

# GROUP SOCIAL MENTORING

## for disadvantaged persons



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# OUTLINE

- Voluntary work (principles)
- What is Mentoring
- Roles of mentor, mentee and coordinator
- Group mentoring
- Mentoring process



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Voluntary work

- to help and support other people with the knowledge and skills of ordinary people
- to give her/his knowledge and time for individuals or community/organisation
- without financial compensation or force



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# The principles of voluntary work

- A volunteer gets training and support from the background organisation
- A volunteer takes part from her/his own will
- Not professional help – the skills and knowledge of ordinary people is enough
- Equality: the participants meet on an equal basis – though diverse individuals
- Without pay – satisfaction is a recompense for the work
- No costs for the volunteer either

# The principles of voluntary work

- Confidentiality and bound to secrecy
- Tolerance: everyone has a background and diverse opinions
- A volunteer does not push her/his opinions, condemn or try to influence on other peoples' opinions
- All participants are tolerated in spite of their nationality, skin color, religion or other factors
- The volunteer does not make decisions on behalf of others, her/his role is to go beside, to listen and to support

# The principles of voluntary work

- Reliability and commitment, the volunteer keeps her/his promises
- The volunteer must estimate her/his own resources, not to promise more than she/he has time or is able to do
- To find a balance between own everyday life and the voluntary work
- Networking: the volunteer creates interaction, guides the way to professionals and experts if needed

# The word mentor

The word mentor has its roots in Greek mythology.

The story tells that when Odysseus went off to the Trojan war he asked his friend **Mentor** to bring up his son **Telemakhos** as his friend and advisor



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Mentor and mentee

- **Mentor** is a skilled, experienced and esteemed person who is willing to support and advise a less experienced person **without financial compensation**
- **Mentee** is a less experienced person who is willing and able to develop both as a person and in her/his profession

# Coordinator/Manager

A person who organizes and supervises the Group Social Mentoring process within the project.



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# What is mentoring?

- A development process which has a start and an end
- Is based on **confidential** meetings
  - in pair meetings (pair mentoring) or
  - group (group mentoring)
- Connects the fresh ideas of the mentee to the mentor's experience, wisdom and networks
- The age is not crucial, the experience is

# The aim of mentoring

**The basic aim of mentoring is to promote and support the mentee's professional and personal life by**

- raising trust in her/his knowledge and capability;
- raising self esteem;
- conveying the mentor's tacit knowledge, experience and contacts to the mentee;
- discovering new ways of promoting the career.



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Why is mentoring important ?

- Guarantees the development
- Raises self-esteem and belief in oneself
- Creates networks
- Raises motivation
- Learns to set goals
- Gives support and help
- Raises understanding between generations, cultures and different kinds of people



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Why is mentoring important...

- Gives information
- Good method of learning and developing
- Gives satisfaction
- Gives courage to meet conflicts
- Gives courage to take risks
- Learns a "helicopter perspective" to life



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Mentoring

(many variations)

## BUSINESS MENTORING

Pair  
mentoring

Group  
mentoring

## SOCIAL MENTORING

Pair  
mentoring

Group  
mentoring

**Mentoring  
by target group**



- Mentoring for unemployed
- Mentoring for migrants
- Mentoring for entrepreneurs
- Mentoring for senior citizens
- Mentoring for students
- Mentoring supporting the training
- International mentoring



Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# The features of a mentor

- An experienced and esteemed person who sincerely wants to guide, support and help the mentee without financial compensation
- An adult person with good self-esteem and self-confidence
- A good listener
- A person with courage to tell also about her/his failures and wrong decisions in different phases of life

# The features of a mentor

- Opens her/his networks to the mentee
- Is responsible to keep the mentee's issues secret
- Is happy to be able to help a younger colleague
- Follows the mentoring contract
- Is a role model



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP

[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Mentor

- Gives constructive feedback
- Helps to do a development plan
- Asks the right questions (what is the problem, whose is the problem...)
- Shows different alternatives to solve the problem
- Evaluates the decision made by the mentee



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# The features of a mentee

- Strong will to develop as a person and a professional
- Has desire to play an active role in the process
- Is willing to experiment and learn from the process and also from mistakes
- Has courage to talk honestly about her/his situation, ideas, fears and weaknesses



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# The features of a mentee

- Sets a target to her/himself towards which to proceed together with other mentees and the mentor
- Trusts the mentor and respects her/his time
- Follows the mentoring contract
- Understands that the mentor is not her/his consultant, teacher or boss
- Has courage to give feedback to the mentor



Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Coordinator/manager

- Mentors and mentees could address the coordinator/manager with various questions during the mentoring process.
- Coordinator/moderator takes care of the whole mentoring process – do the meetings take place regularly, do the mentees participate in all the meetings etc.



