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# Become Busy

Training Educational Material

*Project Number: 2020-3-EL02-KA205-006663*





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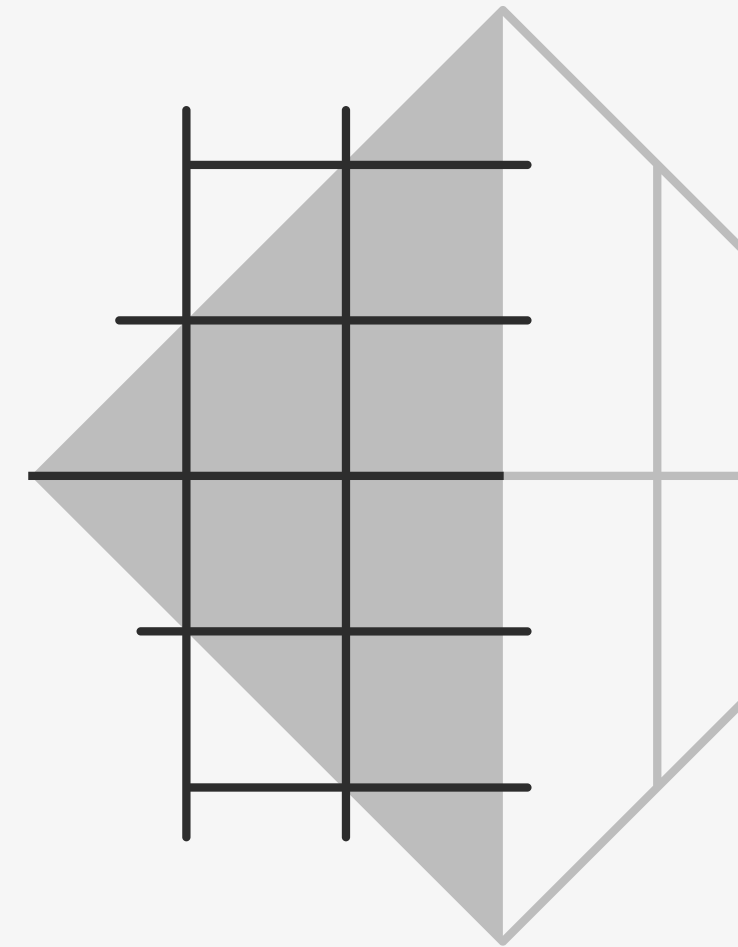
# Mentoring & Coaching Procedures to be used for e-Mentoring and e-Coaching

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## A. What is Mentoring?

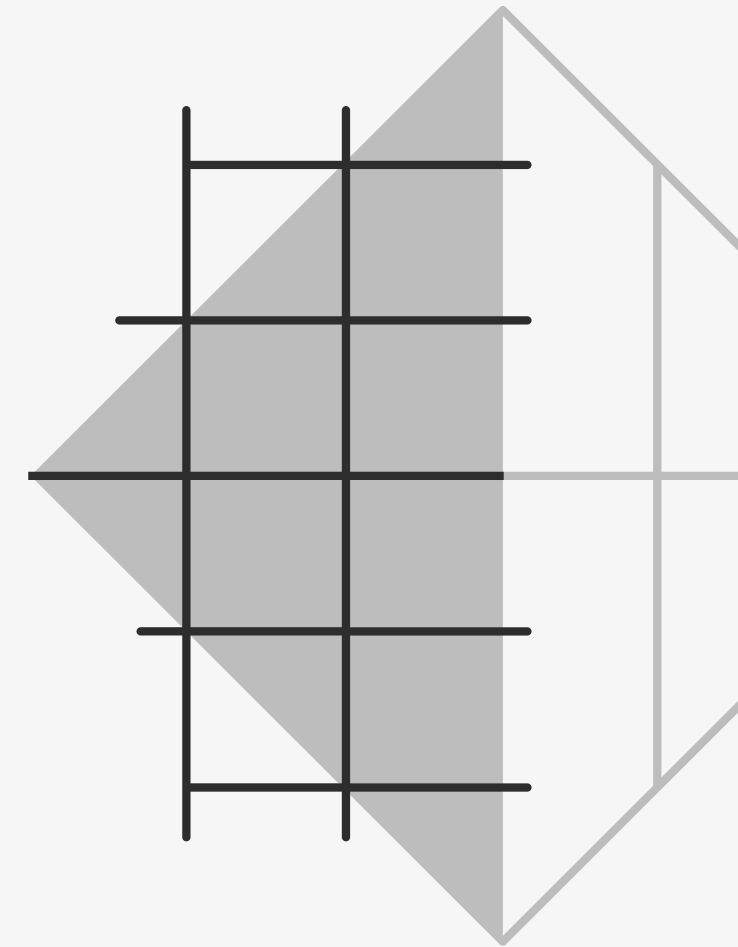
- The word "Mentor" has its roots in Homer's poem, *The Odyssey*, where it referred to Odysseus's friend and counsellor.
- The term has evolved over the years to mean a trusted advisor, friend, teacher, and wise person.
- Today, mentoring is gaining more attention in both formal and informal education as people recognize its significance for professional and personal development.





