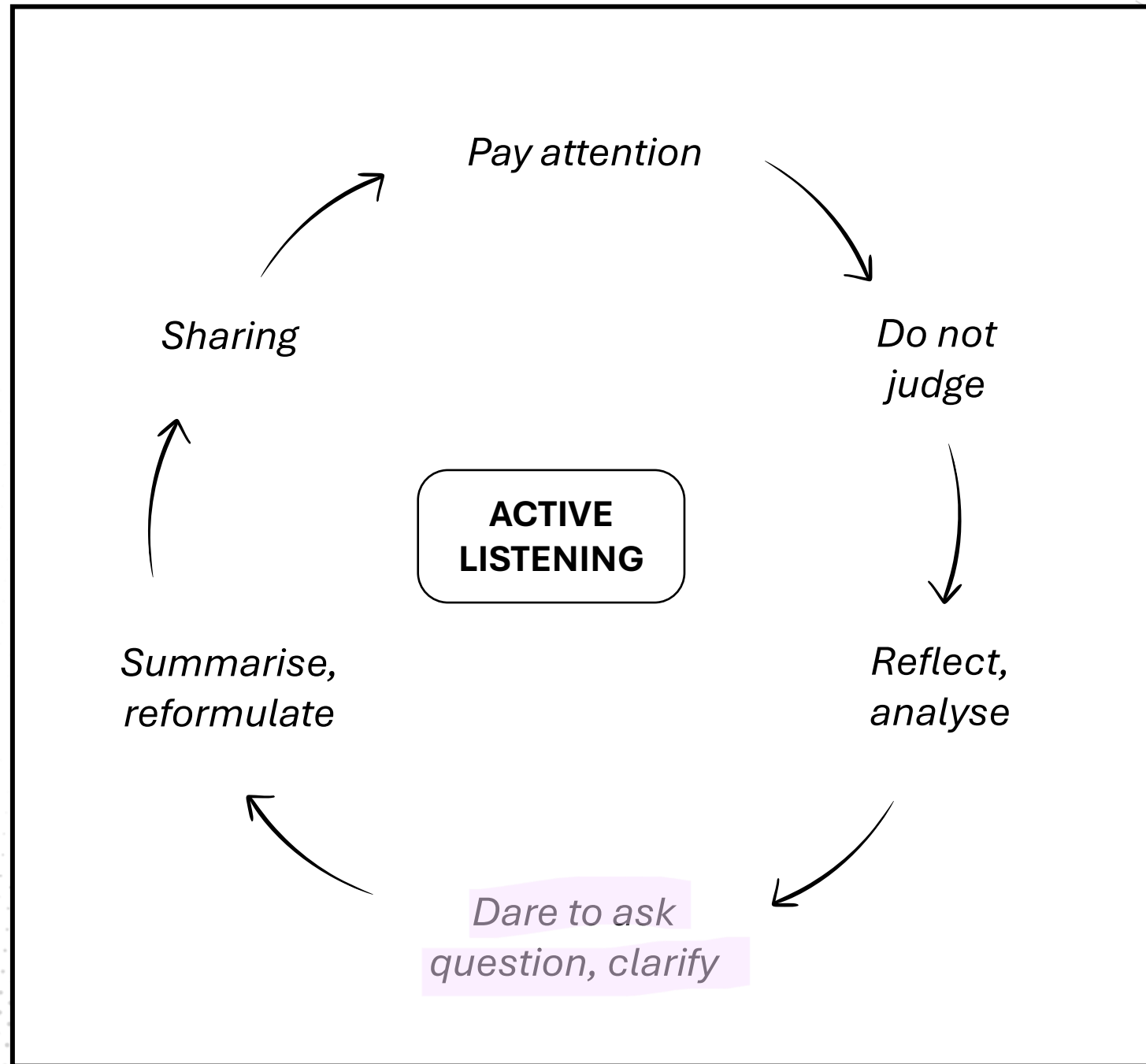
PARAPHRASE



HIGHLIGHT EMOTIONS



CHECK FOR UNDERSTANDING



DATE TO ASK QUESTION



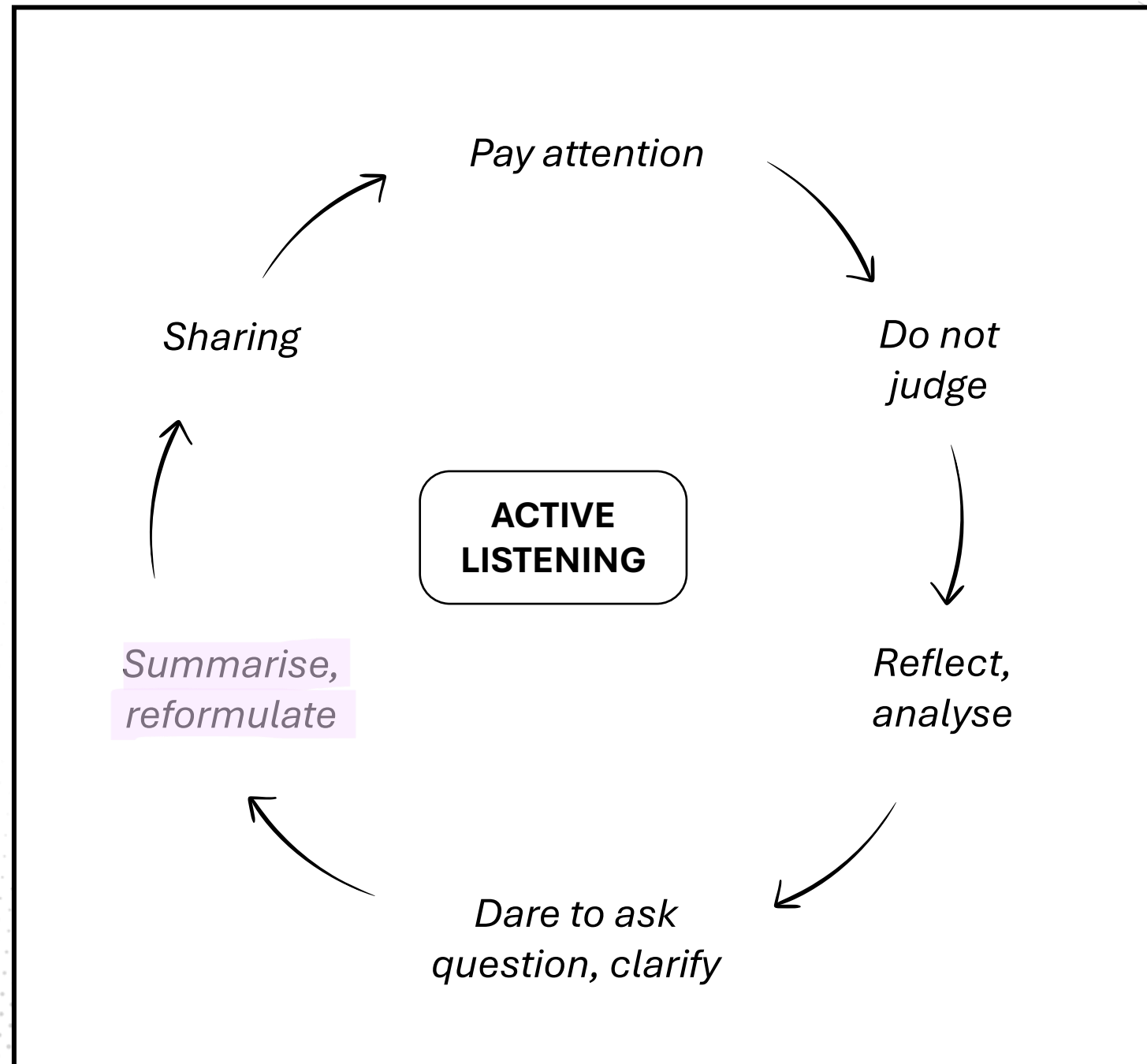
