

Tool 104 – Initial training program for volunteers and consultants – 2 days + 2 days in English version.

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The Mentors' recruitment and training proces Workshops dedicated for Mentors and Consultants

I. The Mentors online recruitment

The Mentors inform about their interest in the project by a website application consisting the following:

1. data sheet

2. a questionnaire with some probing questions:

- on their motivation to participate in the project
- on their strengts
- on their passions

The Mentors' recruitment process

The FFR contact with a potential mentor

A person recruiting mentors has defined:

- crucial information which exclude a candidate from the project
- A Cooperation Agreement template

II. The Mentors' training and networking processes

1. Testing a Mentor's capabilities

Persons who are chosen to participate in the project will obtain a personalised DiscClassic 2.0 test and an individual assessment on the Mentor's resources and limitations which can be important in the Mentor's work.

2. The Mentors' training and networking processes

The Mentors will participate in the workshop cycle which will consist of two parts . Each part will last two days. It will be one month time gap between the training training parts.

The objective of the training is to provide the Mentors with knowledge on the project and cooperation rules.

To acknowledge Mentors with support process for the businesses owners in crisis, also to make them understand the role and tasks of the Mentors. Additionally, we would like them to get skills and tools enabling effective businesses support.

Part 1 - The first two-day training meeting goals

- to familiarise them with the entrepreneurs support process in the EW project
- to know the roles, tasks and tools at a Mentor's disposal and to make a clear division of those and a manager's roles, tasks and tools
- to accept the code of ethics of the Early Warning (scenarion in the tool 102)
- to explain the mentoring in line with the GROW methodology
- to develop the communication adjustment skills depending on the parter in the communication process according to the DiscClassic 2.0

- to know how to contract and set targets with Mentee
- photo session - taking pictures of all Mentors to EW website in Poland

Part 2. The Mentors' training and networking processes - The second two-day training meeting -goals

A. Practicing the communication skills

- empathy
- active listening
- giving feedback
- asking questions
- confronting their clients

B. Knowledge with the Andy Hudson's dealing with loss and grief work model

- differences between the first and the second level of change
- the behaviours of people dealing with grief
- supportive and denying behaviours of the volunteers

3. Webinarium participation - e-classroom: 6 sessions – after the workshops once per month

- “The Psychology of Failure” – the analysis of failure (psychological background) and how to deal with it
- „The dramatic triangle” – traps in helping proces – what doesn’t mean healthy relation in Mentoring proces
- Difficult situations for the Mentors – the most difficult situations and the best solutions
- Non-violent communication
- Expert presentation – Hard-skills trainings - insolvency,etc
- Other topics

4. Networking regional meetings – organized regionally Mentors with Consultants, EW team members – once per three months

- Organizational topics
- Case studies – common work and finding the best solutions
- Training of new skills and delivering new knowledge