MENHELP Mentor Training – Content

Practical Content Guide for Each Training Topic

This guide includes concepts, talking points, activities, reflection questions, and tips for each session.

1. What is Mentoring?

Key Concepts / Definitions

Mentoring is a voluntary, trust-based relationship where a more experienced person supports the development of a less experienced person.

It is based on listening, guidance, encouragement, and empowerment, not directing or fixing.

Mentoring NEET youth provides connection, support, and belief in their ability to grow.

Facilitator Talking Points

"Mentoring is not about leading from the front, but walking side-by-side."

"At its heart, mentoring is a human connection that helps a young person feel seen, heard, and valued."

Suggested Activity

Mentoring Metaphor: Participants choose an object or symbol that represents mentoring to them, draw it, and share in pairs or groups.

Reflection/Discussion Questions

What does mentoring mean to you?

How can a mentor make a difference in a NEET young person's life?

2. Key Qualities of a Mentor

Key Concepts / Definitions
Effective mentors are empathetic, patient, consistent, and non-judgmental.

Trust, care, and genuine interest matter more than expertise.

Facilitator Talking Points
"You don't have to be perfect to be a mentor. You just have to be present, consistent, and real."

Suggested Activity
Mentor Strength Cards: Sort traits into 'This is me', 'I'm working on this', and 'Not yet'. Share one of each in a small group.

Reflection/Discussion Questions
Which personal strengths do you bring into mentoring?

What qualities do you admire in someone who mentored you?

3. Why Mentor NEET Youth?

Key Concepts / Definitions
NEET youth face social and emotional barriers. Mentoring provides connection, encouragement, and stability.

Mentors help youth reconnect to their strengths and future possibilities.

Facilitator Talking Points
"Mentoring can restore belief in self, in others, and in the future."

Suggested Activity
Empathy Mapping: Explore what a NEET youth might think, feel, say, and fear through a group empathy map.

Reflection/Discussion Questions
What do NEET youth need most from a mentor?

How can we build trust with someone who's lost it?

4. Communication Tools

Key Concepts / Definitions
Active listening, open-ended questions, non-verbal communication, and respectful feedback are key tools.

Facilitator Talking Points

"Young people don't always need advice. Sometimes, they just need to be heard."

Suggested Activity

Listening Challenge: One speaks for 2 mins, one listens silently, then reflects back what they heard.

Reflection/Discussion Questions

What makes you feel truly heard?

How can you become a better listener for your mentee?

5. Trust-Building Techniques

Key Concepts / Definitions

Trust is built through consistency, respect, honesty, and care. It takes time and must be protected.

Facilitator Talking Points

"Being trustworthy means doing what you say, saying what you mean, and showing up."

Suggested Activity

Trust Tree: Identify trust-building actions (roots), results (branches), and breakers (storms).

Reflection/Discussion Questions

What helps build trust in a relationship?

What can break it quickly with a mentee?

6. Motivational Tools

Key Concepts / Definitions

Motivation is supported through autonomy, small wins, connection, and belief.

NEET youth may be discouraged, not lazy.

Facilitator Talking Points

"Motivation isn't something you give — it's something you support."

Suggested Activity

Motivation Box: Share one strategy or moment that kept you motivated. Build a box of collective tools.

Reflection/Discussion Questions

How do you stay motivated when things get tough?

How can we help mentees see progress?

7. Boundaries and Ethics

Key Concepts / Definitions
Boundaries protect both mentor and mentee. Ethics involve confidentiality, honesty, and care.

Saying no is not a failure — it's healthy modelling.

Facilitator Talking Points
"Boundaries are not barriers — they're bridges that help us relate safely."

Suggested Activity
Scenario Sorting: Discuss various boundary situations and whether they are appropriate or problematic.

Reflection/Discussion Questions
What boundary would be hardest for you to hold?

How can you communicate limits with care?