ASK OPEN-ENDED QUESTIONS






CLARIFY UNCLEAR POINTS

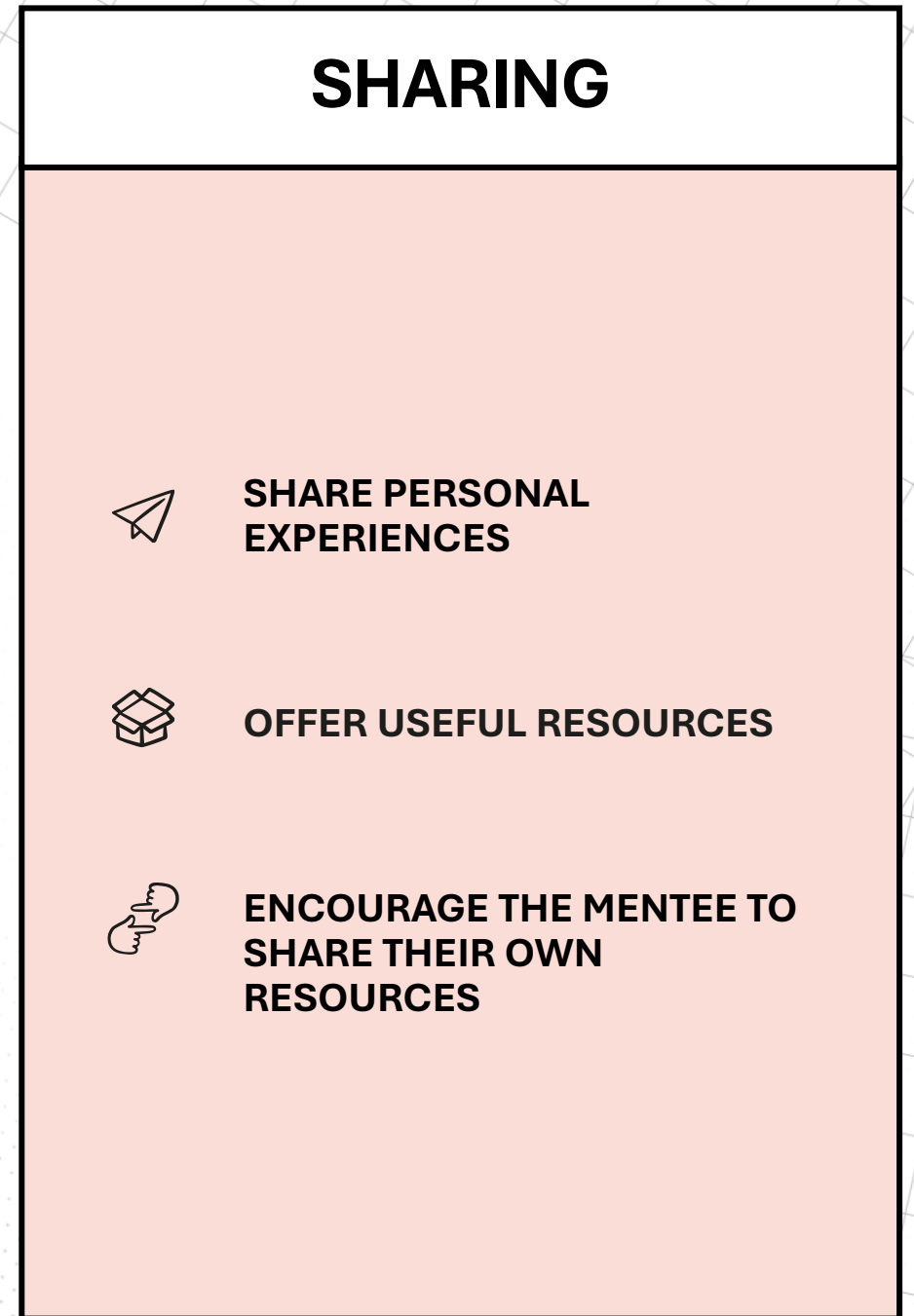
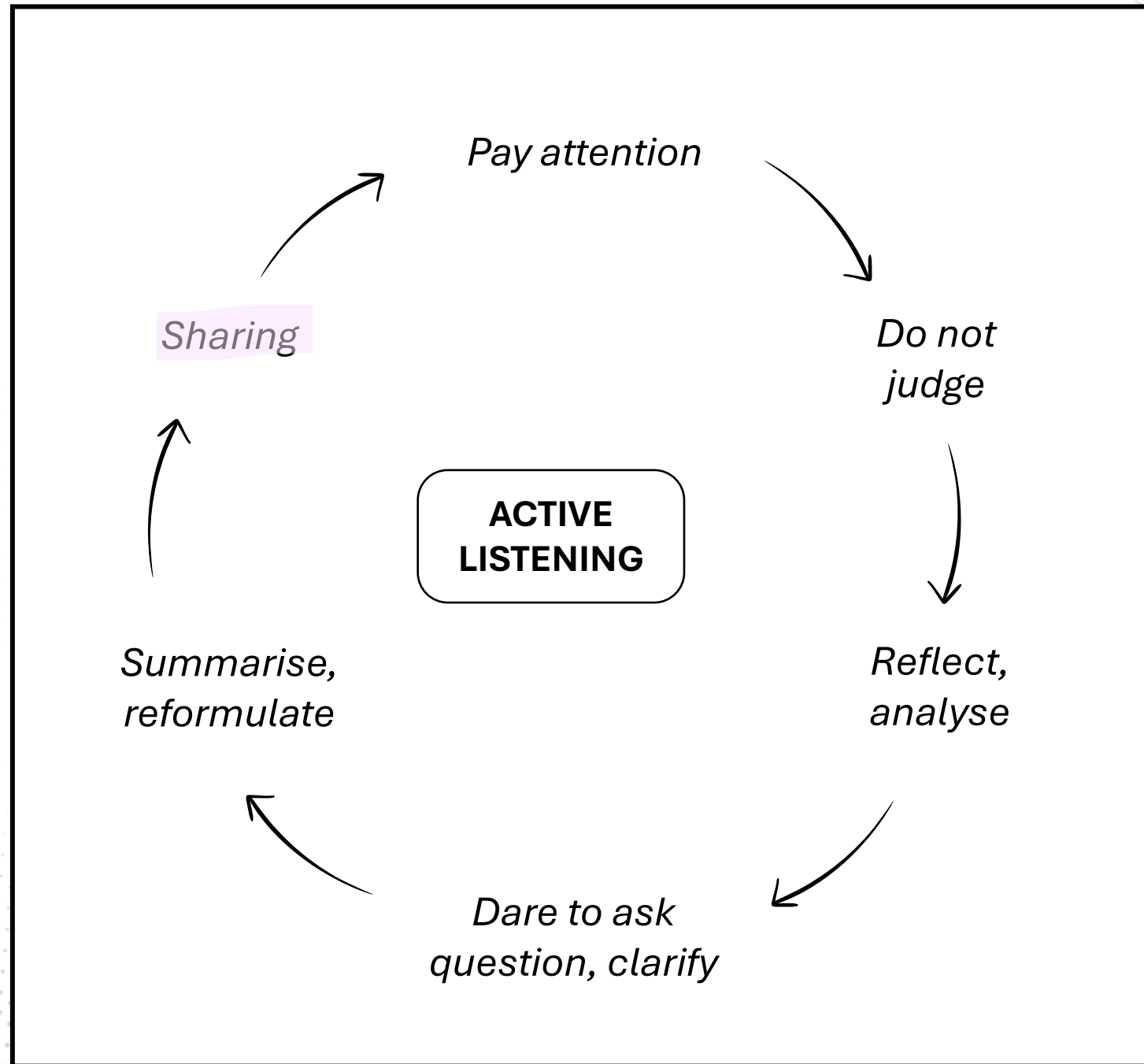


