NatAlli
Module

Mentoring Skills

Regenerative Alliances
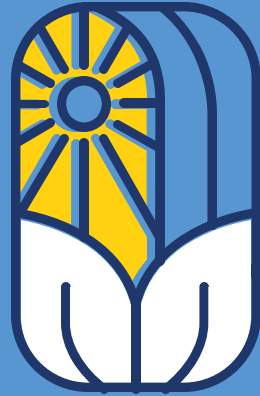
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Welcome!
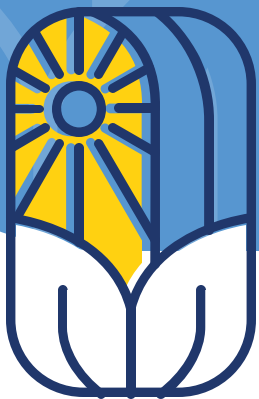
Welcome to the Mentoring Skills Module!

Why this matters?

Many Ukrainian women have strong professional backgrounds but face barriers such as **language challenges, cultural adaptation, and rebuilding networks.**

A well-structured mentorship program can help them **gain confidence, access opportunities, and build a sustainable career path.**

Welcome to the Mentoring Skills Module!

By the end of this module, you will:

🔥 Recognise the impact of **mentorship in crisis contexts**.

📚 Understand **how to start, maintain, and end a mentorship** effectively.

🛠️ Apply **active listening, relationship building, and cultural awareness**.

💪 Mentor with **clarity, adaptability, and trust**.

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Theory
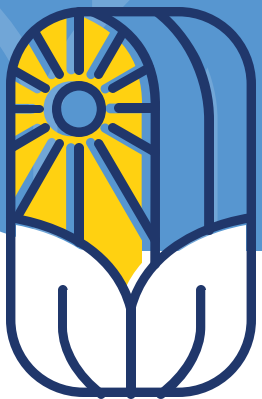
What Makes a Strong Mentoring Relationship?

- **Definition**: Mentoring is a structured, trust-based relationship that supports growth.

- **Key elements**: Trust, active listening, clear expectations, and cultural awareness.

- **Mentor's role:** Guide, not dictate – help mentees **find their own path.**

- **Challenges: S**etting boundaries, managing cultural differences, managing diverging expectations.

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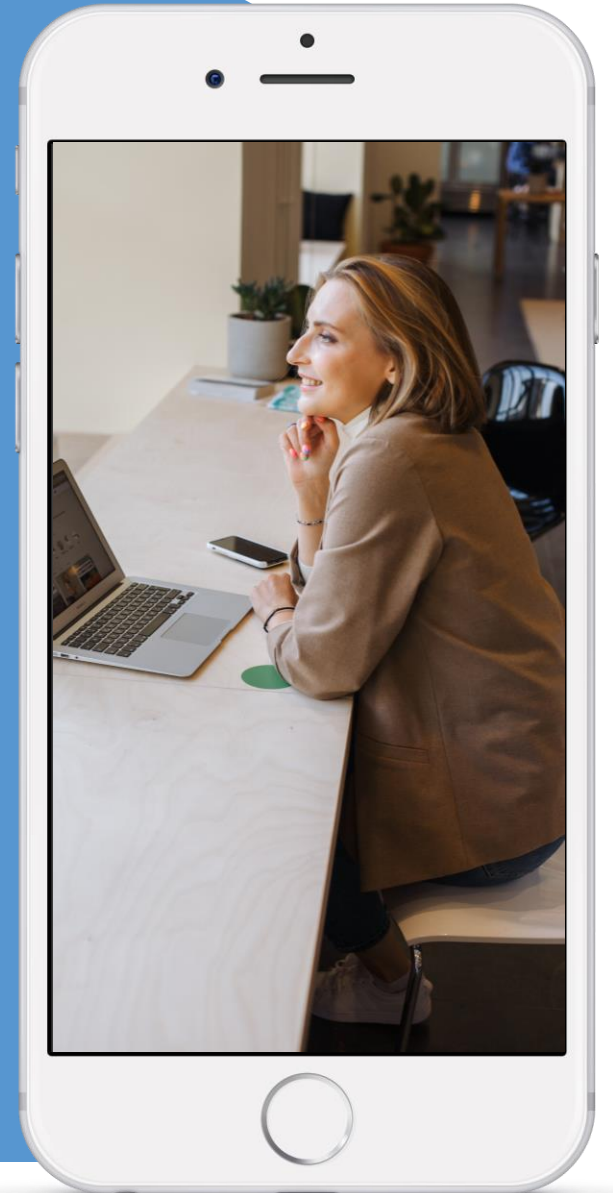
Initiating and Structuring Mentorship

- **Setting the foundation:** establishing clear goals, expectations, and communication norms based on the mentee's cultural background and capacities.

