How to support newcomers working in Cafe Europe

HAND GUIDE FOR YOUTH WORKERS: Introduction to mentoring as a tool for personal development

Cafe Europe

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Learning aims and objectives

By reading through this chapter, youth workers and volunteers can develop a basic understanding of what mentoring is, how it can benefit youngsters (mentees) and mentors and how it can be used to inspire and support youngsters in reaching their goals in Cafe Europe, school, work and life.

Using the knowledge gained in this chapter, youth workers and volunteers will be able to make a start with mentoring as a tool for personal development for youngsters working in Cafe Europe. Readers will know where to find more information about mentoring, how to start a programme and what important matters to take into account.

Introduction

"A mentor is someone who allows you to see the hope inside yourself." - Oprah Winfrey

Often when we look back at our lives, there are people who have made a great impact on how we developed as a person. These people came into our lives at important moments, like when we went to a new school, when we first started working or any other important moment. People we see as role models, because of how they act, what they do or because they inspire us for other reasons. For example: That teacher that saw talent in you, that neighbour that inspired you with a profession you didn't know existed, that (older) colleague that spent some extra time with you when you were new at your job. In mentoring we call these people informal mentors. These types of relationships can also be facilitated by a programme. Often called mentoring programmes or mentoring schemes. In this case, we talk about formal mentoring relationships.

Mentors can help us unlock our full potential. Watch the video below for more info.

"How do you leverage what you've got" -Simon Sinek.

Watch: https://www.youtube.com/watch?v=HU2Qmgpfimw&ab_channel=BornInspirational

So, what is mentoring and how does it differ from other forms of guidance?

"Mentoring is the relationship between a more senior and junior person within industry/profession/society. Mentoring is less structured than coaching and is typically a longer- term relationship with a broader focus of career and potentially personal areas. Mentoring looks at providing an ongoing focussed guidance and support for the mentee."

Coaching	Life Coaching	Mentoring	Counselling
Structured	Structured	Non-structured	Non-structured
Short term relationship	Short to long term relationship	Longer term relationship	Longer term relationship
Enhancing performance/skills focused	Life focused (Life Change, Personal Success)	Focus on Career and potentially personal	Psychological dimensions – focused on root cause to solutions
Experienced Coach in a particular skill	Solution Focused	Ongoing support & guidance for Mentee	Observation of psychological medical conditions
	Experienced Coach in a process of helping people realise their goals and how to get there	Senior (Experience) & Junior style relationship for either Industry/Profession/Faith.	Coping strategies

Source: http://wattsahead.blogspot.com/2011/09/mentoring-coaching-and-counselling.html

Mentors are people from different backgrounds, ages and skill levels. What they have in common is that they act as a role model, they are experts by experience, can look through the eyes of the mentee and are willing to help develop the mentee professionally and in life. Mentoring offers acknowledgement and recognition. In the table above you can read more about the role of a mentor in comparison to other guidance forms.

Questions for personal reflection

When looking back at your life, who were your role models and mentors?

The impact of cafe Europe

Youngsters with different backgrounds are going to come to your Cafe Europe location. All with their own culture, background, skill level and talents. Coming to a new culture can sometimes offer challenges. Youngsters, also called mentees when matched with a mentor, have to learn a new language, build a network and find a way to become socio-economically independent. Mentoring offers a way to give newcomers and youngsters control over their lives back.

There are different types of mentoring. What's important is that every youngster has a different question and/or goal and might need a different form of mentoring. You can read about some examples that can be useful for guiding youngsters in Cafe Europe here:

Different types of mentoring

Business mentor

A business mentor is a type of mentor that has found his/her way in (working) life and has a network. Usually these mentors have an age difference with the mentees. This type of mentoring is *goal-focused* and offers a role model to the mentee. Types of question for a business mentor:

- What are my talents and how can I use them in this region?
- What do I want to do in life and how do I reach that goal?
- Is entrepreneurship/that job something that suits me as a person? What do I need to do it?
- What opportunities are there in the (new) region?

Peermentor.

A peer mentor is a type of mentor that usually has *specific experience* which the mentee doesn't have yet. Peer mentors are both *low threshold* and *goal-focused*. I.E. a mentee wants to know more about a study and is matched with a student of that study.

- Does business school suit me?
- What type of activities does your study have? How does that look/feel for me?

Group mentoring

Where most forms of mentoring are one on one, group mentoring is a type of mentoring where one mentor is matched to a group of mentees. Like with other forms of mentoring, all mentees have their own learning and developmental goals, but the *learning happens within a group*. Mentees also act as mentors for each other under the guidance of a more experienced mentor. Types of questions for a group mentor:

- Can you give us a workshop on networking?
- Can you inspire us with your job?
- Can you reflect with us on -insert new experience-?