ENCOURAGE DEEPER REFLECTION



SUMMARISE, REFORMULATE

-  **SUMMARIZE AT KEY POINTS**
-  **REPHRASE KEY IDEAS**
-  **CLARIFY GOALS**



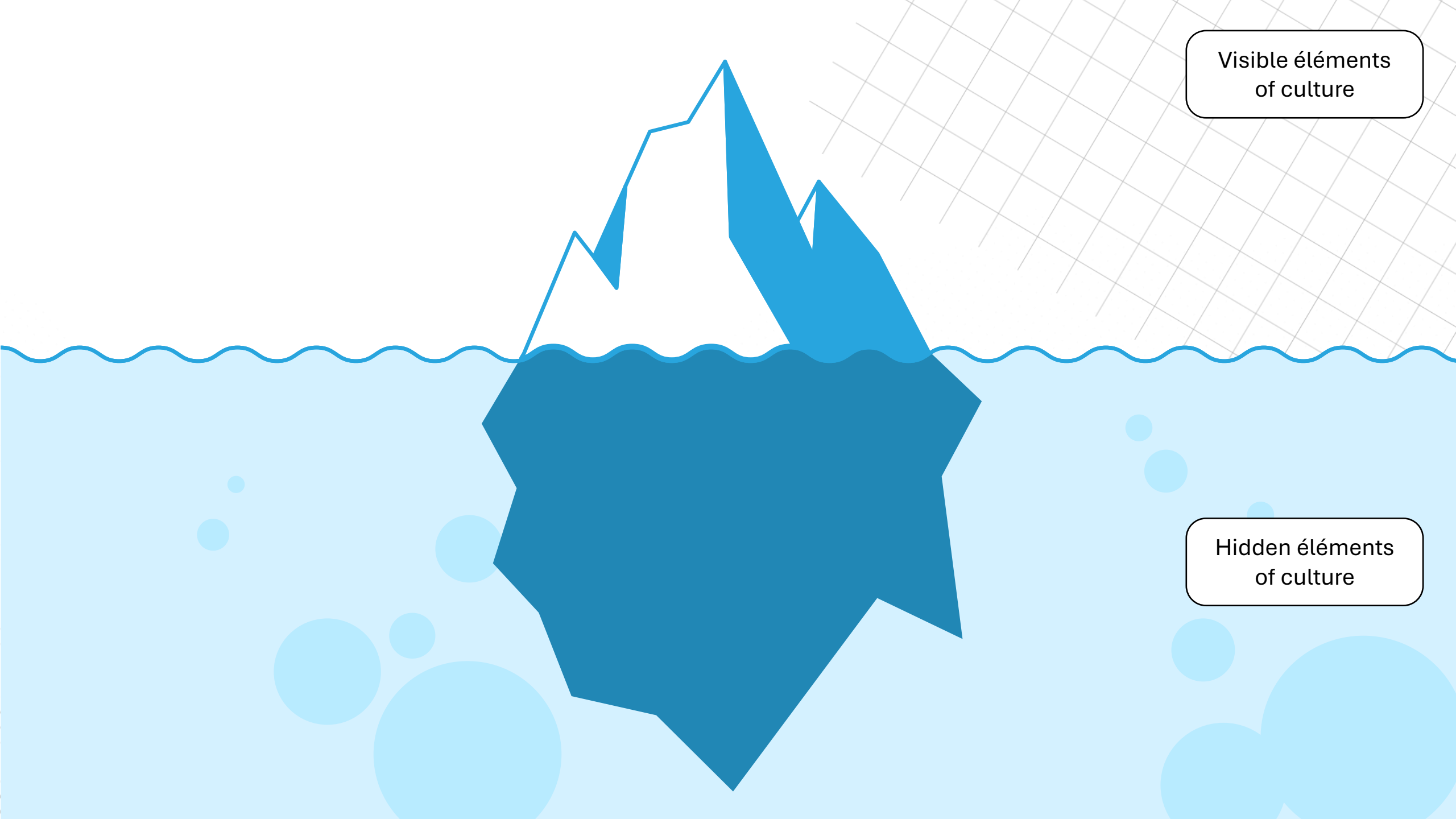
Activity 6

VIDEO ABOUT ACTIVE LISTENING



Visible éléments
of culture

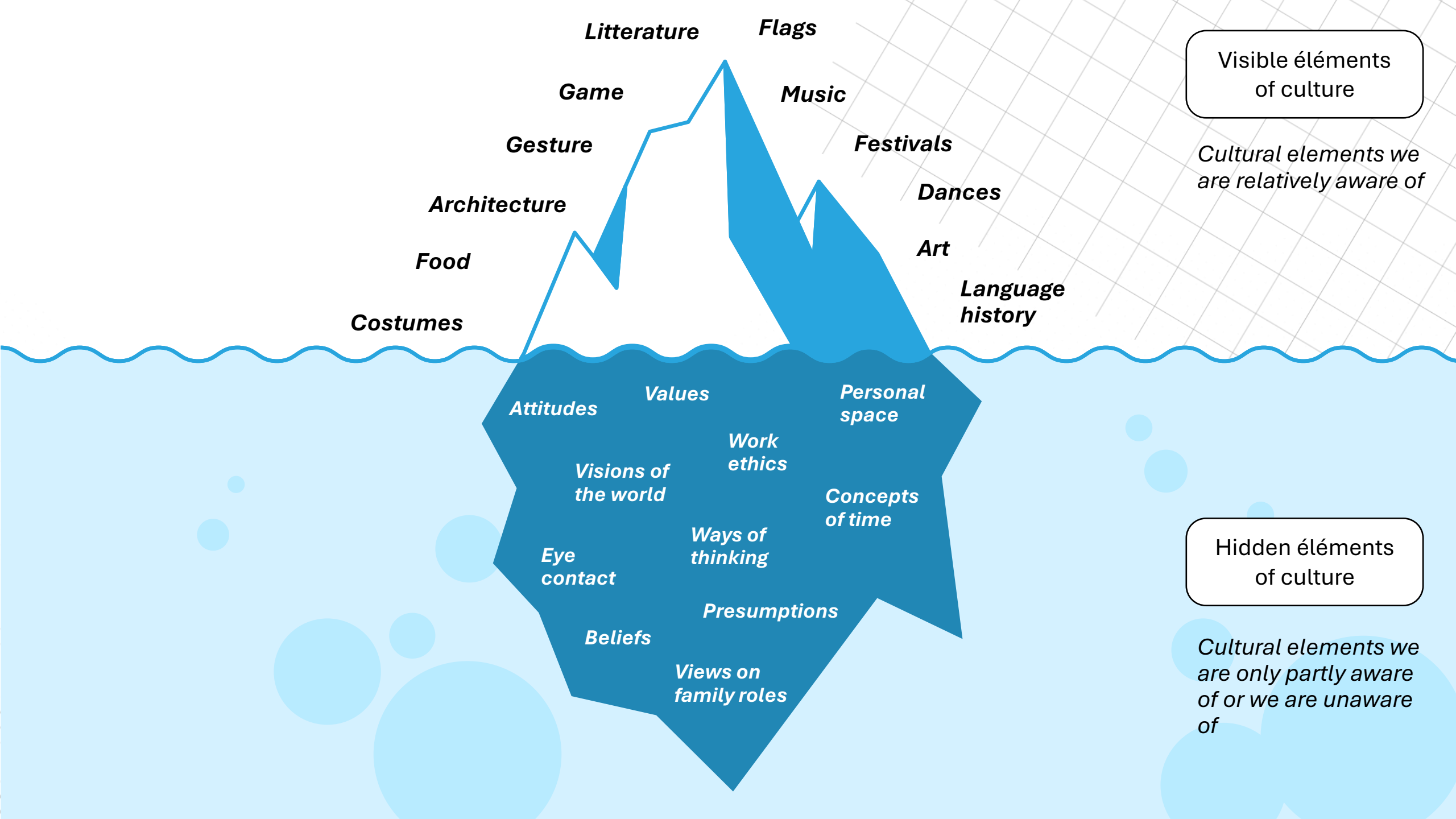
Hidden éléments
of culture



Activity 7

CULTURAL ICEBERG





Activity 8

ABIGAIL'S TALE



FEELING OF WELL-BEING

HONEYMOON

CULTURAL SHOCK

ADAPTATION

MAITRISE



LENGTH OF STAY

THE PHASES OF CULTURE SHOCK

FEELING OF WELL-BEING

HONEYMOON

Denial



Enthusiasm,
optimism, wonder

CULTURAL SHOCK

