



CONVERSATIONS WITH YOUR MENTEE

The following conversation guides will provide a set of guidelines for your interactions with your mentee. These are suggested topics to help keep you on track with your mentee. However, these guides are neither exhaustive nor prescriptive. As you get to know each other, you will become less dependent on the guides and your communication should evolve organically. As a general rule, it's good to check in on the following each week:

- **Personal check-in:** How are you both doing?
- **Current events:** Is there anything happening in the broader society which may impact your mentee?
- **Academic check-in:** How is your mentee progressing through the CSOD modules?
- **Career development:** How is your mentee connecting what they are learning with their larger aspirations?
- **Follow-up:** Are there any outstanding questions or requests from your last conversation?

The CSOD Course timeline shared below will also provide context as to where your mentee should be in their training curriculum as they move through the mentorship.

CSOD TRAINING COURSE TIMELINE

All mentees are students in the CSOD programme. Unless otherwise indicated, your mentorship will start when your mentee is approximately halfway through the training course or at the start of module three.

Course	Module	Estimated Pace
Foundations of Being Digital	Learning About the Internet	Week 1
	Using the World-Wide Web Securely	Week 1
	The Mobile Internet	Weeks 1- 2
	Personal Safety and Security in Cyberspace	Weeks 1-2
Productivity Tools for Digital Workers	Learning to Type Professionally	Week 3
	Effective Business Reporting Using Wordprocessors	Week 3
	Content Creation with Wordprocessors and Spreadsheets	Week 3 -4
	Effective Digital Communication and Workflow Management	Week 4 -5
Social Media & Web Applications	Nuts and Bolts of Social Media	Week 6
	Facebook, Instagram and Twitter: From Likes to Tweets	Week 6
	Google and SEO Web Applications	Week 6-7
	Social Media Issues: Netiquette, Online Safety, Copyright and Licenses	Week 7
Data Fundamentals	Introduction to Data and Information	Week 8
	Working with Data	Week 8-9
	Evaluating and Visualizing Data	Week 9 -10



	Issues to Consider when Applying Data	Week 10
Capstone Course: Critical Thinking and Problem Solving	Business Scenario #1: SEO Clerk + Online Ads Monitor	Week 11
	Business Scenario #2: Mobile / Web App Tester	Week 12
	Business Scenario #3: Data Processor / Market Researcher	Week 13

CONVERSATION 1

This is the first meeting with your mentee. You should have set a date and a time. Decide what medium will work best (Zoom, WhatsApp, regular phone call) and set aside a dedicated space where you can take the call uninterrupted.

Planning Meeting

- Date:
- Time:
- Place:

Introductions

In your first meeting, you should be getting to know your mentee and why they decided to participate in the CSOD programme. Here are some questions you may want to ask:

1. Tell me about your background/tell me a little about yourself.
2. What are your interests?
3. Why did you get involved in the CSOD programme?
4. What has your experience been like so far?
5. What are you expecting from the mentorship programme/why did you sign up for a mentor?

In turn, share your own background, what you do, and why you signed up to be a mentor.



Goals/Expectations

Start the conversation with your mentee about what they hope to get out of the next twelve weeks. Be upfront about your own expectations for the match. Let your mentee know how you think you can best support them based on the goals your mentee has shared. Remember, you are setting the tone for your time together.

1. ...
2. ...
3. ...

Preferred Method of Communication

Talk to your mentee about how you will communicate over the next twelve weeks and how often. Remember, the requirement is for weekly communication but as a pair you can decide to communicate more frequently. Here are some examples of communication methods:

- Email
- CSOD Online Platform (Zoom and instant messaging)
- WhatsApp messaging and/or calling
- Google Hangouts
- Phone

What motivates you?

This is a quick way to help each other understand how you best work. This can also help in the moments when your mentee needs a little extra push.

- ...
- ...
- ...

What scares you/stresses you out?