## B. Types of mentoring

- One-to-one mentoring (traditional form): one adult to one person
- Peer Mentoring: Young people mentor other youth
- Team Mentoring: several adults working with small groups consisting of young people
- E-mentoring: Online Mentoring



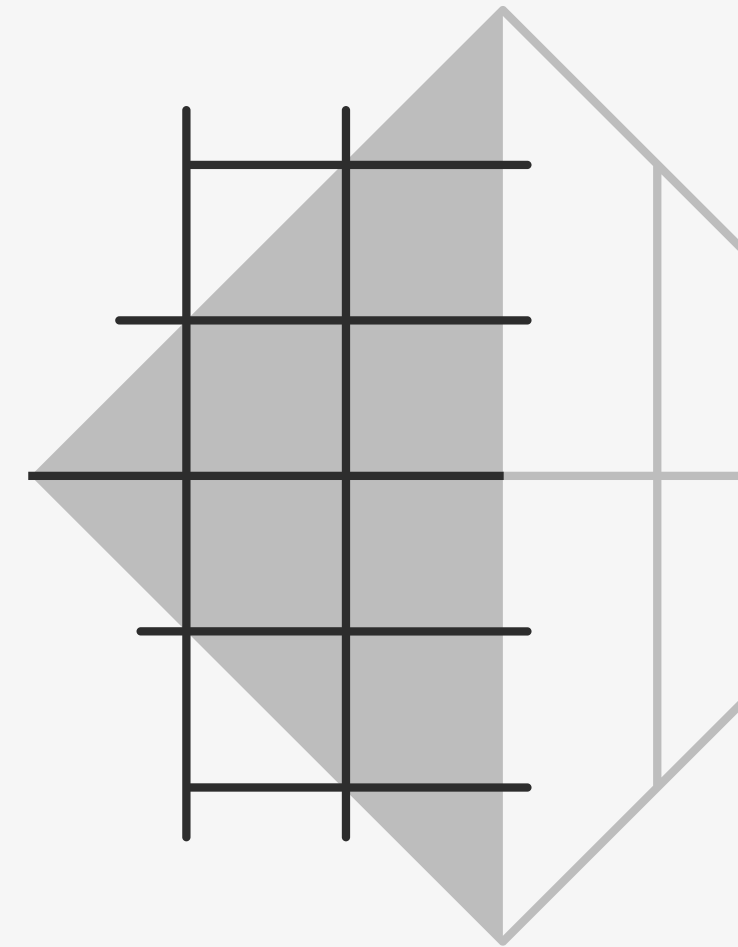


## C. Choosing the Mentor

For the effectiveness of (any kind of) mentoring procedure, organisations and companies need to choose the right person who will serve as a mentor:

- The mentor is usually a more experienced person in their life within a specific field of expertise or organisation
- The mentor must serve as a positive role model promoting raised aspirations
- The mentor must have the proper skills to build a relationship of support, counsel, friendship and reinforcement between them and their mentee
- The mentor must have strong guidance and communication skills