Anger



Frustration,
loneliness, anger

ADAPTATION

Negotiation



MAITRISE

Acceptance



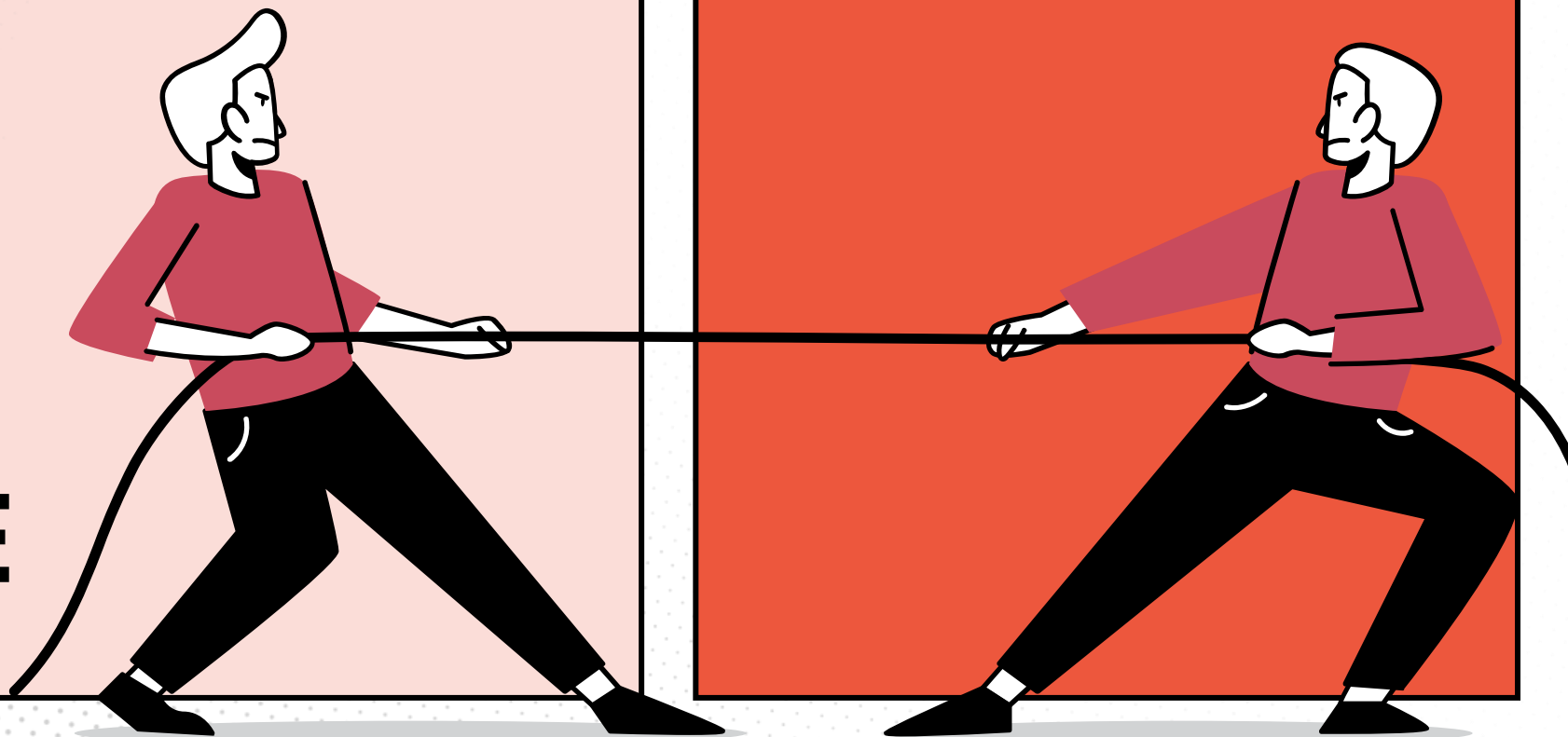
LENGTH OF STAY



THE PHASES OF CULTURE SHOCK

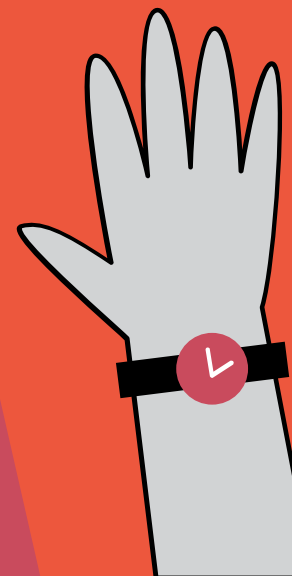
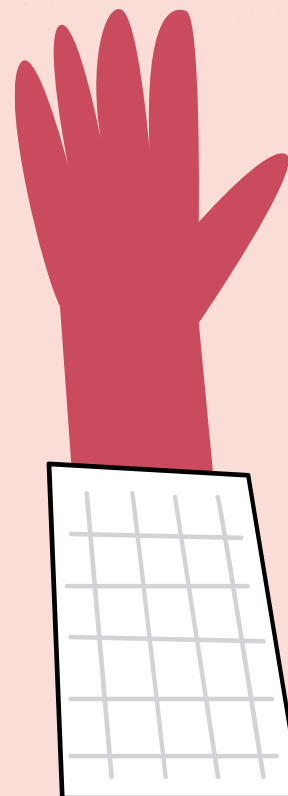
Activity 9

VALUE LINE



Activity 10

NEVER HAVE I EVER

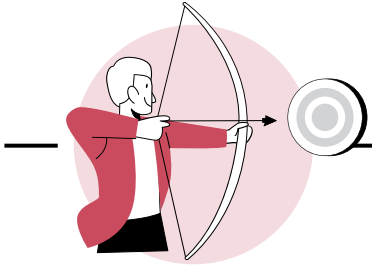


Activity 11

DICE GAME



SHARING EXPERIENCES AND PROVIDING GUIDANCE



ENSURE RELEVANCE

- Share experiences that directly address the mentee's goals and challenges.
- Tailor insights to their specific context for meaningful impact.

