

Training unit:

Training and mentoring in Q-SER project  
QUALITATIVE SERVICES AT LOCAL LEVEL FOR  
EMIGRANTS AND REFUGEES

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Erasmus+

The mentoring is of key importance to the project Q-SER and one of the underlying pillars for the provision of support. The Q-SER project is combining training for municipal workers with support on them becoming multiplier mentors and deal with the Q-SER target group, that of immigrants and refugees.

The project Q-SER is a strategic partnership project between seven partners from four European countries.

This training material aim to provide generic training to employees of municipalities to become mentors.

**Title:** Becoming a mentor in Q-SER

**Learning objectives:**

1. Introduction to Q-SER training material
2. Understanding the importance of mentoring
3. Understanding the role of the mentor

**Duration:** 1 hour

**Training format:** Workshop

**Assessment:** Q&A

Have you ever through that dealing with immigrant customers might be trickier than serving other groups of people? Have this created issues in your work position or hindered you from doing it correctly?

The Q-SER training material aims to provide staff working and serving immigrants and refugees or others, belonging in sensitive target groups, some insight and solutions to facilitate their everyday work.

Primarily, what is important is that your needs and skills are understood by the organization and that a proper job description exists that can be referred to.

Becoming a mentor for the Q-SER project prerequisites that you have completed the training at hand, as well as comprehend the principles and objectives of the project:

- Application of mentoring models and mentoring support structures
- The need of up-skilling for working with the selected Q-SER target groups,
- Sensitisation activities to promote empathy and motivation to serve

To do so, you need to first be introduced to the project results. Next the impact circular model will be presented.



## Impact Circular Model

The impact circular model works on a high level. Its aim is to create and form changes on an organisational level and bring about the following impact:

- Improve the organisational culture in one area (i.e. In our case that of handling immigrants),
- Improve the organisation's communication tools and information and adopt a common communication strategy for handling immigrants,
- Enable their staff to commit to serving all their clients to certain standards,
- Collect internal knowledge and know-how and re-use / re-purpose,
- Do knowledge management and build a database / repository of good practices and know-how (tacit knowledge),
- Provide mentoring facilities and support structures to help their staff,
- Re-use information and transfer to other departments.

This model has been created in the context of the project and it allows an organisation adopt and implement methodologies that will lead to a change on any given subject or issue. The model lays the ground of identifying issues, working with tools and methods, and laying the grounds and the infrastructure for the creation of company mentors.

## Circular Cycle of Mentoring

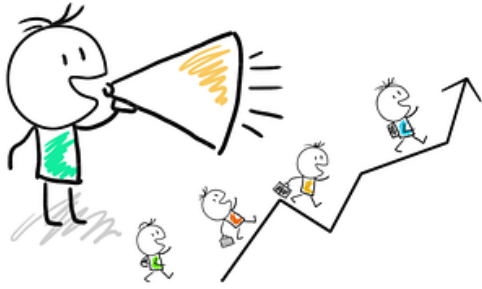
The Circular Cycle of Mentoring model builds on the previous one but is more practical in its implementation. This model allows for staff members to have a hand-on approach of becoming mentors, forming working groups with mentees and recording impact and mentoring evaluation.

The mentors to be, should understand the importance of mentoring within this project but also their role in helping and guiding others.

### Mentors and mentees

They are the main contributors to the mentoring relationship. So it is necessary, that their relationship is characterized by honesty and confidentiality. The role of a good mentor in the mentoring process is not to impose opinions and solutions, nor to judge and compare the mentee. Instead, the mentor should support the mentee to acquire new knowledge and skills, clarify, define and prioritize goals and requirements, and clearly identify the obstacles he / she will be faced. At the same time, the mentor helps the mentee to develop self-esteem and self-confidence, his/her social and communicative skills, and supports him/her in exploring new perspectives and expanding networks.

## Mentors – Mentees



## Mentors – characteristics

A mentor should be able to use the working environment to their advantage and adjust their role to meet the mentee's needs. A successful mentor must have a diverse set of skills to fulfill his/her role to work on the following:

- Career development: The mentor helps the mentee clarify his/her goals, identify opportunities, while facilitating decision making and networking,
- Guidance: The mentor encourages and supports the mentee, motivates him/her to act and promotes his/her self esteem and how to work independently,
- Counseling: The mentor gives advices, encouragement for balancing family and professional life, etc.

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## Mentors – characteristics 2

The mentee should feel safe in this cooperation environment and be able to distinguish the following characteristics in their mentors:

- Their willingness to share experiences, skills and knowledge.
- To have a positive behavior and lead as an example,
- Be motivating and help others to use appropriate practices.
- Show trust and respect.
- Be enthusiastic to form a "collaborative leadership relationship"
- To provide guidance and constructive feedback.
- To not be critical,
- To listen and consider the viewpoints of others.
- To listen, understand and propose practical and realistic solutions based on his /her experience.



## Summary

In this unit, an introduction to the two Q-SER models was presented as well as a description of the Q-SER project. The role and importance of the mentor was presented and now you should be able to describe what a mentor does, the importance of being a mentor, and the role of the mentor.

## Assessment

Discuss in class or on the forum with your peers

1. Which trait is the most important that a mentor should possess?
2. If a mentor was assigned to you, which skill do you think you most needed to work upon?