- **Action plan:** Define objectives, milestones, and meeting frequency based on the capacity assessment of the mentee.

- Practical tips!
  - Use action templates (see Slides 16-17) to align outcomes from the start.
  - Encourage your mentee to track progress and divide their goals up into mini-goals.
  - Be flexible: adjust your approach based on the mentee's evolving needs.

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Building Trust through Active Listening

- **Active listening:** give full attention, ask open-ended questions, and reflect back.

- **Communication:** Balance guidance and encouragement and tailor feedback to the mentee's context.

- **Relationship building:** Foster psychological safety: a space where mentees feel heard and empowered.

- **Practical tips!**
  - Ask, don't assume! Use open-ended questions to understand your mentee's background.
  - Use "mirroring" - repeat key points mentees share to show you are engaged.
  - Offer both positive reinforcement and constructive challenges to encourage growth.

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Ending Mentorship & Sustaining Impact

- **When to close:** this is usually when goals are met, natural transitions arise (moving, personal circumstances), or due to structural program limits.

- **How to close:** reflect on lessons learned and next steps.

- **Encourage independence:** guide mentees to build networks with other mentees.

- **Lasting connections:** keep doors open for future guidance and collaboration.

- **Practical tips!**
  - Plan a final meeting
  - Use a reflection tool (see slide 18-19) and end on a positive note: share strengths!
  - Introduce them to someone new

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Food for Thought
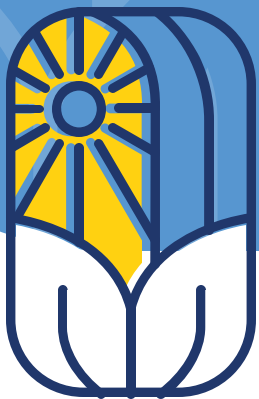## *Reflection Exercise*
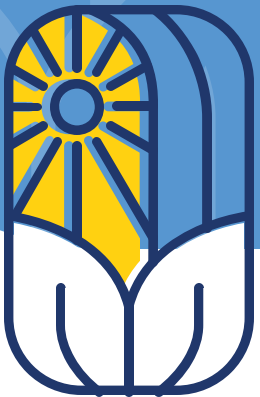
Food for Thought

Reflect on and write down:

- What are your biggest concerns as a mentor in this context?

- How can you ensure you're setting boundaries while being supportive?

- Have you encountered cultural differences in mentoring before? How did you handle them?

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Tools
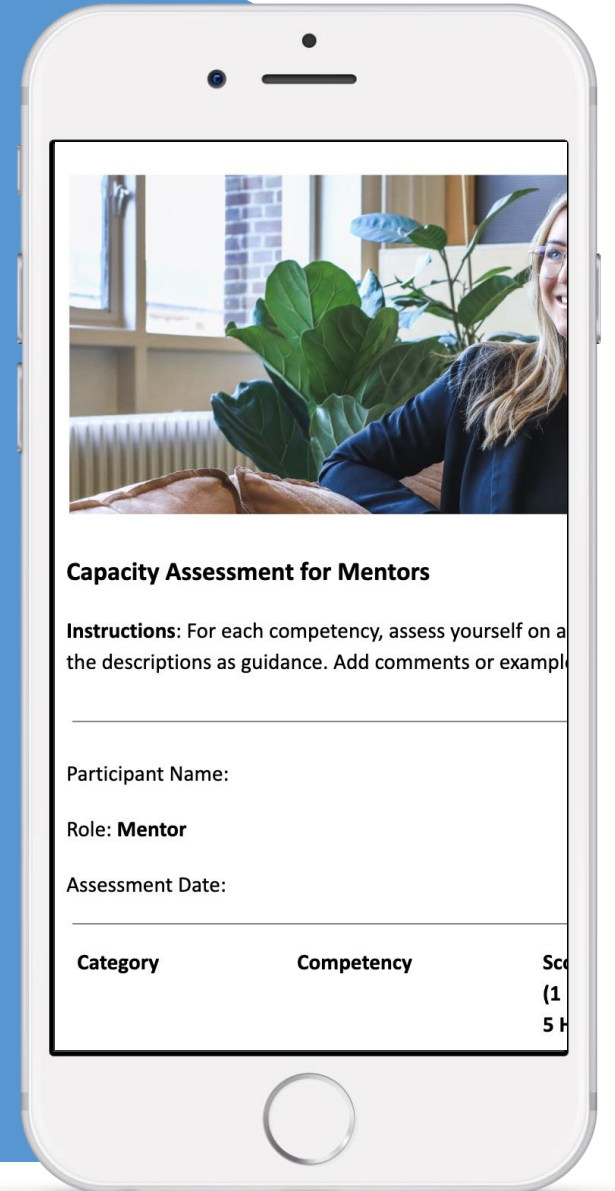
Capacity Assessments (for Mentor **and** Mentee)