PRIORITIZE UNDERSTANDING

- Actively listen to the mentee's background, objectives, and concerns.
- Align shared experiences with their needs for effective support.

SHARE WITH PURPOSE

- Focus on providing valuable insights rather than telling anecdotes.
- Offer concrete advice, lessons, or perspectives to help mentees grow.

ADVISING

CONTINUOUS GUIDANCE

- ⇒ Provide advice before, during, and after the mobility experience to help mentees adapt and thrive.

SUPPORT, DON'T DECIDE

- ⇒ Offer informed suggestions based on your experience without making decisions for your mentee.

“What would I have liked to have been told before I left on my international mobility experience?”



**HOW CAN YOU SUPPORT
YOUR MENTEES BEFORE
THE MOBILITY STARTS ?**





**HOW CAN YOU SUPPORT
YOUR MENTEES DURING
THE MOBILITY PROJECT ?**

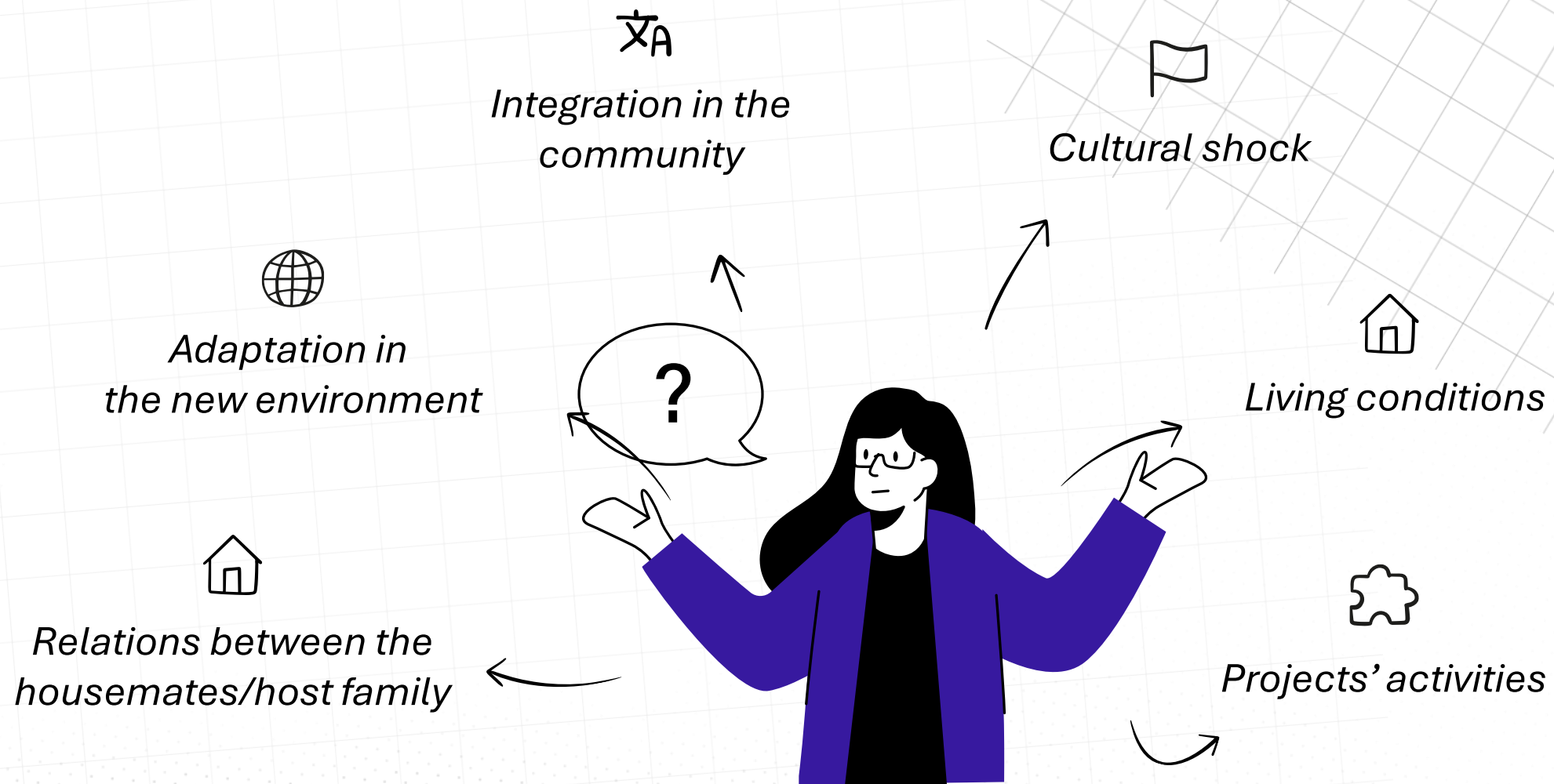
**HOW CAN YOU SUPPORT
YOUR MENTEES AFTER
THE MOBILITY PROJECT ?**



WHEN TO ASK FOR HELP

- ➞ **Acknowledge limitations**
Recognize that you don't have all the answers.
- ➞ **Reach out**
Consult the youth organization or fellow mentors+ when encountering unfamiliar topics.
- ➞ **Ensure accurate support**
This approach helps mentees receive correct information and feel fully supported.