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Role of the coordinator/manager

- Help the mentees and mentor to solve the problems arisen during the mentoring process.
- If the mentors and/or mentees wish, organise the meetings with the people who could support them by necessary information.
- If the mentors and/or mentees wish, organise various seminars and/or trainings which could be useful for the mentees.
- Organise the monitoring within the mentoring process.
- Organise the 1<sup>st</sup> and final common mentoring meetings.



Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# The mentoring process

- Applications from mentees and mentors
- Preparatory phase (mentee training)
- Matching. 1<sup>st</sup> meeting of the pairs/groups (mentee + mentor/s)
- Meetings between mentee and mentor/s
- Additional activities: networking, seminars
- Conclusion of the process

# 3M-Actors in Group Social Mentoring

Manager/  
coordinator

Mentor

Mentees

**1 manager/coordinator, 1 mentor for group 4 or 5 mentees**



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)

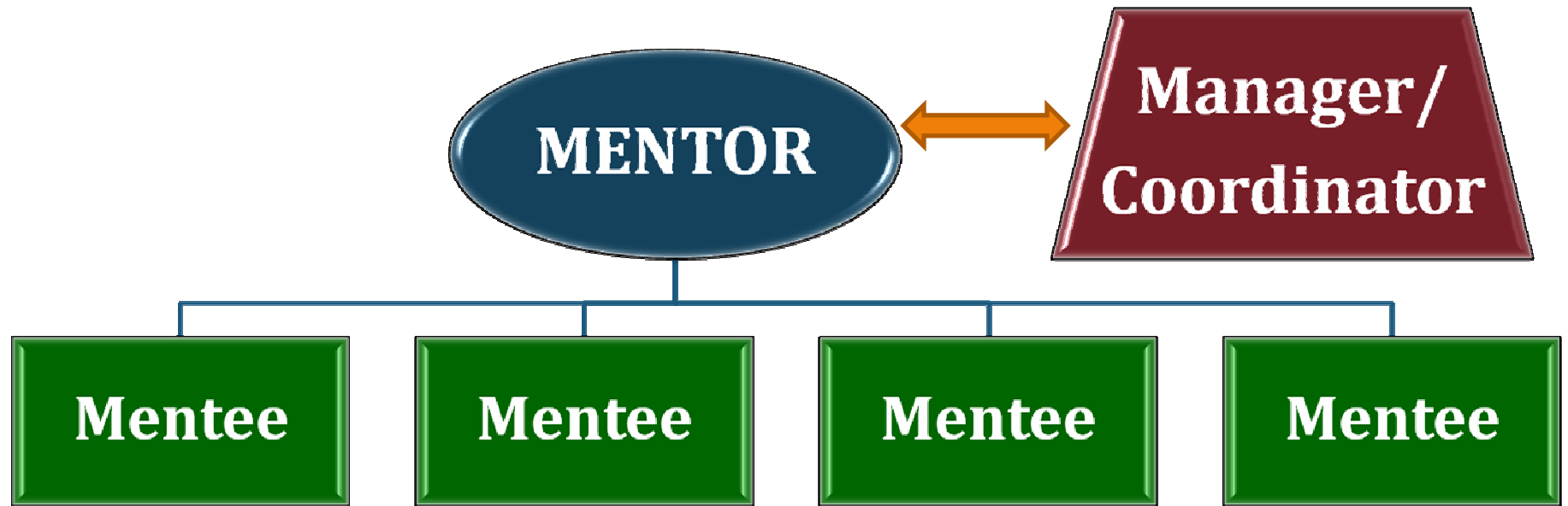


INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Group mentoring

- The aim of group mentoring is to encourage and strengthen the self esteem, social and professional skills and motivation of the mentees and help them to create actively working networks
- Working in small groups under the guidance of mentor
- Manager/coordinator supports the mentees and the mentors in practical matters

# Group social mentoring



Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Group mentoring

- Carefully selected participants
- Groups of four/five mentees
- Mentees coach each other
- Each group has their own mentor
- Mentor gives support both to the individual mentees and to the whole group
- Manager/coordinator is responsible for the proceeding of the project; he/she e.g. supports the working of the groups and organizes common training sessions, study visits and networking events

# Group mentoring

- Mentees set targets both for themselves and for the whole group
- Targets are systematically developed – they give guidelines for the group meetings
- Mentor supports the mentees to reach the targets
- Networking among the mentees



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Path towards the goal

- 1<sup>st</sup> meeting: getting to know each other, mentoring contract
- Goals, not too many ...
- The goal/objectives have to be concrete and attainable
- What steps are needed to achieve the goal
- What topics will be handled in the next meetings
- Was the goal achieved
- Conclusion and further plans