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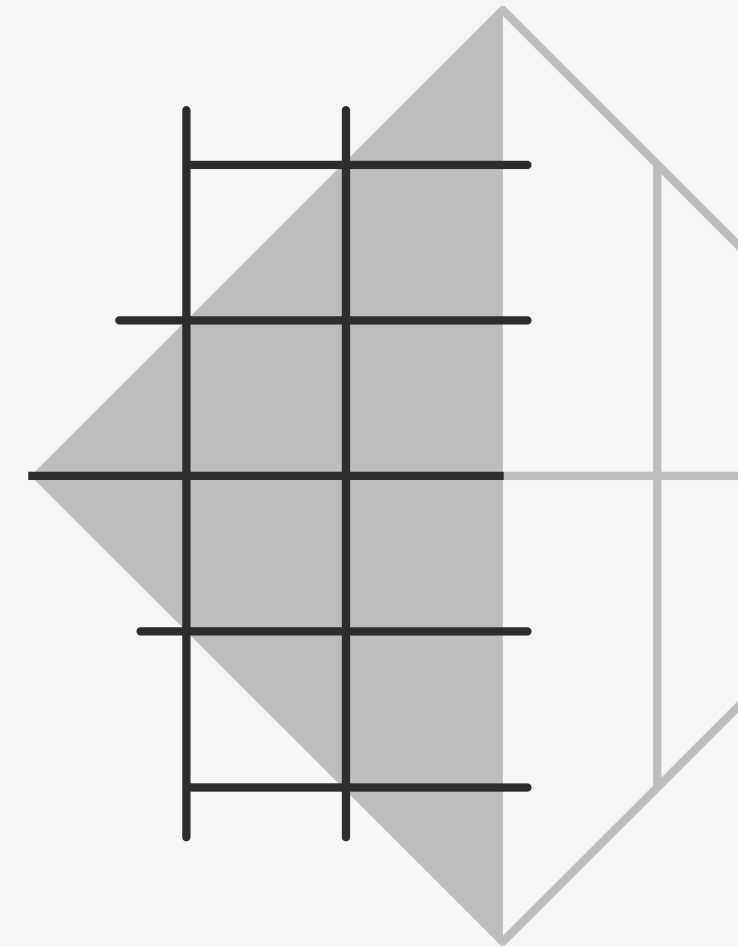




## D. Mentor-Mentee Relationship Building

The initial stage of any mentoring process (including e-mentoring) is the relationship-building between the mentor and their mentee(s). When the mentor meets their mentee(s) for the first time, he must:

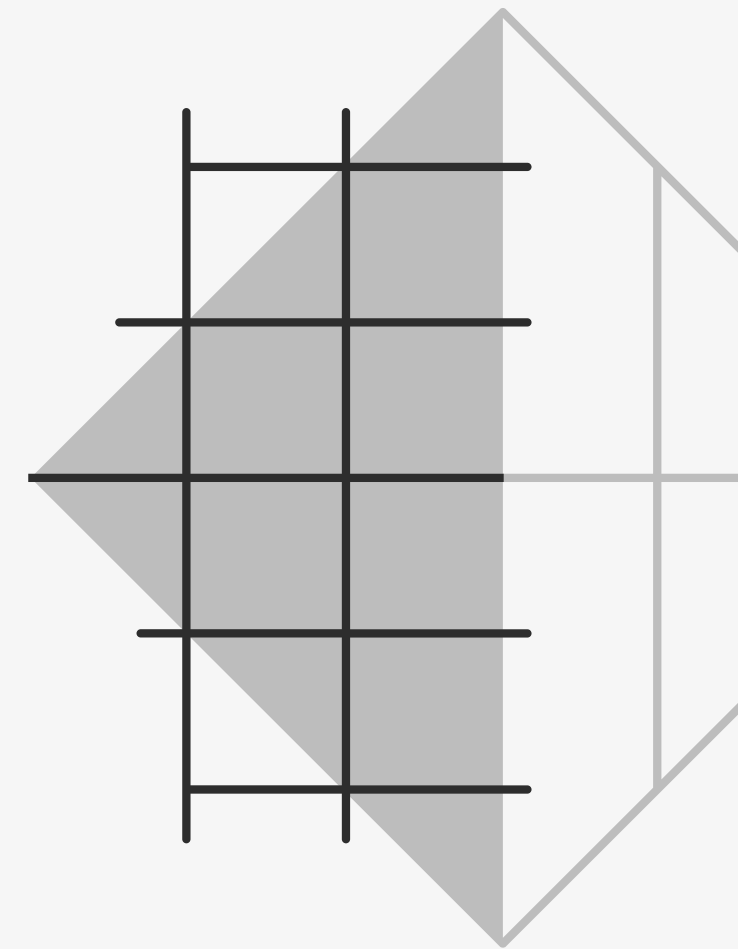
- Be confident, smiley, non-judgemental and positive.
- Introduce himself, telling, among other things, his field of expertise and his role.
- Let their mentee(s) introduce themselves as well. Some open questions may help the mentee(s) open up and feel more comfortable.