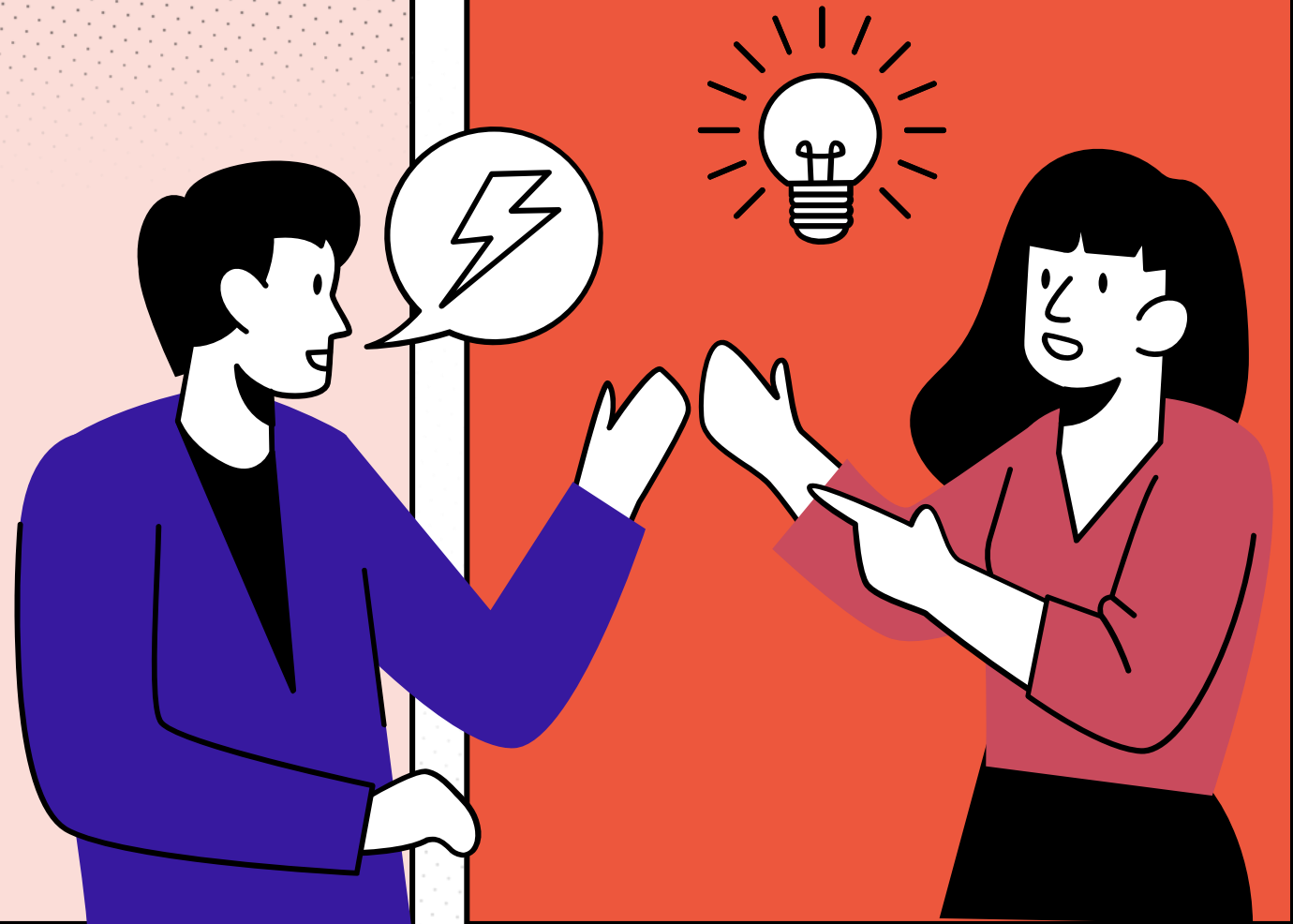




VARIOUS ISSUES

Activity 12

PROBLEM RESOLUTIONS

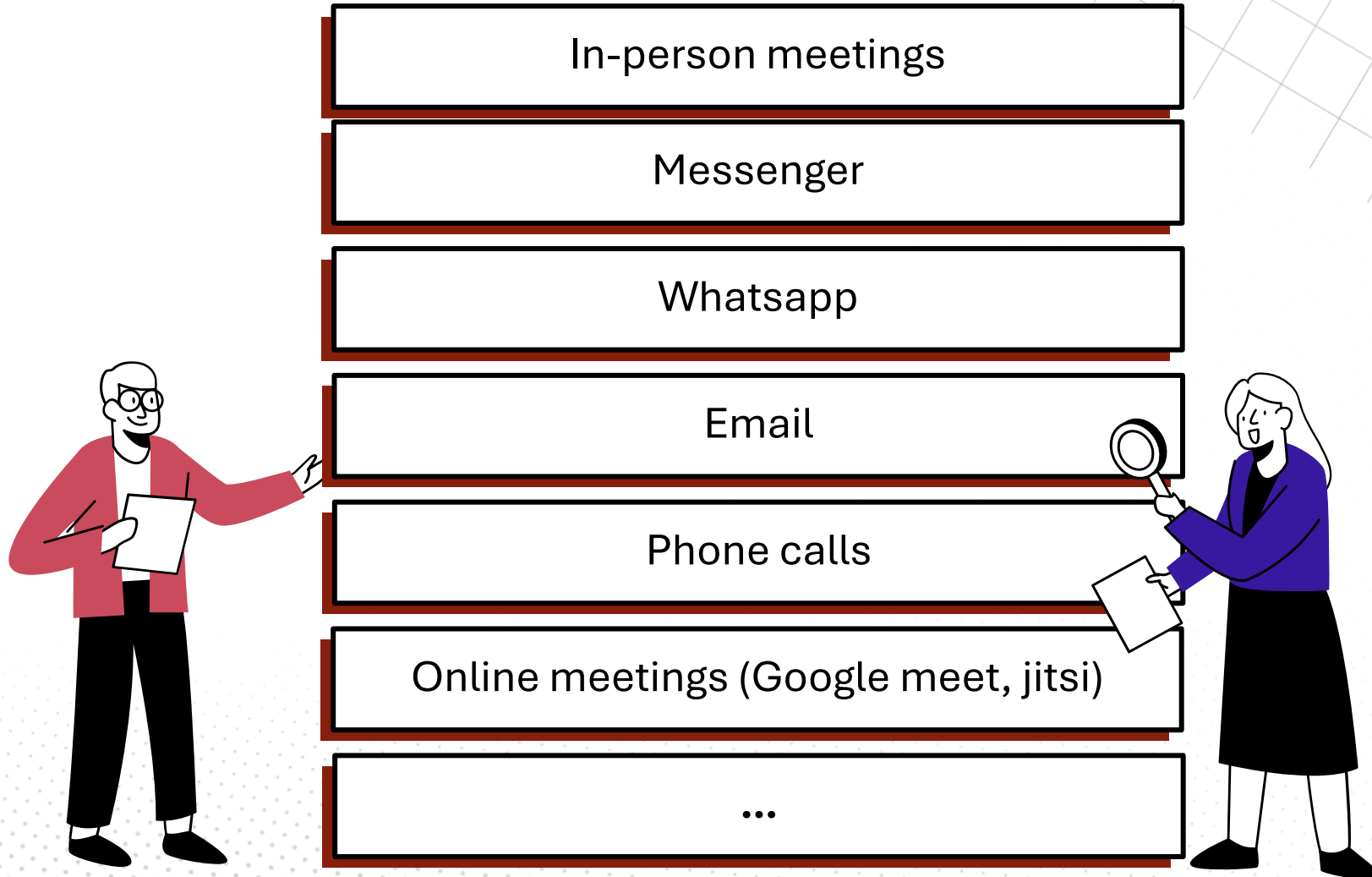


HOW TO ASSUME YOUR RESPONSIBILITIES AS A MENTOR+

MODULE 4

1

CONTACTING THE MENTEE

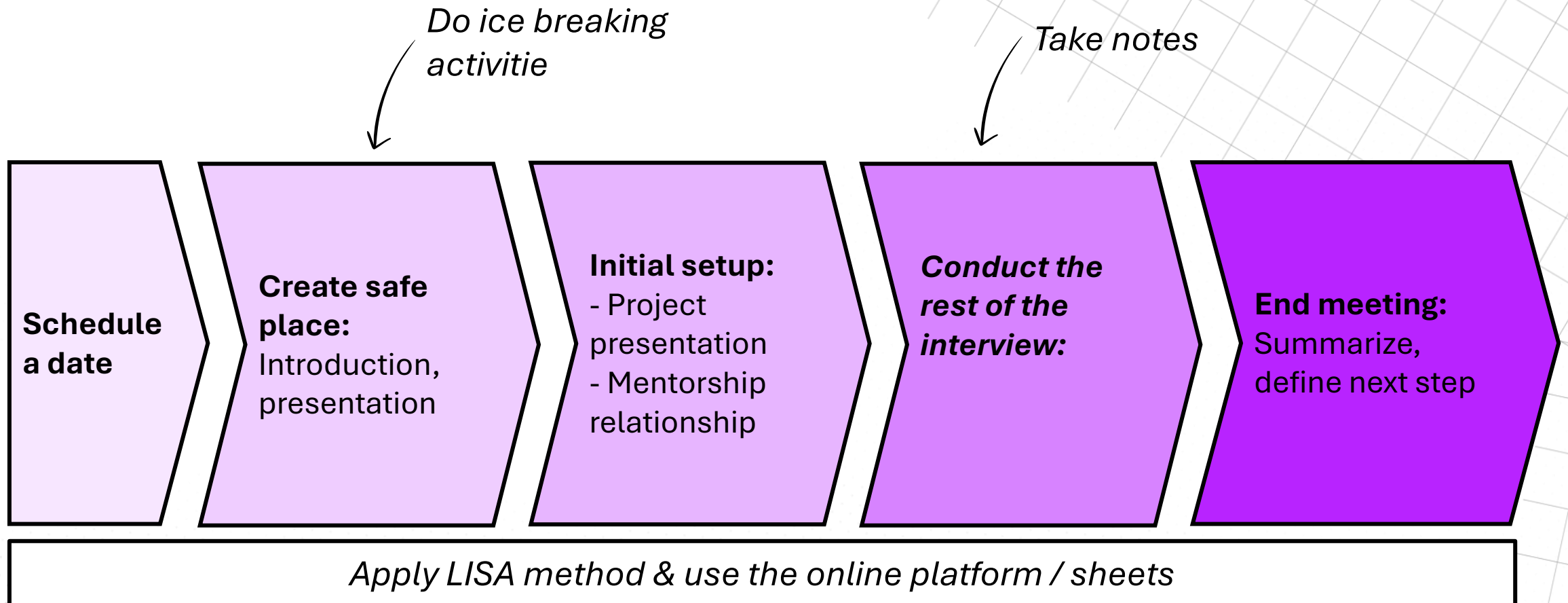


AGREE ON CLEAR "RULES" FOR CONTACTING EACH OTHER :

- Specific call hours
- Messaging boundaries (no late-night/early-morning texts)
- Preferred channels (urgent vs. non-urgent)

2

FIRST MEETING



**HAVE YOU USED ICE-
BREAKERS? WHICH ONE
WORKED BEST FOR YOU,
AND WHY?**



ESTABLISH SHARED GUIDELINES

2 KEY PRIORITIES

1. Define development objectives

2. Plan mentoring sessions

“Clear goals and structured exchanges are the foundation of effective mentoring.”

Sounds like a motivational podcast



ESTABLISH SHARED GUIDELINES

2 KEY PRIORITIES

1. Define development objectives

