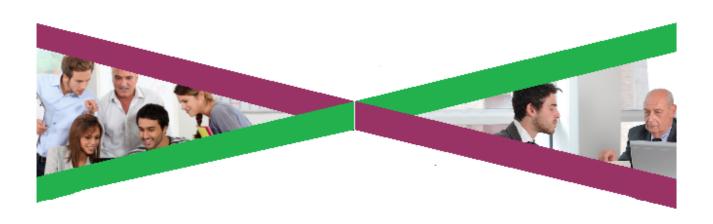# IntGen

Intergeneration Mentoring

for Entrepreneurs

IO3 Mentor Training Course

GREECE report
p-consulting

Mentor Training Course

Country: Greece
City: Patras
Partner: p-consulting

Trainers and Mentors

Trainers
Trainers of the mentors were:
- Panagiotis G. Anastassopoulos and
- Charitini-Maria Skoulidi,
who participated to the Joint Staff Training in Helsinki - Finland (01-05/06/2015).

During the Joint Staff Training they participated to the following learning activities, which helped them to understand the role of a mentor and to learn basic mentoring skills:
- Mentoring Master Class
  - Mentoring definition, introduction to mentoring, mentoring mindset and communication tools
  - The role of a mentor (vs. teacher, coach)
  - Listening
  - Mirroring
  - Questioning
- Supporting the mentoring process
  - Mentoring tools, process, competencies
  - Training for the mentor and the actor
  - Supporting the different phases of the mentoring process: beginning, moving on, winding up
  - Coaching of the mentors
  - Matching the pairs: motivational factors
  - Evaluating the process
- Co-Creation workshop
  - Co-creation workshop with 11 international project participants + 4 StartUp School (SUS) entrepreneurs + HH staff + external facilitator
  - Aims: SUS entrepreneurs get more customer insight, new tools, credits
  - Participants: new tools + model for own training
  - 4SUS entrepreneurs bring their own cases / problems and the workshop participants work on solutions during the day
    - Pitching the cases: background and challenges. What is the development challenge?
    - Getting customer insight: get out of the house
    - Ideating
    - Prototype + testing
    - Presentation of process. What did we do? What did we learn?

■   Co-creation and curriculum design
›   How to build the curriculum for the mentoring training?
›   What are living Living Labs and how to create one

Mentors
In Greece we needed to have six (6) mentors (1mentor/6mentees)

P-consulting started the procedure for finding and selecting the mentors in October 2015. Specifically, during several dissemination activities and events, which took place from the beginning of the project (09/2014), we talked with many entrepreneurs who were interested in participating as mentors to INTGEN.

We had a lot of meetings with entrepreneurs and we explained to them the project and the role of the mentors. Also, we explained to them which their obligations will be if they wanted to participate as mentors to the project *(each mentor should have 6 mentees for 8 weeks for the E-learning and 6 months for the mentoring, that they should help the mentees to create a business plan with their ideas etc)*

Then we asked them if they wanted to be mentors to this project and 14 of them answered positively. From the 14 the ones who were committed to do it were chosen, from different fields of economy (education, trade, economists etc) and we trained them to the role of mentor. The ones chosen said that they will participate to all meetings and workshops with the mentees and they will have time to help the mentees with their business ideas.

What proved to be very useful here in Greece, is that p-consulting has very good relationships with lot of entrepreneurs in Patras, because of the business to business services provider. So, we had the opportunity to talk with them and persuade them to participate to the project.

The mentors who were selected to participate to INTGEN project are the following entrepreneurs:
›   **Nikolaos Karapanos** (trade sector)
›   **Spyros Krotsis** (tourism sector)
›   **Ilias Theodoropoulos** (economic – servise sector)
›   **Lilika Vergi – Kafetzi** (education sector)

The above four (4) entrepreneurs, together with:
›   **Panagiotis G. Anastassopoulos** (Economist – Consultant) and
›   **Charitini-Maria Skoulidi** (Economist – Consultant),
from p-consulting, are the six (6) mentors in Greece who are going to run the mentoring and the E-learning courses.

Mentors Training Course

The following two (2) mentors were trained during the Joint Staff Training in Helsinki – Finland:
- Panagiotis G. Anastassopoulos
- Charitini-Maria Skoulidi

The following four (4) mentors who were selected to participate to INTGEN project received the mentoring training, by participating to the Mentors Training Course:
- Nikolaos Karapanos
- Spyros Krotsis
- Ilias Theodoropoulos
- Lilika Vergi – Kafetzi

Specifically, p-consulting did a "Mentor Training Course", in order to develop mentoring skills for the participants (mentors).