## E. Tips for Trust-Building

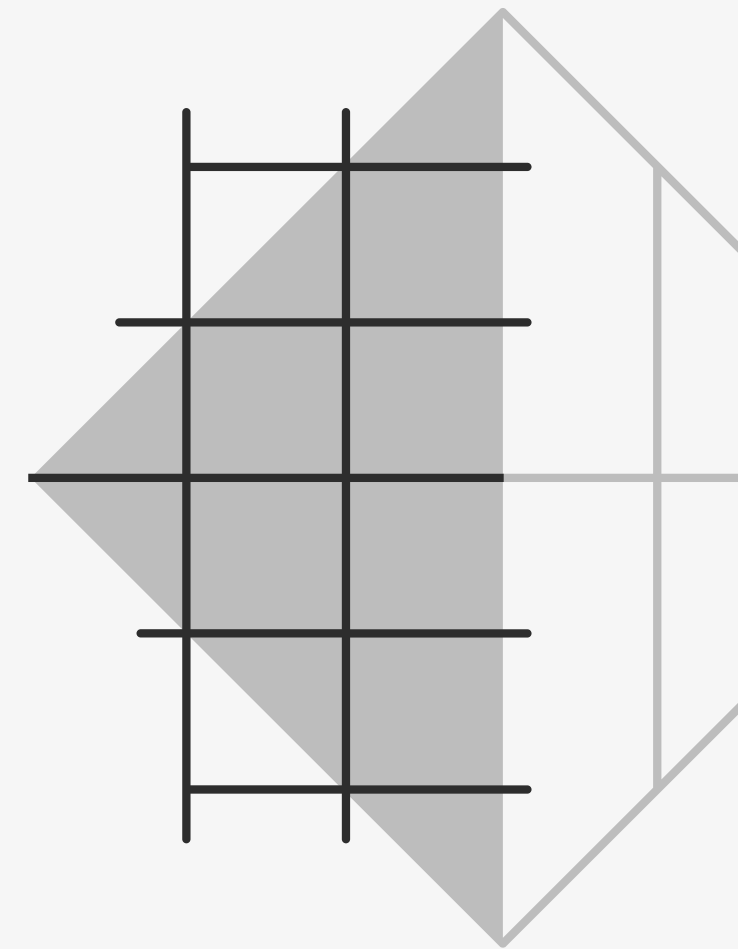
- The mentor must listen carefully and actively to their mentee(s), so the latter feel they have their mentor's back no matter what.
- The mentor must present himself as a mentee's friend and behave as this.
- The mentor must respect their mentee(s) without forcing them to do things they don't want to.
- The mentor must enjoy the mentoring process and have fun with the mentee(s). Having fun with their mentee(s) creates a stronger bond and facilitates coping with more complex things that may occur later during the mentoring procedure.





## F. Enhancing and Sustaining Relationship Stage

- The trust-building stage is followed by the enhancing and sustaining stage in mentoring.
- In this stage, the mentor explains the objectives and procedures to the mentee(s) and gives them space to express their thoughts and opinions.
- The mentor and mentees then work together towards achieving the set goals.