2. Plan mentoring sessions



ESTABLISH SHARED GUIDELINES

2 KEY PRIORITIES

1. Define development objectives

2. Plan mentoring sessions



Set the frequency of meetings

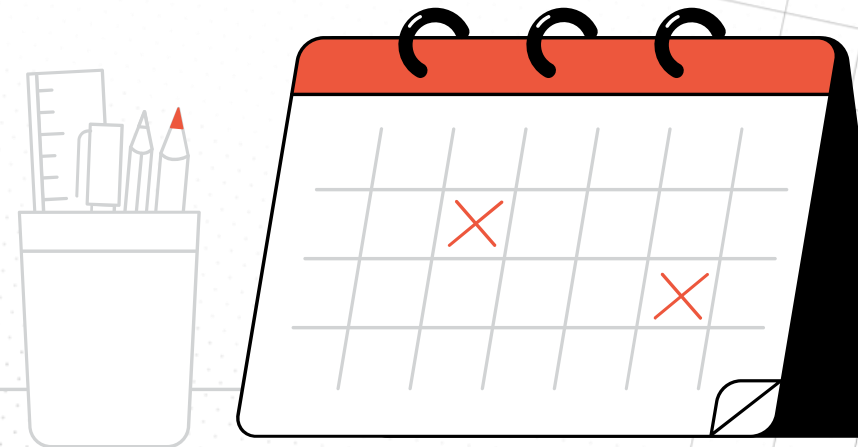


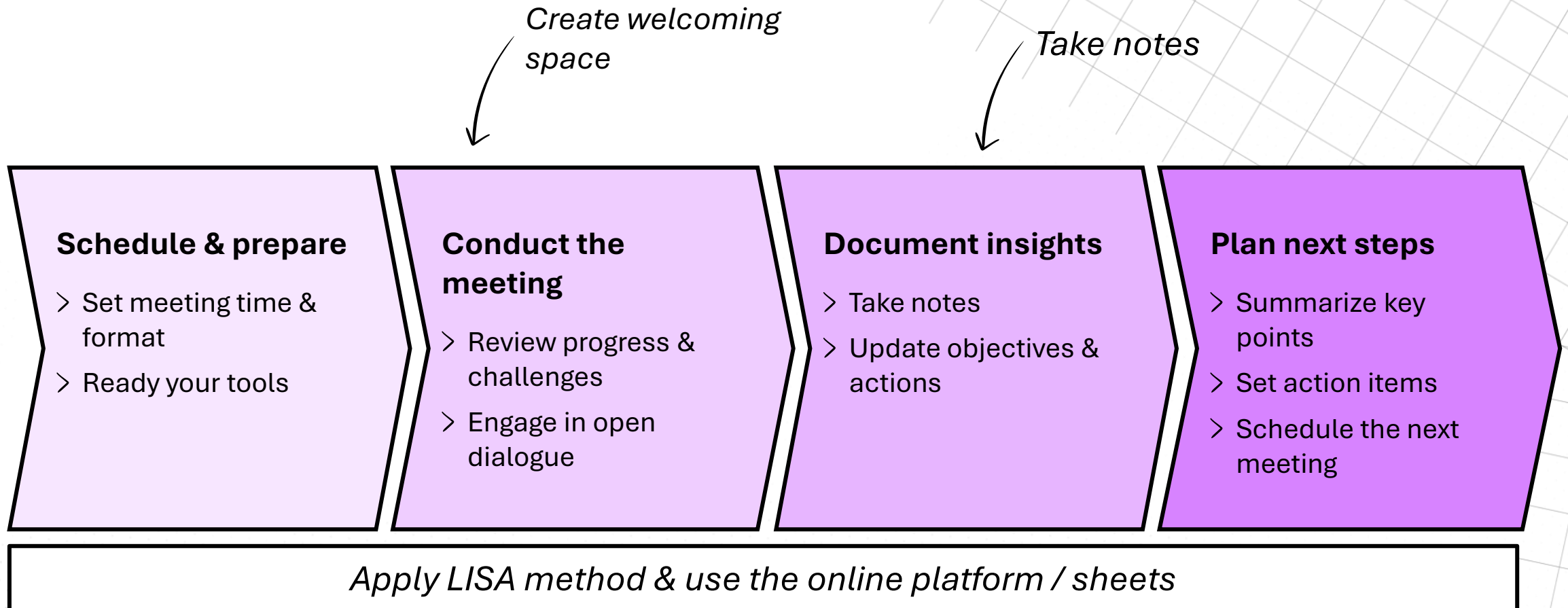
Respect time commitments



Choose the right communication channels

A monthly meeting
is recommended





4

CLOSING THE MENTORING RELATIONSHIP

Schedule

Review experience

- Note achievements, challenges, growth
- Compare initial and final goals

Discuss futur & transition

- Complete “Future professional or personal goals” section
- Outline next plans

Evaluate

- Fill the evaluation questionnaire

Closure

- Express appreciation
- Encourage ongoing self-reflection and staying in touch

Apply LISA method & use the online platform / sheets



www.salto-youth.net



SALTO

About SALTO
Why? What? Where? When?
Who?