Similarly, understanding what your mentee finds daunting can give insight into how your mentee approaches their goals.

- ...



- ...
- ...

Next Meeting

Thank your mentee for their time and walk away with a date, time and mode of communication for your next meeting. Are there things you have agreed to work on, perhaps reviewing your goals for your mentorship or starting to look at the development plan? If so, confirm your action steps.

CONVERSATION 2

Check-in

Get into the habit of checking-in with your mentee to start your conversations. Here are some questions you can ask:

- How are you doing today? (Sometimes simple is best!)
- What was the highlight of your week/since we last spoke?
- What was something you did for fun or to relax this week?

Ensure you share about your week as well.

Follow-up

In your first conversation you set goals for your mentorship. This is an opportunity to follow-up to make sure you are both comfortable with the goals. Here are some questions/considerations to help refine the goals:

1. What areas would you like to see worked on in this mentoring relationship?
2. How will we know we are on track/achieving the goals we set out?
3. How will we hold each other accountable to the goals we have set?

Another area for follow-up should be your mentee's progress in the CSOD curriculum. Some questions/conversation starters include:

1. What module did you work on last week?
2. Were there any aspects of the module you found challenging? How did you get around that?



3. Which module have you most enjoyed so far?

Development Plan

Introduce the Personal Development Plan. Has your mentee had a chance to review? What questions does your mentee have? Your mentee should use the next week or two to work on the “reflect” phase of the PDP and complete the SWOT analysis.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 3

Check-in

Remember to see how your mentee is doing before jumping into your goal-setting. Conversation starters:

- How did “x” thing go this week?
- What is something you were really proud of this week?
- Did you catch “x” on the news. What do you think?

Ensure you share about your week as well.

Follow-up

Revisit your action items from the following week. These can include:

- CSOD Training Curriculum items
- SWOT Analysis for the Personal Development Plan
- Other action items you set

Development Plan

Spend some time discussing your mentee's SWOT Analysis. If your mentee is stuck, here are some probing questions that may help: -

- What are some things that you are passionate about?
- What role do you see those areas playing in your life in the next three - five years?
- What have others (friends, family, teachers) said you are good at?
- What is a piece of critical feedback you received from a boss or a teacher? Do you agree with the feedback?
- What opportunities have opened up for you because of the programmes in which you are enrolled (e.g. CSOD)?
- What new challenges have you faced recently as a result of COVID-19?

You can also share your own experience with developing a SWOT analysis and/or any strengths or weaknesses/areas for growth you have already picked up about your mentee.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 4

By now, you should have established the tone and goals of your relationship and are moving more squarely into the facilitation phase. Do not be alarmed if it takes you longer to develop the rapport.

Check-in

You should check-in with your mentee in the way that has become customary. Some topics you can cover:

- Ask about their day/week or an event they had coming up
- Ask about friends or family if they have shared those details with you
- Was there anything they were dreading? How did they approach it?

Remember to share as well.



Follow-up

Revisit any action items you had from last week. Your mentee should also be finishing up module four and starting the Capstone. Check-in to see how they are feeling and about the progress made.

Development Plan

Are there still questions outstanding from the SWOT analysis? Revisit those questions now. Here are some questions to guide the conversation:

- What stood out as you reflected on your strengths and weaknesses?
- Have you noticed anything that changed or perhaps is a new strength for you in the last few months? How did you develop this strength?
- Looking at the list of threats, can you identify possible opportunities hidden there?

If you have already gone through the SWOT analysis with your mentee, spend the next week or two on the plan. Remember:

- Guide your mentee to use the SWOT analysis to refine and prioritise their goals
- Ensure the goals are SMART
- Start identifying smaller action steps for each goal
- Identify ways that you as a mentor can support your mentee in the planning and execution of the goals

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 5

Check-in

You should check-in with your mentee in the way that has become customary. In addition to checking in about their week and their family, you may also want to introduce news items as it relates to your mentee's industry of interest. Additionally, discussing trending topics as it relates to digital literacy can help your mentee make connections between their training course and real world applications.