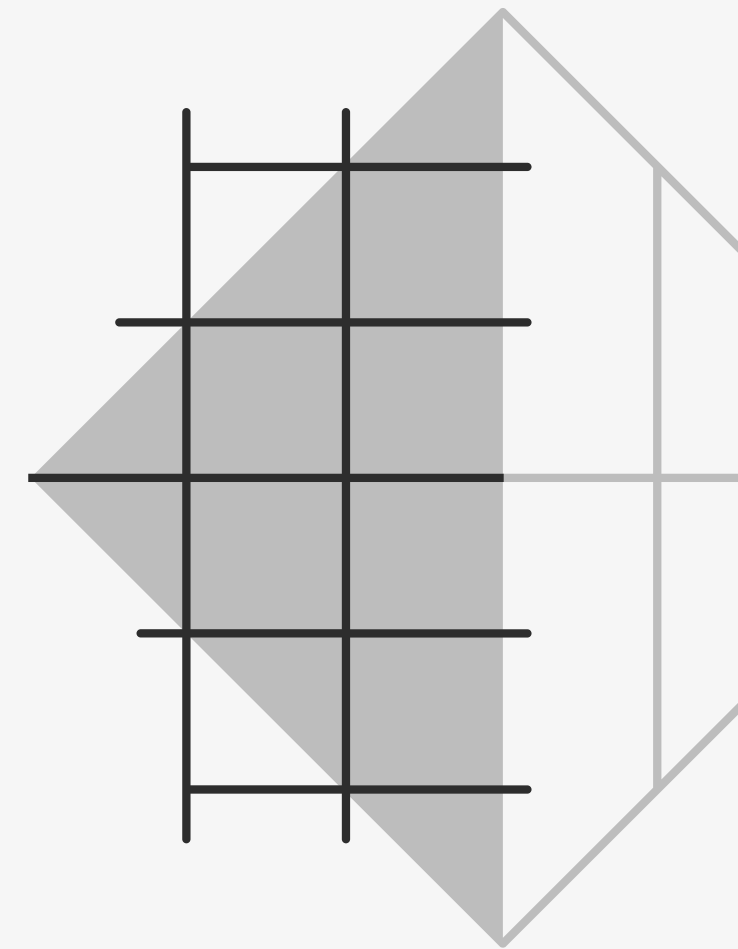




## G. Communication Tips for E-mentoring

One of the most important, if not the most important, elements of e-mentoring is the effective communication between the mentor and the mentee(s).

- Active listening is crucial since e-mentoring lacks face-to-face conversation. The mentor can achieve active listening through:
  - Listening carefully to the mentee
  - Paraphrasing what the mentee said, making sure that he (the mentor) understood what he meant to say
  - Maintaining eye contact
  - Making appropriate facial expressions and gestures
  - Using their body language correctly, showing that they are not bored of listening to their mentees

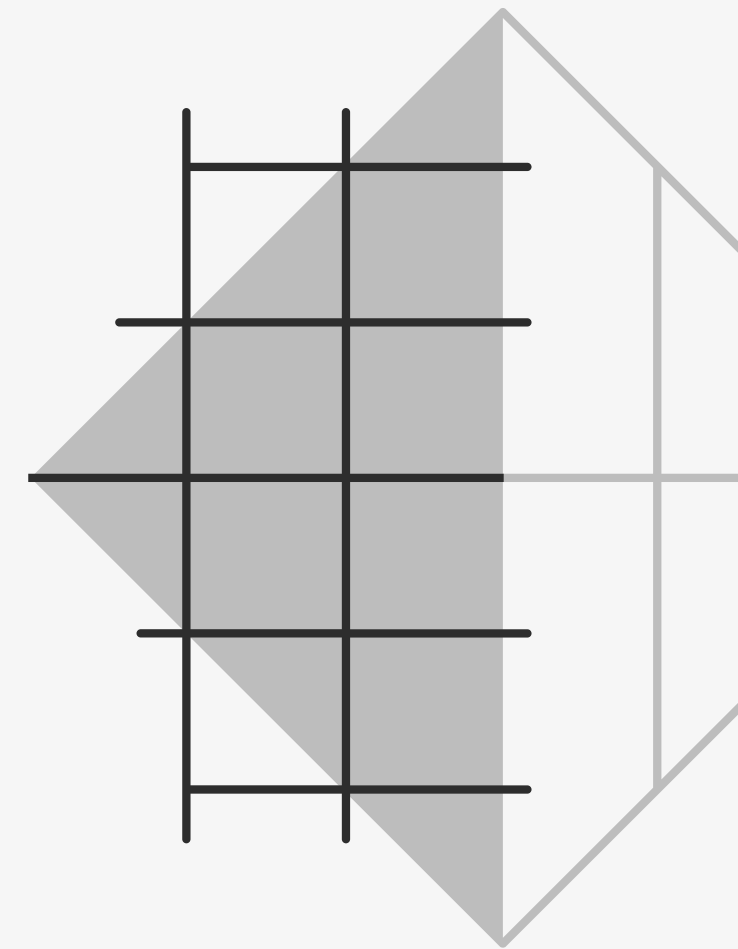




## H. Tips for giving feedback

Giving feedback is another essential part of the mentoring procedure. Feedback – an observation or opinion given from one person to another – can be either positive or negative, but if done correctly can be constructive and thus valuable. Some tips for the mentors while providing feedback to their mentee(s) are:

- Be honest but at the same time respectful
- Be non-judgmental
- Make observations, not evaluations
- Provide empathy
- Remember that not everyone is ready and open to negative comments! Be patient!



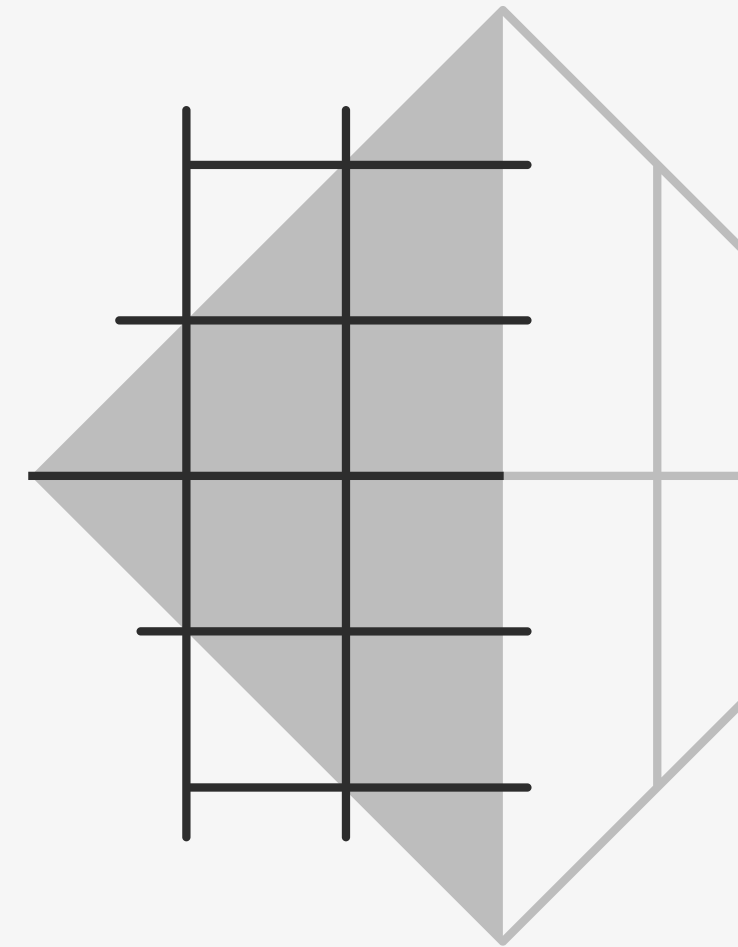


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## E-mentoring



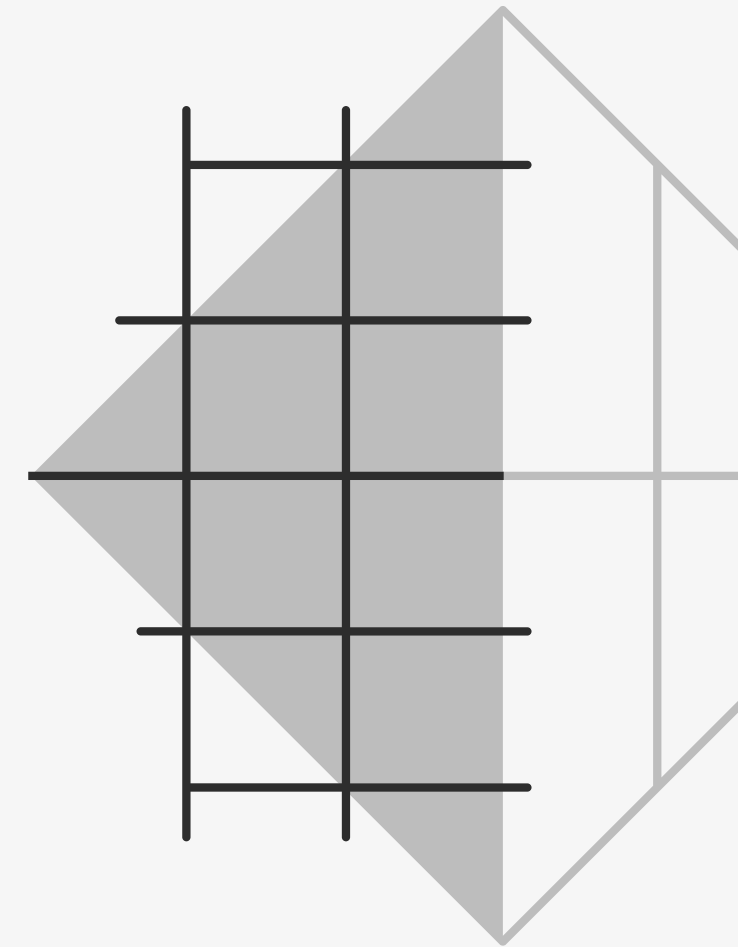
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## **A. Definition of E-mentoring**

E-mentoring (also referred to as electronic mentoring, online mentoring, virtual mentoring, or computer-assisted mentoring) involves any type of mentoring that incorporates digital technology

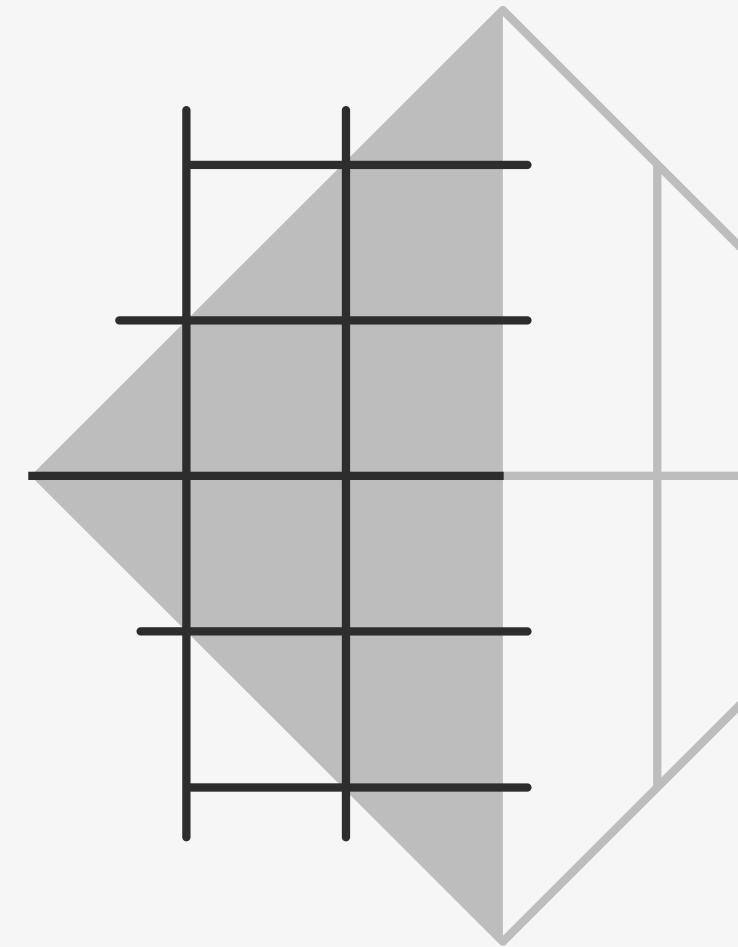




## B. Why E-mentoring?

E-mentoring presents unique advantages compared to other forms of mentoring:

- **Flexibility & Convenience:** The use of technology enables the participants to join the mentorship program at a convenient time, something beneficial for those working or taking care of family members and pets at home.
- **Larger Pool of Mentors & Mentees:** Due to the virtual aspect of e-mentoring, more mentors and mentees might want to participate in this procedure. E-mentoring is an excellent chance for specific demographic and employee populations that might have previously faced obstacles to participating in more traditional mentoring programs to participate
- **Inspires Authentic Relationships:** It might be easier for a mentee to open up and discuss honestly in a remote setting than in person. Also, the remoteness character of e-mentoring might facilitates the trust-building between the mentor and the mentees