Resource Centres
Our activities and resources
for you

Tools
For European youth work
and training

MySALTO
Login to your personal
SALTO dashboard

Mentoring in European Solidarity Corps

SALTO
EUROPEAN
SOLIDARITY CORPS

Mentoring under construction

Mentoring under Construction is a community for mentoring practitioners within the European Solidarity Corps programme. Mentoring under Construction aims to identify, share and implement good practices on mentoring volunteers within European Solidarity Corps programme.



Mentoring under
Construction

Be part of a
vibrant
community

Join us building up a
solidaire society

Elsewhere

- [Join the Mentoring under construction community! \(Facebook group\)](#)
- [MuC \(Host Romanian National agency\)](#)
- [MuC Podcast](#)
- [How space E-learning and community platform](#)

Mentoring under Construction is all about building a strong, sustainable community around mentoring volunteers.

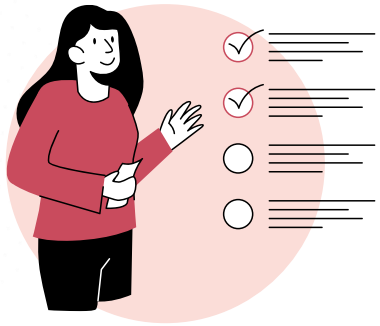
COMMUNITIES OF MENTORS+

Mentor+ communities in the field of volunteering and mobility provide platforms for them to connect, share good practice and collaborate. They facilitate the exchange of experiences and resources, creating an environment conducive to learning and skills development. Mentors+ also use these communities to plan joint activities and workshops to support the growth and success of mentors+ and mentees in volunteering and mobility initiatives.

If mentors+ are interested, they can be part of mentor communities

CONCLUSION

RECAP - FINAL SUGGESTIONS FOR MENTOR+



STRUCTURED AND TRUSTING

Set clear expectations and regular follow-ups

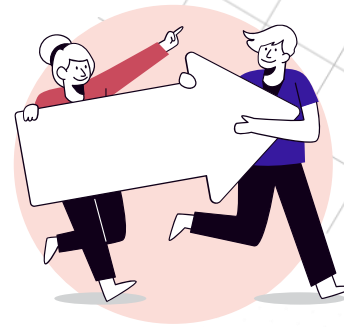
Create a safe space for open communication



ADAPTIVE APPROACH

Be flexible and culturally sensitive

Tailor support to the mentee's evolving needs



FOSTER AUTONOMY

Guide goal-setting and problem-solving

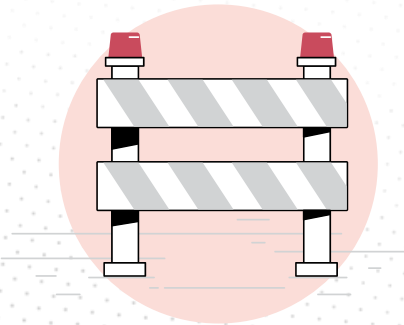
Encourage mentee-driven solutions



EFFECTIVE TOOL USE

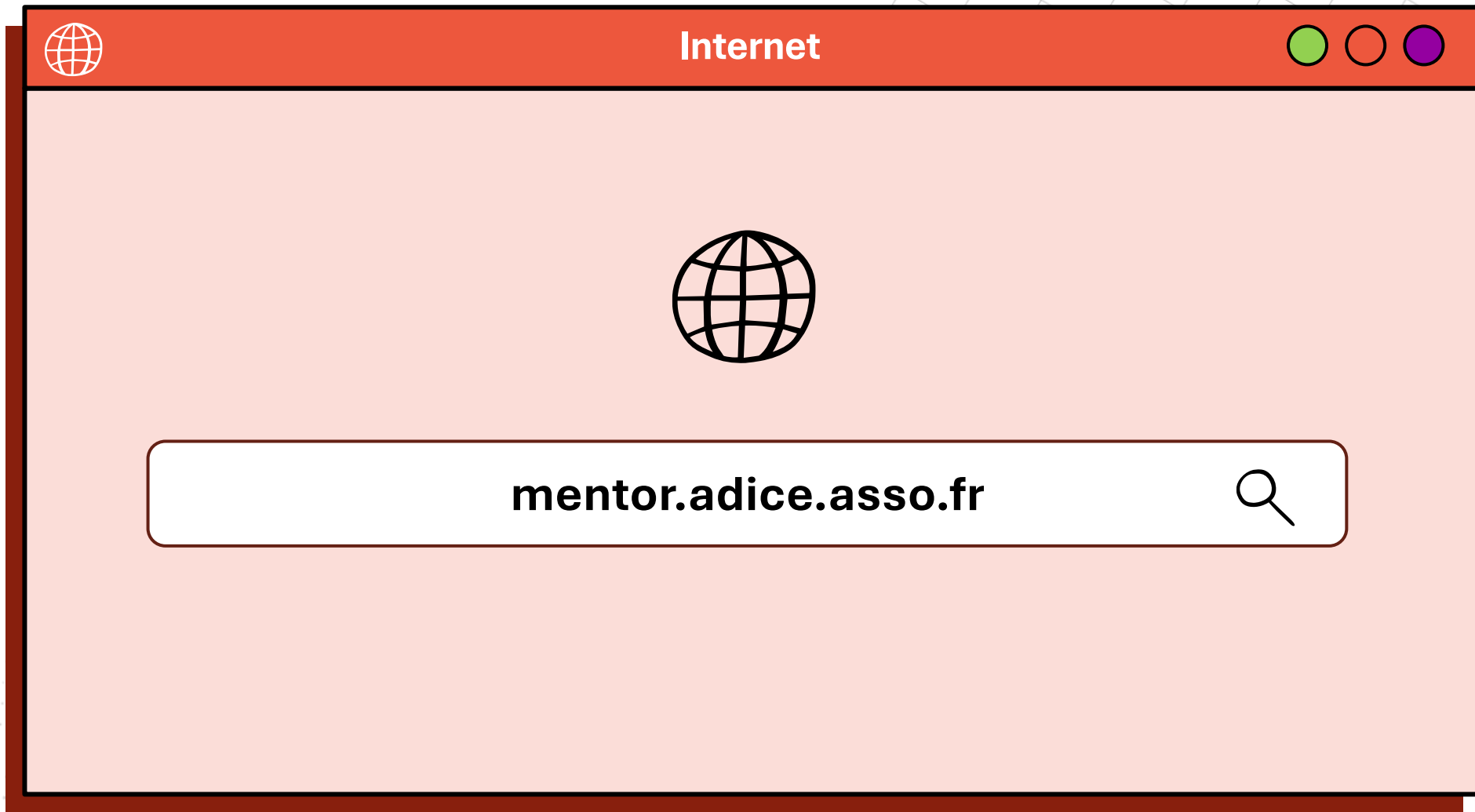
Track exchanges on the online platform

Follow structured mentoring steps and resources.



KNOW YOUR LIMITS

Redirect to SO or HO when needed



EVALUATION

MENTOR



**Co-funded by
the European Union**

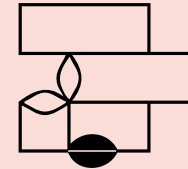
Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

EDUCATIONAL DESIGN



ADICE
France

adice.asso.fr



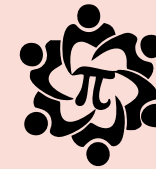
ASPem
Italy

aspem.org



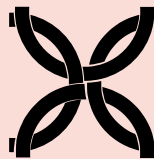
VCS
Macedonia

vcs.org.mk



PiYA
Türkiye

pigenclikdernegi.org



Curba de Cultura
Romania

evs.curbadecultura.ro

Illustrations : pixels.market
Icons packs :