The Course took place from 16/11/2015 until 18/11/2015, nine (9) hours in total.

The trainers were:
- Panagiotis G. Anastassopoulos
- Charitini – Maria Skoulidi

The trainers had already participated to Joint Staff Training, which took place in Finland (01-05/06/2015), where they were trained in mentoring, who to support the mentoring process, co-creation, curriculum design etc.

The "Mentor Training Course" included specific topics, which were the followings:

Date/Time/Session no	Session Topic
Date: 16/11/2015 **Time:** 18:00 – 20:30 **Session no:** 1 (2,5h)	**Topic 1:** Introduction to the INTGEN project - Introducing the participants **Topic 2:** Review the role and responsibilities of the mentor
Time	**Objectives** *(by the end of the session learners will be able to)*
18:00 - 19:00	**Introduction to the INTGEN project - Introducing the participants** - Understand the aims and objectives of INTGEN project - Getting known each other – team building
19:00 - 20:30	**Review the role and responsibilities of the mentor** - Explain the differences in the roles of coach and mentor - Analyze the values, attitudes, beliefs and skills required in a mentor, including flexibility, reviewing and planning

Date/Time/Session no	Session Topic
Date: 17/11/2015 **Time:** 18:00 – 21:00 **Session no:** 2 (3h)	**Topic 3:** Demonstrate some designated mentoring techniques and establish trust and confidence with the mentee **Topic 4:** Plan and manage the mentoring process to achieve the mentee's goal(s)
Time	**Objectives** *(by the end of the session learners will be able to)*
18:00 - 20:00	**Demonstrate some designated mentoring techniques and establish trust and confidence with the mentee** ⟩ Explore techniques such as active listening, questioning, summarizing, goal-setting and planning ⟩ Create an environment in which effective mentoring can take place ⟩ Establish empathy and interest in the mentee
20:00 - 21:00	**Plan and manage the mentoring process to achieve the mentee's goal(s)** ⟩ Review the mentee's progress and achievements ⟩ Review alternative support and motivations ⟩ Clarify situations and overcome misunderstandings ⟩ Support the decision making process

Date/Time/Session no	Session Topic
Date: 18/11/2015 **Time:** 17:00 – 20:30 **Session no:** 3 (3,5h)	**Topic 5:** Explore the term 'Business savvy' and the Entrepreneurial Mindset **Topic 6:** Developing entrepreneurship – Main issues in establishing a start-up **Assessment and conclusions**
Time	**Objectives** *(by the end of the session learners will be able to)*
17:00 - 18:30	**Explore the term 'Business savvy' and the Entrepreneurial Mindset** ⟩ Describe the use of some business planning tools, analytical tools and key business areas ⟩ Assist the mentee with using their own and other appropriate networks, supporting building mentee's own professional networks ⟩ Demonstrate knowledge of some aspects of small business operation or knowledge of professionals who are able to assist with these aspects

18:30 - 20:00	**Developing entrepreneurship – Main issues in establishing a start-up** (*Topic 6 – 1,5h*) ❯ Methods to analyze a business idea ❯ Definition of legal structure and procedures ❯ Definition of corporate image ❯ Definition of communication strategy ❯ Definition of financial tools ❯ Understanding the financial structure of a company ❯ Identify the tools for market research and marketing mix
20:00 - 20:30	**Assessment and conclusions**

The aim of the course was the mentors to be able to:
❯ Demonstrate the role of the mentor
❯ Establish and maintain trust and confidence with the Mentee
❯ Structure the process, keep focus and reframe
❯ Communicate effectively
❯ Be business savvy
❯ Deliver a range of business development tools
❯ Utilise regional and support networks

Evaluation

Two (2) of the mentors:
- Panagiotis G. Anastassopoulos
- Charitini – Maria Skoulidi

who participated to the Joint Staff Training in Helsinki - Finland filled in the evaluation form after their participation to the Joint Staff Training.

The other four (4) mentors:
- Nikolaos Karapanos
- Spyros Krotsis
- Ilias Theodoropoulos
- Lilika Vergi – Kafetzi

who participated to the Mentor Training Course self-assessed their skills <u>before and after</u> the Mentor Training Course, which took place from 16/11/2015 until 18/11/2015. Also, the four (4) mentors were assessed by the trainers, after the implementation of the Mentor Training Course.