The **Mentor Capacity Assessment** helps identify a mentor's strengths to ensure an effective match with the right mentee.

The **Mentee Capacity Assessment** is designed to uncover the mentee's strengths and development areas. It serves two key purposes:

- **Optimising mentor-mentee pairing** by aligning needs with expertise.

- **Laying the groundwork for growth** by informing the mentee's action plan (developed separately using the action plan template).

Capacity Assessment for Mentors

Instructions: For each competency, assess yourself on a the descriptions as guidance. Add comments or example

Participant Name:

Role: **Mentor**

Assessment Date:

Category	Competency	Sc (1 5 H

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How to use the capacity assessment tool

- **Complete the assessment**
  - The mentor and mentee each fill out their capacity assessment
  - The mentor's assessment identifies strengths and areas of expertise
  - The mentee's assessment highlights strengths and development needs

- **Review and compare**
  - Mentees can be matched to mentors based on their areas of expertise
  - Mentor and mentee discuss mentee's capacity gaps together

- **Use insights for planning**
  - The results serve as a foundation for the **Mentorship Action Plan** (see next slide)
  - The mentor supports the mentee's development based on identified needs
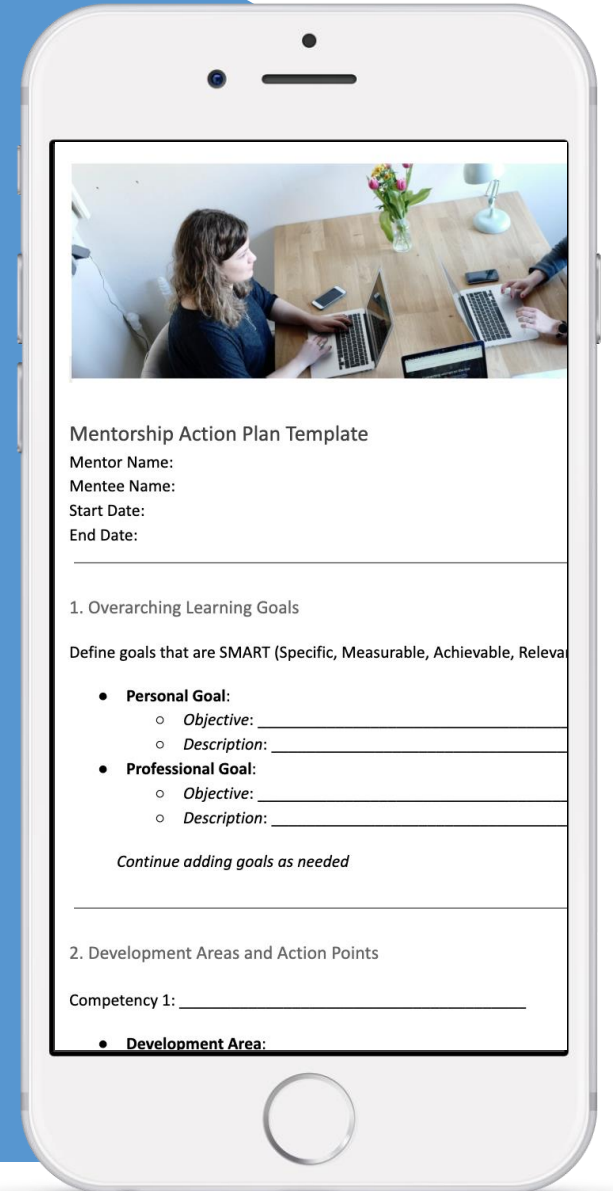
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Initiating Mentorship: Action Plan

This tool provides a structured framework for mentor-mentee collaboration by:

- Setting SMART goals for personal and professional growth

- Identifying key development areas and action points

- Defining expectations on duration and meetings

- Ensuring accountability with clear steps and necessary resources

A well-defined plan makes mentorship more focused, measurable, and effective.