All mentors are role models for the mentee. They offer support and guidance at different stages in the mentee's life. They share experiences and inspire each other. They learn from each other's culture and reach their goals with a short cut.

Carry out mentoring program

As mentioned before, every mentee has his/her own learning and development goals. Mentoring is most effective when tailored to the individual needs of every mentee. There are, however, activities that often recur in a mentoring programme. In this subchapter you can read about these acitvities. This is a small introduction to mentoring and can be taken as a starting point for learning more about mentoring in your specific context/Cafe Europe.

Getting to know the youngster

During the Cafe Europe process, you are going to meet youngsters. Plan an individual meeting with every youngster to talk about the youngster's goals and ambitions. On the online Cafe Europe platform, the youngster has the opportunity to learn more about his/her talents and ambitions. This can be a good starting point for the conversation. Depending on the goal of the youngster a suitable mentor can be chosen.

Finding (voluntary) mentors

Earlier in this chapter, you read about different types of mentors. In order to build a quality mentoring relationship, finding the right mentors is key. It is important to have an individual meeting with every new mentor. As every mentee has his/her different goals, a variety of mentors with different backgrounds are necessary. There are some common traits that good mentors share, good mentors:

- Have relevant life experience to support the mentee. They can acknowledge and recognize what stage in life the mentee is in.
- Can listen.
- Are role models for the specific mentee.
- Can empathize with the mentee, can look through the eyes of the mentee, can shift to the pace of the mentee and are interested in the mentee's life.
- Have integrity and are respectful towards the mentee.

When meeting new potential mentors, it's important to talk about expectations and boundaries for being a mentor. Also, being a mentor is not something you just say yes to. It's a commitment that takes time and effort. Ending a relationship early can harm a mentee, as it might be seen as another failure. In some countries, like the Netherlands, finding voluntary mentors is possible and common practice. Finding people that want to be a mentor voluntarily can differ per culture. In the hand guide ''How to set up a Cafe Europe?" and in the chapter "Reaching the target group" of this hand guide, you can read more about reaching the right community. You may find suitable mentors there too.

Preparing the match

Matching the mentee with a mentor is one of the most important factors for determining the success of a relationship. After having clarified what the goals of the mentee are, a suitable mentor can be chosen. What often works is when the mentor recognizes and acknowledges the current situation the mentee is in. For example: Either the mentor went through it himself/herself or has a child who went through it. In the case of Cafe Europe, having other migrant role models that also came to the country later in their life can be a good starting point. Next to this, choose a mentor that suits the individual mentee's wishes and goals.

Making the match

When a suitable mentor is chosen, set up a meeting between the mentor and the mentee. Let the mentor and mentee meet each other and see if there is a click. When they both agree to start the mentor-mentee relationship, there are some important issues to discuss:

- Mutual expectations and boundaries
- Learning goal(s)
- First step towards that goal, set realistic sub-goals.
- Mutual values and standards.
- Possible pitfalls like time investment

Monitoring the match

After the match has been made, it's important not to just let them go. Monitor the match and offer guidance to both the mentor and mentee. Here are several examples of activities that have proven to work:

- Individually coaching the mentor and mentee.
- Thematic meetings/intervision with a group of mentors.
- Offer a start meeting with example cases. Let mentors discuss these while bringing their own expertise.

Evaluation

During the mentoring relationship, it's important to have meetings with mentor and mentee and talk about the progress and process. For example, midway and an end evaluation. Give mentee and mentor time to share their story, listen and ask questions. Evaluate goals, if expectations were met and most importantly; If the mentee is growing towards his/her development goals. Make mentee and mentor aware of the small successes they have made!

Keeping mentors engaged

Finding the right mentors takes time and effort, keeping them engaged is key for building a network of mentors. Make your mentors feel seen, heard, show them the change they make in the mentee's life. So, keep them informed!

Extra Links

1. European Center for Evidence-Based Mentoring. A great source to learn more about mentoring, research, practical tools and find (European) mentoring programmes to learn from within the European context. There are high quality events on a regular basis. Look at their agenda and subscribe to their newsletter for more information. https://www.ecebmentoring.eu/

2.Elements of Effective Practice for Mentoring. A handguide of information about mentoring. It's written with the U.S. context in mind, but nevertheless offers valuable information. https://www.mentoring.org/wp-content/uploads/2019/11/Final_Elements_Publication_Fourth.pdf

3.The Chronicles of Evidence-Based Mentoring. One of the best sources for mentoring within the U.S. context. https://www.evidencebasedmentoring.org/

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