As always, remember to share as well.

Follow-up

Revisit any action items you had from last week. Your mentee is nearing the end of module four and preparing for Capstone. Check-in to see how they are feeling and about the progress made. This is also a good time to start talking about their plans once they have finished the training programme. Post-programme plans should be incorporated into the development plan.

Development Plan

Your mentee should be in the planning phase. As a reminder, here are some considerations as they start to fill out their personal development plan:

- Guide your mentee to use the SWOT analysis to refine and prioritize their goals
- Ensure the goals are SMART
- Start identifying smaller action steps for each goal
- Identify ways that you as a mentor can support your mentee in the planning and execution of the goals

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 6

Check-in

You are just about at the halfway point of your mentorship! Check-in with your mentee as is customary. You will also use some of this conversation to revisit the goals of your match and gauge how things are going.

Follow-up

Revisit any action items you had from last week. Find out how your mentee is approaching the Capstone:

- How are they applying what they covered in the course to the Capstone project?
- Where are they excelling and what still presents a challenge?
- How are they approaching the challenges?

Mentorship Goals

Here are some questions you can ask as you reflect on how the mentorship is going:

- How are we progressing toward the goals that we have set for ourselves at the start of our mentorship?
- What are some things I should start, stop or continue doing to better support you as a mentee?
- What are some ways you have noticed you have grown/what are you most proud of since we started working together?

You should also use the time to celebrate any wins or areas of improvement you have noticed. If you have noticed a lapse in motivation or energy on either side, now is also a good time to address what you are seeing, pivot if necessary and refocus on what you are both seeking to get out of the mentorship.

Development Plan

Your mentee should have finalized a first draft of their goals and have started addressing their action steps. Use this time to help mentees come up with action steps for the big goals set. Here are some questions you can have your mentee consider:

- What are some action steps you need to take in order to achieve your goals?
 - Help your mentee to distinguish between immediate (within your mentorship), short-term (three - six months), and long-term (three years) action steps.
- How can you leverage your strengths toward these goals?
- What opportunities can you leverage toward these goals?
- How will you address the threats you have identified?
- What support do you need from me as your mentor?

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 7

Check-in

Your mentee is approaching the last week of the CSOD training course! Check-in with them to see how they are feeling. Are they on track with their coursework? Think back to your first conversation about what motivates your mentee and what makes them anxious. How can you use what you have learned about them over the last six weeks to motivate and empower them to finish strong!

Follow-up

Revisit any action items you had from last week. Check-in with your mentee about the Capstone. Did you revise any of your mentorship goals? How does this change how you approach your conversation with your mentee, if at all?

Development Plan

Your mentee should be wrapping up the planning phase and the first draft of their goals and action steps. Use this time to revisit the progress on action steps and/or to plan for action steps for the upcoming week. Some ways you may be able to support your mentee in the planning and execution phase:

- Offer feedback or guidance on the plan as requested
- Encourage your mentee to think about their network and what resources they have available to them
- Connect your mentee with possible opportunities (applicable job opportunities of which you are aware, programmes they should research more, etc.)
- Work with them on further honing their strengths and improving areas of weaknesses they may have identified(for example: job interviewing tips, conducting mock presentations/interviews if they are nervous, etc.)

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 8

Check-in

Your mentee has completed the programme; you should congratulate them! Check-in on their post training plans which should also tie into your discussions about the development plan. If your mentee has not completed the programme, ascertain what challenges they may have been experiencing. You can ask them to consider:

- What challenges are you facing in completing the course material?
- Are you able to address the challenges on your own? If not, what does support look like for you?
- What has contact with your programme facilitator looked like?
- The last time you had similar challenges, how did you overcome them?

This may also be a good time to remind your mentee of ways you have seen them overcome challenges since you have started and to remind them of the strengths they have identified that may be helpful in the situation. If you are concerned about your mentee, or think additional support is required, please reach out to programme staff.

Follow-up and Development Plan

- Revisit any action items you had from last week.
- Action items should include those from the development plan as well.
- Remind your mentee to update the progress review and action item portions of the development plan as applicable.

Other Topics of Conversation

By now you and your mentee have likely begun to incorporate other items of interest into your conversation. Remember continuing to get to know each other and build rapport is also an important part of your mentorship.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then

CONVERSATION 9

Check-in

Check-in with your mentee as is customary.

Follow-up and Development Plan

- Revisit any action items you had from last week.
- Action items should include those from the development plan as well.
- Remind your mentee to update the progress review and action item portions of the development plan as applicable.

Other Topics of Conversation

By now you and your mentee have likely begun to incorporate other items of interest into your conversation. Remember continuing to get to know each other and build rapport is also an important part of your mentorship.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 10

Check-in

Check-in with your mentee as is customary. As you approach the last three weeks of your formal mentorship you may want to start thinking about whether your engagement will continue beyond the twelve weeks. Some considerations: -

- Have you and your mentee been able to connect regularly (at least weekly) and substantively?
- What support will your mentee need from you post- the end of the mentorship? Are you willing and able to provide support in a mentorship capacity?



- Has anything shifted in your availability or personal or professional responsibilities that would preclude you from being able to continue your mentorship?
- Are you and your mentee on track to achieving the goals you set out for your mentorship?
- Do you and your mentee want to continue in your mentorship?

Follow-up and Development Plan

- Revisit any action items you had from last week.
- Action items should include those from the development plan as well.
- Remind your mentee to update the progress review and action item portions of the development plan as applicable.

Other Topics of Conversation

By now you and your mentee have likely begun to incorporate other items of interest into your conversation. Remember continuing to get to know each other and build rapport is also an important part of your mentorship.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 11

Check-in

Check-in with your mentee as is customary. If you are not continuing your match you and your mentee should be intentional about what support is needed over the next two weeks to set your mentee up to be able to successfully execute their development plan.

Follow-up and Development Plan

- Revisit any action items you had from last week.
- Action items should include those from the development plan as well.
- Remind your mentee to update the progress review and action item portions of the development plan as applicable.

Other Topics of Conversation

By now you and your mentee have likely begun to incorporate other items of interest into your conversation. Remember continuing to get to know each other and build rapport is also an important part of your mentorship.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then.

CONVERSATION 12

Check-in

Congratulations and thank you for completing your formal mentorship! This is an opportunity to reflect with your mentee on your journey. Regardless of whether or not you are continuing your mentorship you should:

- Thank your mentee for their time.
- Share what you have learned and any growth you have seen over the past three months
- Offer any relevant piece of advice or feedback as they move forward
- Reflect on the goals you set and what you achieved during your time together.

Follow-up and Development Plan

- Revisit any action items you had from last week.
- Action items should include those from the development plan as well.
- At this point your mentee should have a finalised version of their “big goals” and clear action steps and milestones for the three and six month mark after their mentorship. It is understood that as life happens, these goals may change.
- If you are not continuing your match, let your mentee know if you are comfortable, willing and able to provide any of the following in the future:
 - A reference
 - An introduction to a professional contact
 - An informational interview



Continuing your mentorship

- Establish goals for the next stage of your mentorship
- Determine how often you will communicate and what form the communication will take
- Identify how you can continue to support your mentee with their development plan
- Let programme staff know you'll be continuing your mentorship informally

Other Topics of Conversation

By now you and your mentee have likely begun to incorporate other items of interest into your conversation. Remember, continuing to get to know each other and build rapport is also an important part of your mentorship.

Next Meeting

Confirm the date and time of your next meeting and any action steps to be completed by then. If this is your final meeting, thank your mentee and wish them well.



REFERENCES

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