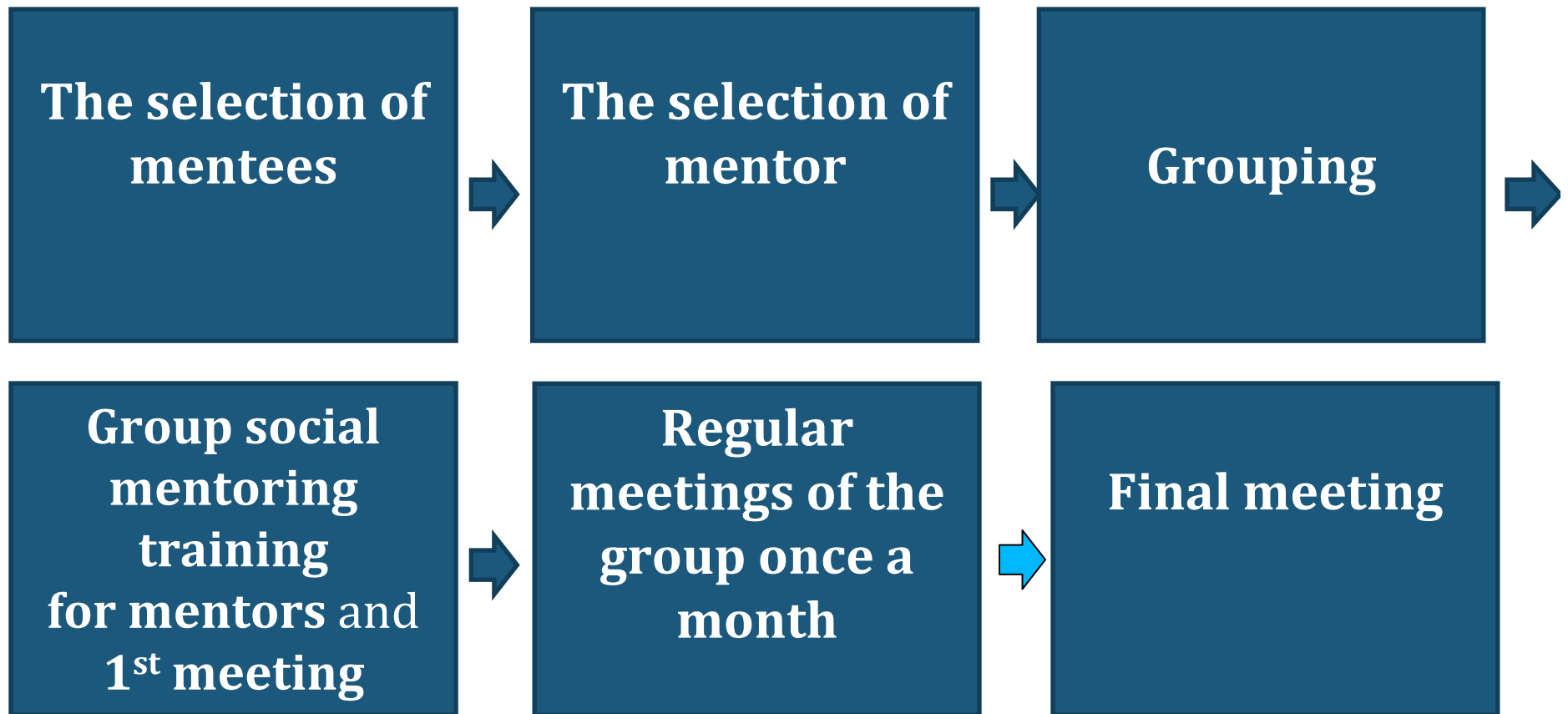
Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Process