All mentors said that they gain more knowledge and good understanding of the skills and competences which a mentor must have and became ready for the E-learning course and the mentoring procedure.

In most of the skills required in the evaluation form, they said they were confident and ready for their role as mentors. Trainers evaluated the mentors and confirmed that they are ready for the mentoring, with very good or excellent mentoring skill and competences.

All mentors were assessed as ready to continue with mentoring.

Evaluation Form of Mentors

Competences	Skills required	Essential	Desirable	Needs developing		Some confidence		Confident	
Before / After training				Before training	After training	Before training	After training	Before training	After training
1. Demonstrate the role of the mentor	• Ability to distinguish between the role of a mentor and that of a coach/teacher • Self-reflection • Flexibility • Using feedback from others	✓ ✓	 ✓ ✓						
2. Establish and maintain trust and confidence with the Mentee	• Having empathy • Believing in the mentee's problem solving capabilities • Helping the mentee to see their own strengths and limitations • Being truly interested in the mentee • Respecting confidentiality	 ✓	✓ ✓ ✓ ✓						
3. Structure the process, keep focus and reframe	• Ability to question effectively • Employ listening skills and summarising • Ability to reframe, review and plan • Supporting the decision making process		✓ ✓ ✓ ✓						

(Use Shift P – to insert a tick)

Competences	Skills required	Essential	Desirable	Needs developing	Some confidence	Confident
4. Communicate effectively	• Ability to work with the mentee's awareness of risks; aid goal-setting and goal-structuring • Ability to make use of own and the mentee's creativity • Ability to work with the values, competences and resources of the mentee • Develop reflective skills with the mentee	✓	✓ ✓ ✓			
5. Be business savvy	• Understanding how small businesses operate • Knowledge of key business areas (marketing, product, service, opportunities) • Knowledge of analytical and planning tools • Understanding the entrepreneurial mindset	✓ ✓ ✓	✓			
6. Deliver a range of business development tools	• Understanding mentee's business plan and being able to ask helpful questions • Ability to use appropriate analytical and planning tools • Understanding the country specific legal aspects of business and some knowledge relating to financial viability		✓ ✓ ✓			
7. Utilise regional and support networks	• Gathering and maintaining contacts and knowledge of specialists and regional agencies supporting entrepreneurship • Ability to support the mentee to use existing support structures • Ability to support the mentee to build up professional networks	✓	✓ ✓			

Evaluation Form of Trainers

Competences	Skills required	Essential	Desirable	Mentor self-assessment			Teacher assessment
				Needs Developing	Some Confidence	Confident	Comments
1. **Demonstrate the role of the mentor**	• Ability to distinguish between the role of a mentor and that of a coach/teacher • Self-reflection • Flexibility • Using feedback from others	✓ ✓	 ✓ ✓				
2. **Establish and maintain trust and confidence with the Mentee**	• Having empathy • Believing in the mentee's problem solving capabilities • Helping the mentee to see their own strengths and limitations • Being truly interested in the mentee • Respecting confidentiality	 ✓	✓ ✓ ✓ ✓				
3. **Structure the process, keep focus and reframe**	• Ability to question effectively • Employ listening skills and summarising • Ability to reframe, review and plan • Supporting the decision making process		✓ ✓ ✓ ✓				
4. **Communicate effectively**	• Ability to work with the mentee's awareness of risks; aid goal-setting and goal-structuring • Ability to make use of own and the mentee's creativity • Ability to work with the values, competences and resources of the mentee • Develop reflective skills with the mentee	 ✓	✓ ✓ ✓				

Competences	Skills required	Essential	Desirable	Mentor self-assessment			Teacher as-sessment
				Needs Developing	Some Confidence	Confident	Comments
5. Be business savvy	• Understanding how small businesses operate • Knowledge of key business areas (marketing, product, service, opportunities) • Knowledge of analytical and planning tools • Understanding the entrepreneurial mindset	✓ ✓ ✓	 ✓ 				
6. Deliver a range of business development tools	• Understanding mentee's business plan and being able to ask helpful questions • Ability to use appropriate analytical and planning tools • Understanding the country specific legal aspects of business and some knowledge relating to financial viability		✓ ✓ ✓				
7. Utilise regional and support networks	• Gathering and maintaining contacts and knowledge of specialists and regional agencies supporting entrepreneurship • Ability to support the mentee to use existing support structures • Ability to support the mentee to build up professional networks	✓ 	 ✓ ✓				