8. Personal Development Plan (PDP)

Key Concepts / Definitions
A PDP helps mentors grow intentionally and reflectively by setting personal learning goals.

Facilitator Talking Points
"A PDP isn't a report card. It's a compass."

Suggested Activity
Build Your PDP: Use a template to identify strengths, challenges, goals, and support needed.

Reflection/Discussion Questions
What support would help you grow?

What is one thing you want to do differently after this training?

9. Evaluation & Feedback

Key Concepts / Definitions
Evaluation helps capture learning, give feedback, and support improvements in future sessions.

Facilitator Talking Points
"This is your space to share what worked, what didn't, and what we can do better."

Suggested Activity
Weather Report Check-Out + written evaluation forms (rating + open feedback).

Reflection/Discussion Questions

What's one insight you're leaving with?

What action do you commit to taking next?

TOGETHER FOR YOUTH WELL-BEING
MENHELP VYTE

MENHELP Mentor Training Program

"Mentoring is not about molding someone in your image, but about supporting them to shape their own future."

Agenda – Day 1

Welcome

• Warm-up activities

• What is mentoring?

• How to become a mentor

• Understanding NEETs

• Communication skills

• Reflection

Day 1 – Understanding mentoring and yourself

Hour	Welcome Session & Getting to Know You Activity	Details
09:30 – 10:15		"Human Bingo"
10:15 – 11:00	What is mentoring?	Presentation + mentoring types matching game.
11:00 – 11:15	Coffee break	—
11:15 – 12:15	How to become a mentor	Brainstorming about qualities, "Top 10 qualities of a mentor".
12:15 – 13:00	Why be a mentor	Guided journal + circle discussion. —
13:00 – 14:00	Lunch break	Presentation + "Empathy Map" activity.
14:00 – 15:15	Understanding NEET youth	— Active listening, drawing game "Back to back".
15:15 – 15:30	Coffee break	
15:30 – 16:30	Communication skills	Debriefing, journaling and sharing conclusions.
16:30 – 17:00	Circle reflection	

Agenda – Day 2

• Motivation

• Boundaries and ethics

• Building trust

• Setting goals

• Personal development

• Evaluation and closure

Day 2 – Understanding mentoring and yourself

| Hour	Session	Details
09:30 – 10:00	energizing	"Two truths and a lie" to energize the group.
10:00 – 11:00	Building trust	"The tree of trust" + case studies.
11:00 – 11:15	Coffee break	—
11:15 – 12:15	Motivating young people	Games and structured reflection.
12:15 – 13:15	Goal setting with mentees Lunch break Ethics. Boundaries & self-care	SMART & GROW models. Motivational scales
13:15 – 14:15		—
14:15 – 15:00		Group work, scenarios with ethical dilemmas.
15:00 – 15:45	Personal development plan	Template activity + feedback between colleagues.
15:45 – 16:15	ASSESSMENT	Forms + activity "Weather Report". Impressions and recommendations, Certificate awarding ceremony.
16:15 – 17:00	Closing in a circle	

Human Bingo

Instructions:

Walk around the room and talk to the other participants. Look for people who match the descriptions in each box and write their names there.

Rule:

Each person can only appear once on your bingo board.
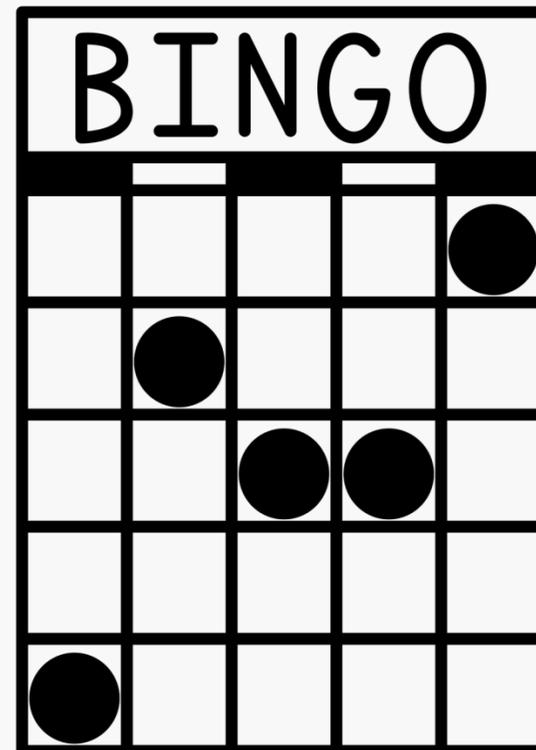
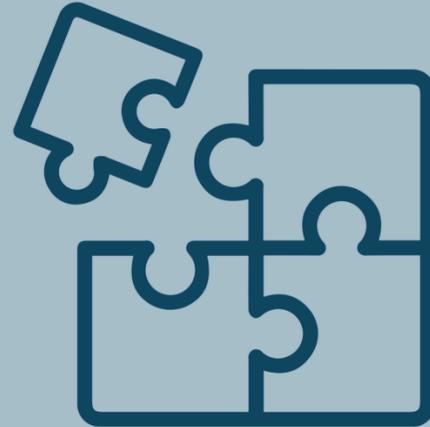## Scope:

Fill in ALL the boxes with different names.

What is mentoring?

"Mentoring is not about leading, but about walking alongside."

Key concepts and definitions:

- Mentoring is a voluntary, trust-based relationship in which a more experienced person supports the development of a less experienced person.

Strategy:

- It is based on listening, guiding, encouraging and supporting autonomy and self-confidence, not on dictating, imposing solutions or "fixing".

Implementation:

- Mentoring NEETs provides connection, support and confidence in their ability to thrive. When working with NEETs, mentoring is a powerful tool to reconnect them, especially those who feel disconnected from education, work or support.

Types of mentoring

1. Mentorat individual (one-to-one)

- A mentor works directly with a mentee, in a personalized relationship, based on trust and clear goals. Most often used in education and professional
- development.

2. Group mentoring

- A mentor supports a group of mentees simultaneously. Useful for
- general homework, group activities, and collaborative learning.

3. Peer mentoring

- **People with similar experience and levels support each other, alternating the roles of mentor and mentee.**
- It creates a friendly atmosphere and stimulates two-way learning.

4. Formal mentoring

- Organized within a program with established rules, objectives, and plans.
- It usually includes regular meetings, reports, and evaluations.

5. Informal mentoring

- It develops naturally, without imposed structure, between two people who establish a relationship of trust and support.
- More flexible, but just as valuable.

6.Mentoratinvers(reversementoring)

- **A younger person or one with a different type of expertise (e.g. digital) becomes a mentor for someone with more experience.**

Mentoring vs. Coaching vs. Counseling

MENTORING

- It focuses on long-term development. The mentor shares
- experience and guides the mentee. The relationship is
- based on support and inspiration.

COACHING

- Focuses on performance and specific goals. The coach uses
- questions and techniques to help the person find solutions. Is oriented towards immediate results and rapid improvement.
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COUNSELING

- It deals with personal or emotional problems. The counselor is
- a specialist who provides professional support. The goal is
- healing, adaptation, and emotional well-being.
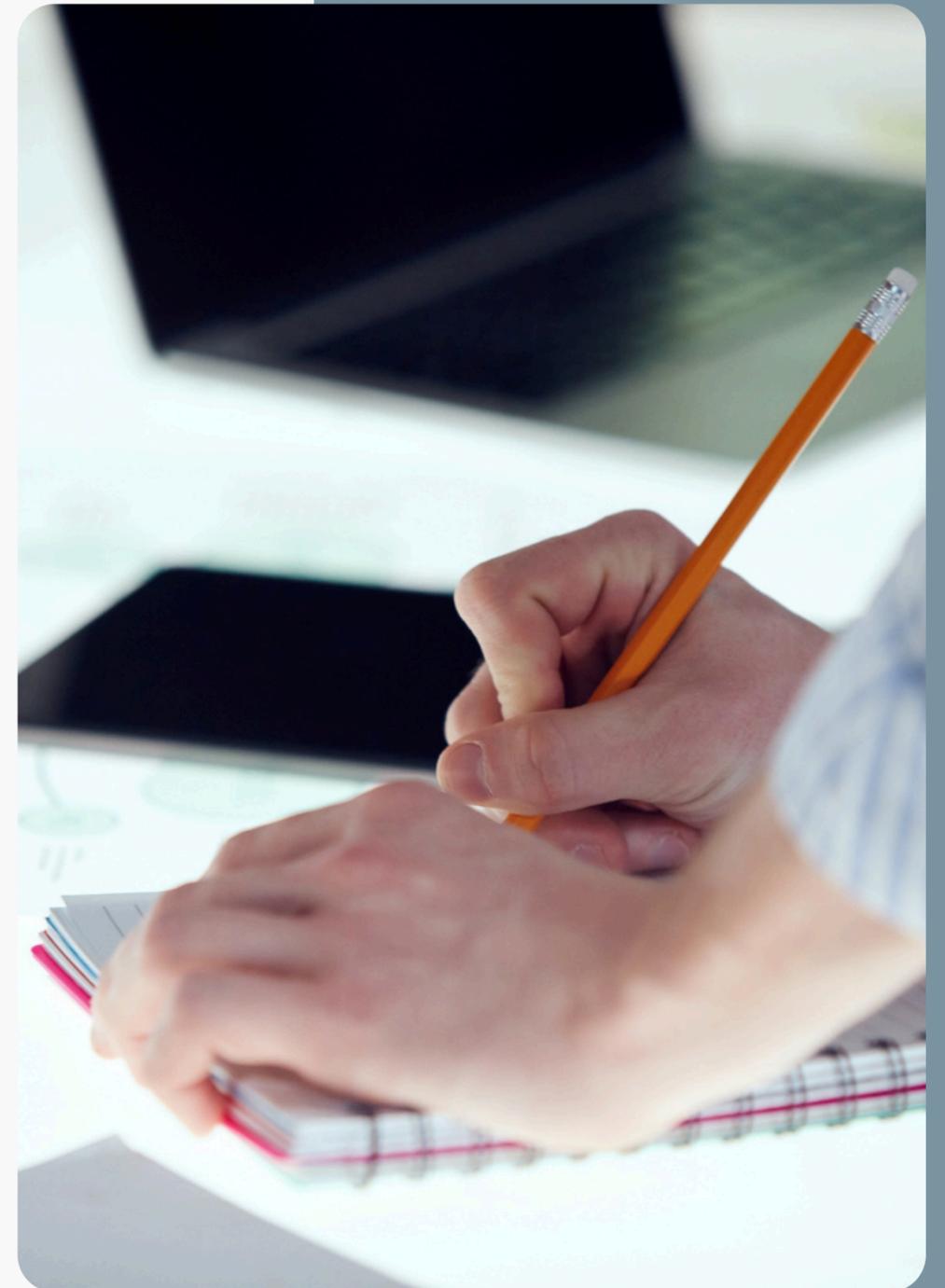
If mentoring were an object or a symbol, what would it be?

Instructions: (Examples: a bridge, a compass, a mirror, a lighthouse) •Draw or write on a sticky note. •Share in pairs or small groups.

What themes emerged? What do these drawings/notes show about the role of the mentor?

Essential qualities of a mentor

"Essentially, mentoring is a human connection that helps a young person feel seen, heard, and valued."

●●●●●

- A mentor's personal qualities influence the success of the relationship more than their expertise.

- Effective mentors build trust and confidence, are genuinely interested in the young person's progress, know when to talk

  when to just listen, show patience, empathy and lack of prejudice, demonstrate consistency, respect and confidentiality.

  Mentoring is 90% about engagement — with care, not with prepared answers.
- You don't have to be perfect to be a mentor. You just have to be present, consistent, and authentic.
- You don't have to be perfect to be a mentor. You just have to be present, consistent, and authentic.

- Emotional availability, not professional degrees, is what makes a mentor truly valuable to young NEETs.

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PRACTIC

Puncte forte ale mentorului

Empatic   Bun ascultător   Model pozitiv
Răbdător   Încurajator   Onest
Deschis la minte   Respectuos   De incredere
Sprijinitor   Disponibil   Clar in comunicare
Flexibil   Inspirațional   Motivațional
Organizator bun   Capabil să ofere feedback constructiv   Responsabil
Consecvent   Calm   Echilibrat emoțional
Înțelept   Confidențial (păstrează discretia)   Non-judicativ (nu judecă)
Creativ   Gândire pozitivă   Ușor de abordat
Deschis la întrebări   Capabil să observe potențialul altora
Susținător al dezvoltării personale   Generos în a-și împărtăși cunoștințele
Capabil să ofere direcție   Învățare continuă (curios să învețe mereu)
Cunoaște cum să seteze limite sănătoase

•Instrucțiuni:

•Aveti la dispoziție o listă cu trăsături ale mentorului, pe care trebuie sa le sortati în trei grămezi:

Asta mă caracterizează

Lucrez la asta

Încă nu mă descrie

Mentor strengths

Empathetic Good listener **Positive role model**

Patient **Encouraging** Honest

Open-minded Respectful Trustworthy

Supportive Clear in communication

Flexible Inspirational Motivational

Well-organized Able to provide constructive feedbac

Responsible Consistent Emotionally balanced

Înțelept Confidential (keeps discretion) Non-judgmental

Creative Positive mindset Approachable

Open to questions Supporter Able to recognize others' potential

Supporter of personal development Able to provide directi

Generous in sharing knowledge Lifelong learner (curious to always learn)

Knows how to set healthy boundaries

Liefong learner (curious to always learn) Knows how to set healthy boundaries

•Instructions: •You have a list of mentor traits at your disposal, which you must sort into three piles:

⬤ That characterizes me.

⬤ I'm working on this.

⬤ Still doesn't describe me.

Why become a mentor for NEET youth?

Key concepts and definitions NEET = Not in Education, Employment, or Training.

Often, these young people face barriers such as poverty, family breakdown, low self-esteem, trauma or mental health issues.

Mentoring offers:
- Connection instead of isolation
- Encouragement instead of discouragement
- Stability amidst chaos A positive
- relationship with a caring adult – an experience many have never had

Young NEETs are not "unmotivated" – many are overwhelmed, unheard or unsupported.

The mentor's role is not to "rescue" or "fix", but to support and encourage autonomy.

Communication tools and techniques

"Young people don't always need your advice. Sometimes they just need to be listened to."

Key concepts and definitions

• Communication is the essence of mentoring — through it we build trust, show respect, and support the mentee's autonomy.

Effective communication with NEET youth includes:

- Active listening (listen to understand, not to answer) Open-
- ended questions (start with "what", "how" or "tell me about…") Nonverbal communication (body language, eye contact, tone of
- voice) Constructive feedback (supportive, specific and respectful)
-
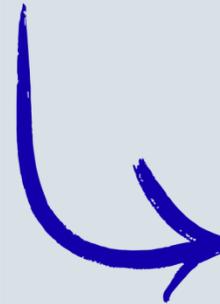
"Silence is okay. Listening is doing something."

Communication is not about being an expert — it's about creating space.

Drawing game "Back to back"

Instructions:

Participants are divided into pairs. They sit back to back so that they cannot see each other's sheet. • (A) receives a picture, and (B) receives a blank sheet of paper and a pencil. • (A) describes the picture, and (B) draws only based on the instructions. - (A) is not allowed to show the picture. - (B) is not allowed to look at the original picture, but only to ask or confirm what he/she understood.

After a few minutes, compare the drawing with the original and discuss:

- What kind of explanations were
- useful? What kind of questions
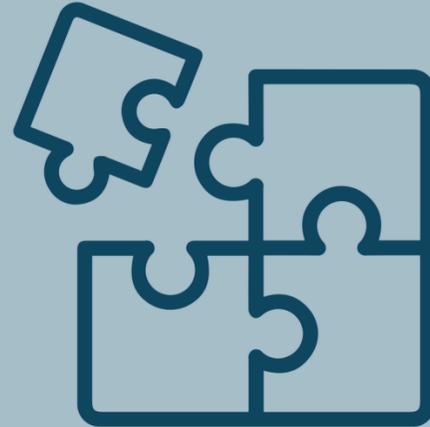- helped? How did each role feel?

Trust building techniques

"Confidence begins when a young person feels safe enough to show who they really are."

Key concepts and definitions:

- Trust is the foundation of all mentoring relationships — especially with NEET youth, who may have experienced rejection, failure, or abandonment.

Strategy:

- Trust doesn't happen automatically — it must be:
- Earned over time, through consistency and authenticity
- Maintained through honesty, consistency and respect
- Repaired when broken (through recognition and ownership)

Practical:

The tree of trust:

- identify the actions that build trust (roots), the results (branches), and the things that can destroy trust (storms).

Motivational tools

Key concepts and definitions:

Many young NEETs are not "unmotivated" — but demotivated by past failures, systemic barriers, or lack of self-confidence.

SMART goals
clear and achievable objectives.

S – Specific: be very clear about what you want to achieve. M – Measurable: check progress A- Attainable: realistic goal R – Relevant: be important to you T – Deadline: have a deadline
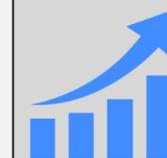
Motivation increases through:

- Autonomy – the feeling of having control over your own
- choices Competence – experiencing small successes
- Relatedness – having someone who believes in you

The GROW model

G – Goal: What do you want to achieve? R – Reality: What is the current situation? What obstacles do you have? O – Options: What alternatives do you have? How else could you act? W – Will: What will you do concretely? What is the next step?

Limits and ethics

"Boundaries are not barriers — they are points that help us relate safely."

Key concepts and definitions

Role

Ethics in mentoring

Sorting scenarios

01

Limits are the landmarks healthy values that we establish in relationships to protect all people involved.

02

The mentor does not become overwhelmed, over-involved, or exhausted The mentee knows what to expect—and what not to expect Respectful, professional, and effective relationship

03

It means to respect:
 •Confidentiality (within agreed limits) •Respect and dignity •Do no harm principle •Honesty and transparency

04

Code of Ethics of the mentor

Personal Development Plan (PDP)

Importance and reason

• A good mentor never stops learning — about others and about themselves.

A PDP should be:

• Realistic – Start from where you are, not where you are from.   you "should" be.

• Appropriate – Focus on concrete things you can try, read, or practice. •Revisitable – Revisit it periodically as you progress.

Evaluare și feedback

• • • • •

Acum ai ocazia să împărtăşeşti ce a mers bine, ce nu şi ce putem îmbunătăţi.

• Care este ideea principală pe care o iei cu tine din această sesiune?

• Există ceva ce vrei să aplici sau să încerci după această instruire?

Raportul meteo:

Dacă experiența ta în acest training ar fi o prognoză meteo, cum ar suna?

• • • • •

Rating and feedback

Now is your chance to share what went well, what didn't, and what we can improve. • What is the main takeaway from this session? • Is there anything you want to apply or try after this training?

Weather report: If your experience in this training were a weather forecast, what would it sound like?