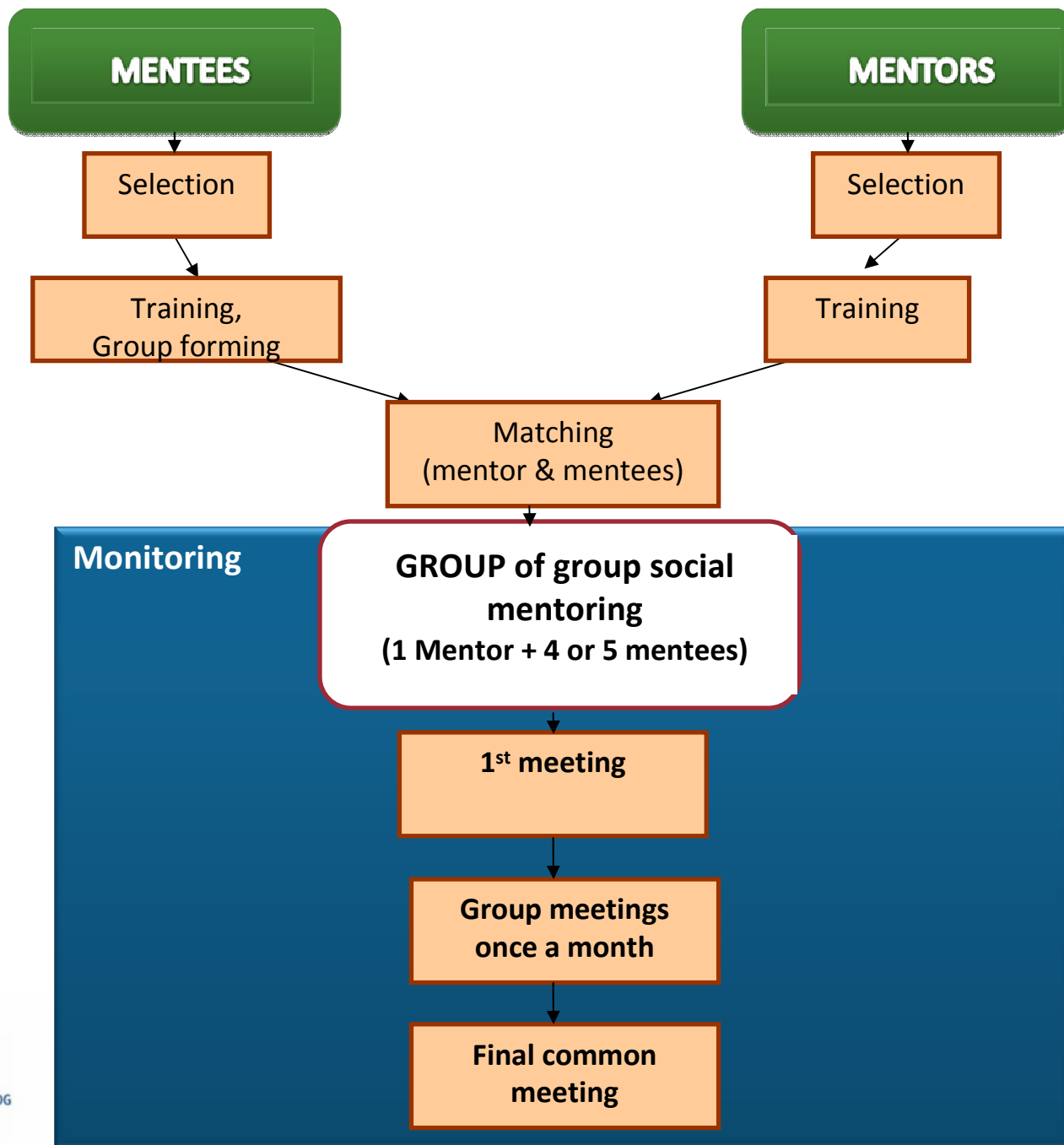
Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION



# Experiences from mentoring

- Mentoring takes more time than estimated
- The meetings are not planned beforehand
- The motive for the process was wrong
- The chemistries between the mentor and the mentee or different kinds of values cause conflicts
- The level of knowledge is unclear, the mentor believes that the mentee knows
- The mentee doesn't think her/himself, "I did because the boss commanded"
- The mentor crushes the self-confidence of the mentee and understates her/his activities
- There is no courage to separate, change the mentor



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Traps to be avoided in mentoring

- Mentoring relationship remains too superficial
- The expectations of the mentee are unrealistic
- The guidance from the manager/coordinator for the process insufficient
- The targets of mentoring or the expectations of the mentee are not discussed sufficiently at the beginning of the process
- The meetings are not planned – too much prattle
- The confidence is wavering

# Benefits for the mentees

- Better understanding of life and working life
- New attitudes and values
- New contacts and networks through the mentor
- Learning from other mentees
- The mentor can be a role model
- New network through the group



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

# Benefits for the mentor

- A chance to help the mentee succeed
- Positive publicity and image
- New contacts and networks
- Personal growth
- New ideas and methods
- An increased awareness of the issues facing women

# Conclusion of the process

- Groups have to prepare for the conclusion of the process
- Evaluation of the process, to be considered:
  - Where they started
  - How they worked together to achieve the goals
  - What they succeeded in, what they got from the process
  - What problems they had
  - What they would change in the process
  - Where they stand now – what next?

*Motto*

*The best we can do for others  
is not to share our fortune  
with them but to show where  
their own fortune lies*



Education and Culture DG

Lifelong Learning Programme

Project No. 503575-LLP-1-2009-1-LT-GRUNDTVIG-GMP  
[www.socialmobility.eu](http://www.socialmobility.eu)



INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION