

A person wearing a blue button-down shirt is shown from the chest down, working at a desk. Their hands are positioned over a silver laptop keyboard. A black smartphone is held horizontally in front of the laptop. To the right of the phone, a stack of papers is visible. The background is a soft, out-of-focus light blue. The text 'E-LEARNING COURSE FOR MENTORS' is overlaid in the center of the image.

E-LEARNING
COURSE FOR MENTORS

Introduction

The course has been designed to provide you with the necessary soft skills to master the role of Mentor in a footwear company, and is structured around the following modules:

1. Introduction to mentoring
2. Teaching/instructing skill
3. Communication skills
4. Team leading
5. Negotiation

The course gives you the opportunity to strengthen and develop your mentoring skills and competences – which, combined with your solid technical expertise can really unlock the potential of a newcomer, and favour her/his retention in the sector. This will create the conditions for an effective support to the development of the industry.

MODULE 1

INTRODUCTION TO MENTORING

Description/lessons

This module offers you the opportunity to learn what is mentoring and who is a mentor, as well as understanding such role in relation with the counterpart: the mentee. The module is structured around the following lessons:

- *Lesson 1.1 What is mentoring?*
- *Lesson 1.2 Mentor and Mentee: opportunities and challenges*

Learning outcomes

At the end of the module, you will be able to:

- Define what mentoring means and who can be considered as a mentor
- Understand the relationship between “mentor” and “mentee”
- Frame the current opportunities and challenges in the mentoring process

MODULE 2

TEACHING/INSTRUCTING SKILLS

Description/lessons

This module offers you the opportunity to learn how to effectively exchange skills and advice with your mentees by considering their diverse and specific individual needs. The module is structured around the following topics:

- *Lesson 2.1 Sharing knowledge and expertise*
- *Lesson 2.2 Intergenerational mentoring: giving advice*
- *Lesson 2.3 Emotional awareness*

Learning outcomes

At the end of the module, you will:

- Understand the importance of exchanging information between mentor and mentee.
- Know what intergenerational mentoring entails.
- Have a general understanding of common individual characteristics that should be considered when instructing and advising your mentee.
- Know how to approach these individual differences to effectively and constructively convey messages to your mentee.

MODULE 3

COMMUNICATION SKILLS

Description/lessons

This module gives you the opportunity to develop effective communication skills in order to master your mentoring sessions. This module will help you as an experienced person to become a good mentor and share and teach your communication skills with your mentees, as well your knowledge. The module is structured around the following lessons:

- *Lesson 3.1: What makes a communication effective?*
- *Lesson 3.2: Communication skills – Speaking*
- *Lesson 3.3: Communication skills – Listening*
- *Lesson 3.4: Communication skills – Asking questions and providing feedback*

Learning outcomes

At the end of the module, you will be able to:

- Understand how to communicate effectively based on solid communication parameters and theories
- Learn and develop your speaking and active listening skills
- Provide effective feedback
- Asking the right questions for a fruitful mentoring process

MODULE 4

TEAM LEADING

Description/lessons

This module offers you the opportunity to gain insights in steps you can take to build a productive and cohesive team, starting by strengthening the relationship between you and your mentee. More specifically this module will elaborate on how to promote trust and motivation, two key factors for a smoothly functioning team.

The module is structured around the following topics:

- *Lesson 4.1 Team working and trust*
- *Lesson 4.2 Intrinsic motivation*

Learning outcomes

At the end of the module, you will be able to:

- Define what teamwork entails.
- Identify the factors that are characteristic of productive and cohesive teams.
- Understand the difference between intrinsic and extrinsic motivation.
- Understand the importance of promoting trust and motivation to facilitate teamwork.
- Promote trust and intrinsic motivation among team members.

MODULE 5

NEGOTIATION

Description/lessons

Negotiations are part of our everyday life. Even if we do not realise it, we are always negotiating to reach an agreement and the best possible outcome. Throughout this module you will have the chance to understand how to negotiate effectively and you will be offered with a structured, practical approach to master these processes. The module is structured around the following lessons:

- *Lesson 5.1: Basics of Effective Negotiation*
- *Lesson 5.2: Negotiation styles*
- *Lesson 5.3: Negotiation strategies*

Learning outcomes

At the end of the module, you will be able to:

- Understand the basics of negotiation: definition and key elements
- Apply the main negotiation styles with your counterpart
- Learn and use effective negotiation strategies

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