## C. E-mentoring technologies

Together Mentoring Software: A mentorship platform that "empowers organisations to drive performance through relationships"



MentorcliQ: A mentoring software solution that helps companies engage, develop and retain their top talent through high-impact employee mentoring programs. MentorcliQ enables companies to "launch, support and grow employee mentoring programs for their global workforce"





## C. E-mentoring technologies

PushFar: A mentoring platform that helps organisations to deliver effective and customisable mentoring programs. The platform is available for iOS and Android, providing, among other things, data-driven matching, integration options and in-depth reporting

Mentorink: An online mentoring platform that allows organisations to start and run innovative mentoring activities effectively at scale. EMCC – European Mentoring and Coaching Council – has awarded Mentorink –with the "Best Mentoring" and "Best Coaching" awards

The logo for PushFar features the word "PUSH" in a grey, sans-serif font with a small orange asterisk above the 'S'. Below it, the word "far" is written in a bold, lowercase, orange sans-serif font.The logo for Mentorink consists of a stylized icon on the left, which is a cluster of four orange circles connected by lines, with three small orange human figures inside. To the right of the icon, the word "mentorink" is written in a lowercase, sans-serif font, with "mentor" in grey and "ink" in orange.

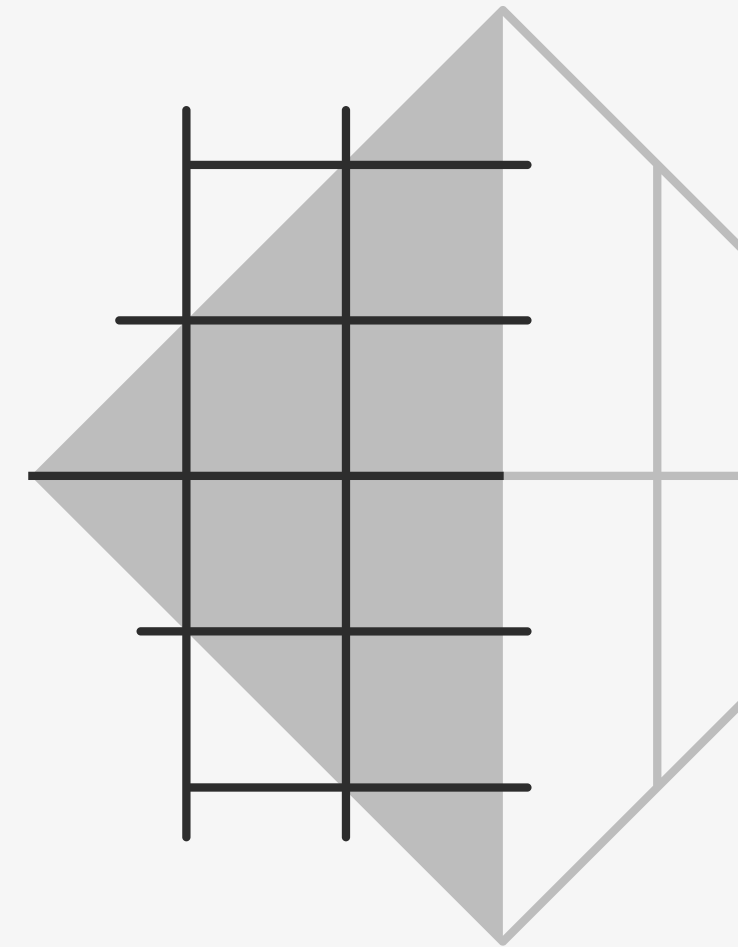


## **D. Tools for Effective E-mentoring Communication**

Communication and interaction between participants (mentors and mentees) during E-mentoring also differ from other types of mentoring in the sense that it can be both synchronous and asynchronous.

- Synchronous: when mentoring is taking place via video call or a chat program
- Asynchronous: when mentoring is taking place via emails and forums, so there may be a significant time lag between sending and receiving emails.

Hence, E-mentoring development through technology also involves the absence of body language to an extent. To counteract this, the mentor and the mentee can facilitate and enhance their communication through webcams or emoticons.







## E. Applications

Here are some applications that might be useful for effective e-mentoring interaction:

- Skype
- Zoom
- Google Hangouts
- FaceTime
- Video calls through the Facebook application