Mentorship Action Plan Template
Mentor Name:
Mentee Name:
Start Date:
End Date:

1. Overarching Learning Goals

Define goals that are SMART (Specific, Measurable, Achievable, Releva

- **Personal Goal:**
  - *Objective*: _____
  - *Description*: _____
- **Professional Goal:**
  - *Objective*: _____
  - *Description*: _____

Continue adding goals as needed

2. Development Areas and Action Points

Competency 1: _____

- **Development Area:**

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How to use the mentorship action plan

- **Define SMART learning goals**
  - Set Specific, Measurable, Achievable, Relevant and Time-Bound together
  - Address both **personal** and **professional** development

- **Identify key development areas**
  - Outline capacity gaps and define action points to improve them
  - Determine the desired capacity level for each area

- **Plan the mentorship structure**
  - Establish the duration, meeting frequency and format

- **Monitor and adapt**
  - Use the plan as a **living document**, refining action points as needed. Capture key learnings and challenges after each session.

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Ending mentorship: Closing Workbook

This workbook helps mentors and mentees **reflect, assess progress, and close the mentorship effectively**. It guides:

- **Competency review** – Tracking growth and skills gained

- **Key learnings** – Identifying insights and new strengths

- **Future planning** – Continuing development

- **Closure** – Ensuring a meaningful conclusion and defining follow-up

A structured approach makes mentorship impactful beyond the program.

Mentorship Reflection & Closing Workbook

Purpose: This workbook is designed to guide the mentor and mentee t
reflection, learning, and closure process at the end of the mentorship pr
sections to review progress on action plan goals, assess competency g
learned, and set a path for continued development.

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1. Welcome & Instructions

Purpose of the Session:
This workbook guides mentor and mentee through a structured reflecti
goals and competencies set at the start, assessing progress, and prepa

Instructions:
Please fill in each section thoughtfully, using it as a reference for reflecti
progress.

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2. Competency Progress Review

Use the table below to assess progress in each competency area. For e
the initial target level, current level achieved, and a brief progress summ

How to use the Closing Workbook

- **Review Progress**
  - Use the **Competency Progress Review** section to assess growth in key skill areas.

- **Capture Key Learnings**
  - Identify motivations, knowledge, and skills gained, specifically reflect on strengths, key resources, and impactful moments.

- **Plan for the Future**
  - Set new **goals and next steps** and identify useful **resources, training, or networks**.

- **Close the Mentorship Relationship**
  - Reflect on the personal impact of the mentorship
  - Define how to **stay connected or transition forward**.
  - Share **final thoughts and appreciation** to conclude on a positive note.

Active Listening

Active listening is a critical skill for effective mentorship.

To guide your mentee forward, you must first understand where they are in their journey. If you start at the wrong point, they may feel confused or lost.

Beyond clarity, active listening also builds **trust**. Without trust, your mentee may be reluctant to embrace your guidance and fully engage in the mentorship process.

How to use the Active Listening tool

Reference the tool during conversations to ensure your mentee feels heard. Use the following active listening techniques:

- **Use open-ended questions** to encourage deeper responses.

- **Summarise** key points to confirm understanding.

- **Reflect back** on what they've shared to show engagement.

- **Ask clarifying questions** to ensure accuracy.

- **Offer short words of encouragement** to support them.

- **React thoughtfully** to what they say.

- **Use silence** to give them space to elaborate.

Relationship Building

This tool helps mentors and mentees establish **trust, alignment, and collaboration** for a meaningful mentorship experience.

It supports:

- **Open and honest communication** to build trust.

- **Consistency and commitment** to strengthen the relationship.

- **Mutual learning and growth** for both mentor and mentee.

- **Feedback and milestone recognition** to keep momentum.

    Strong relationships create **greater impact and long-term success** for both parties.

How to use the Relationship Building tool

- **Get support, guidance, and inspiration at every stage of the mentoring journey, and use the document to find ways to build an authentic connection**
  - o Establish clear goals and expectations
  - o Foster open and honest communication
  - o Be committed and consistent
  - o Encourage mutual learning and growth
  - o Celebrate achievements and milestones
  - o Encourage feedback
  - o Expect preparedness
- **Prepare for the meetings and build an effective interaction with the mentee with the steps and tips from both perspectives.**

Role Models

This tool presents case studies of successful female entrepreneurs across Europe, highlighting their journeys, challenges, and achievements.

Purpose:

- **Inspiration:** Demonstrate that success is achievable through dedication and persistence.

- **Guidance:** Provide real-life examples of overcoming obstacles in entrepreneurship.

- **Motivation:** Encourage mentees to set and pursue ambitious goals.
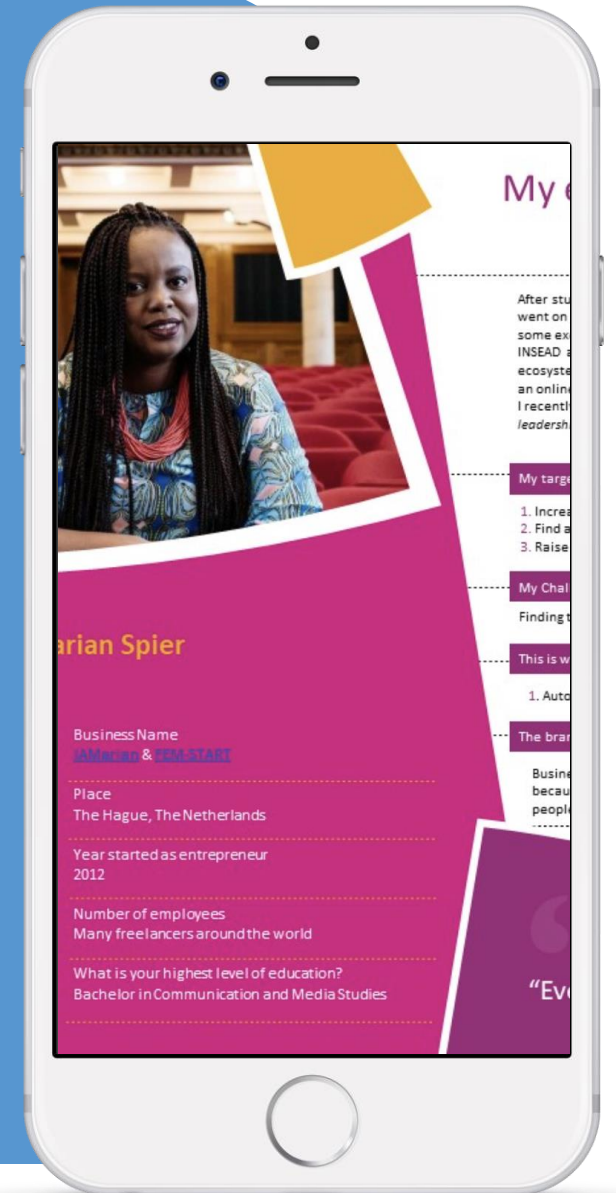
How to use the Role Model Tool

- **Explore Case Studies:**
  - Mentees read through various role model stories to find relatable experiences.
  - Mentors assist in selecting stories that align with the mentee's interests and challenges.

- **Reflect and Discuss:**
  - Identify key takeaways and strategies from the role models' journeys.
  - Discuss how these insights can be applied to the mentee's own path.

- **Engage with Role Models:**
  - If possible, arrange conversations or interviews with selected role models.
  - Mentors can facilitate connections and help prepare questions to gain deeper insights.

Cultural considerations

This tool provides guidance on understanding and managing cultural differences, with a focus on enhancing intercultural communication. It equips mentors with strategies to navigate cultural nuances, minimise misunderstandings, and foster positive relationships among diverse groups.

When to use this tool: throughout mentoring, especially when communication challenges arise

Expected result: Improved mutual understanding, reduced cultural conflicts, and effective communication in culturally diverse environments

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How to use the Cultural Considerations Tool

- **Understand Culture** – Recognise how **visible (behaviours)** and **invisible (values, beliefs)** aspects shape communication.

- **Be Clear & Explicit** – Explain intentions, give clear instructions, and check for understanding.

- **Create an Inclusive Space** – Set ground rules for **respectful communication** and support mentees in adapting.

- **Manage Misunderstandings** – Use **reflective listening** and discuss communication differences to build shared understanding.

- **Recognise Individual Differences** – Avoid assumptions; culture is diverse, and personal history matters.

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Capacity Assessment for Mentors

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Capacity Assessment for Mentees

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Initiating mentorship: Action Plan Template

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Thank you

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