

**PR2 – Interactive  
Infographics**

**Mentoring Handbook**

**INTERFACE**

# Introduction to Mentoring Handbook

Welcome to the Mentoring Handbook for the Interactive Infographics for INTERFACE. This handbook is designed to help you navigate the interactive infographics in a mentoring setting. Mentoring is one of the best ways that an organisation can assist the professional development of their staff as it benefits both the mentor and the mentee. Mentoring helps to provide peer-led, thorough, and experiential guidance from one experienced colleague to another. In this handbook, we will explore the interactive infographics as a tool for mentoring.

## Introduction to the Infographics

An Interactive Infographic is an engaging educational experience for learners. The Infographics consist of learning materials that engage the user to interact with the information. They consist of digital resources that are embedded into the Infographic poster through QR codes. If you scan the QR codes in the infographic, you will find a range of digital learning materials including educational videos, quizzes, and short challenge-based learning activities.

Each topic within the infographics has four levels of knowledge – introductory, intermediate, advanced, and expert. The infographics cover ten topics:

1. Digital literacy
2. Entrepreneurial spirit
3. Critical and creative thinking
4. Leadership
5. Innovation
6. Problem solving
7. Teamwork
8. Work ethic
9. Communication
10. Inter-generational relationships

Each of the infographics is comprised of:

1. An introductory explanatory video which introduces the topic and gives you some necessary information about the topic.
2. A prior knowledge assessment quiz which tests the learners existing knowledge about the topic.
3. A challenge-based activity which furthers the learner's knowledge through a series of steps that challenges the learner; and,
4. A final validation quiz to test the learner's new knowledge and produces a digital certificate upon completion.

## What is Mentoring?

Mentoring is a professional relationship in which a more experienced or knowledgeable person, known as a mentor, guides and supports a less experienced individual, known as a mentee, in their personal and professional development. Mentoring in the workplace typically involves a range of activities and interactions aimed at supporting the professional and personal development of an individual.

Mentoring can be highly valuable in a workplace setting for various reasons including encouraging skill and knowledge transfer between employees, supporting career development, networking for colleagues involved, confidence building, personal growth, as well as boosting staff retention and engagement (University of Southampton, n.d.).

### Skill and Knowledge Transfer

- Mentoring allows experienced employees to share their expertise, knowledge, and skills with less experienced individuals. This transfer of knowledge can help mentees develop new skills, gain insights into best practices, and learn from their mentor's experiences.

### Career Development

- Mentoring can provide guidance and support for mentees in their career advancement. Mentors can offer advice on setting career goals, navigating the organisational structure, and identifying opportunities for growth. They can also share their own career journeys and provide insights into different career

### Networking

- Mentoring relationships often involve building networks and connections. Mentors can introduce their mentees to influential individuals within their professional circles, increasing the mentees' visibility and access to new opportunities. This networking aspect can be especially beneficial for mentees

### Confidence Building

- Having a mentor who believes in their potential can boost a mentee's confidence. Mentors can provide encouragement, constructive feedback, and reassurance, helping mentees build self-assurance and overcome self-doubt. This increased confidence can have a positive impact on the mentee's

### Personal Growth

- Mentoring is not limited to professional development alone; it can also support personal growth. Mentors can serve as role models, offering guidance on work-life balance, leadership skills, and personal values. They can provide insights on managing stress, improving communication, and developing

### Staff Retention and Engagement

- Workplace mentoring programs have been found to improve employee retention and engagement. When employees feel supported and have a sense of personal connection with their mentor, they are more likely to stay with the organisation and feel motivated to perform at their best. Mentoring

Overall, mentoring in a workplace setting can be highly beneficial, promoting professional development, career growth, and personal well-being for both mentors and mentees.

## How to Navigate a Mentoring Session & Helpful Tips for Mentoring in the Workplace

Navigating a mentoring session does not need to be difficult. Here are some helpful tips for mentoring in the workplace, in relation to the interactive infographics and beyond. Below you can find some helpful directions and guiding tips to managing effective mentoring sessions.

### **Building Rapport and Setting Boundaries:**

- Be approachable, friendly, and create a comfortable environment.
- Show genuine interest in the mentee's background, interests, and goals.
- Establish clear expectations and boundaries from the beginning.
- Maintain confidentiality and respect the mentee's privacy.

### **Setting Goals and Providing Guidance:**

- Help the mentee identify their strengths, areas for improvement, and aspirations.
- Break down long-term goals into manageable steps.
- Provide guidance, resources, and support to help the mentee achieve their goals.
- Regularly review progress and adjust goals if necessary.

### **Effective Listening:**

- Give your full attention and be present during mentoring sessions.
- Practice active listening by focusing on the mentee's words, body language, and emotions.
- Avoid interrupting or imposing your own ideas prematurely.
- Paraphrase and summarise the mentee's thoughts to ensure understanding.

### **Effective Questioning:**

- Ask open-ended questions to encourage reflection and exploration.
- Give the mentee time to think and respond without rushing.
- Encourage the mentee to ask questions and seek clarity.

### **Effective Feedback:**

- Offer constructive feedback in a respectful and tactful manner.
- Focus on specific behaviours or actions rather than criticising the person.

- Balance positive feedback with areas for improvement.
- Provide actionable suggestions and examples for growth.
- Encourage self-reflection and self-assessment from the mentee.

### **Ending Mentoring Sessions Effectively:**

- Summarise key points and action items discussed during the session.
- Allow time for the mentee to ask any remaining questions or seek clarification.
- Reflect on the progress made and acknowledge achievements.
- Set clear expectations and goals for the next session, if applicable.
- Express appreciation for the mentee's commitment and participation.

To use the infographics with your mentee, you can follow these handy tips:

1. **Familiarise yourself with the infographics:** Take the time to explore each of the infographics and understand the content they cover. This will allow you to provide guidance and support to your mentee effectively.
2. **Set goals and expectations:** Work with your mentee to establish clear goals and expectations for the learning process. Determine what they hope to achieve by using the infographics and how it aligns with their professional development.
3. **Guide them through the materials:** Help your mentee navigate through the different components of the infographics. Start with the introductory explanatory video to provide context and foundational knowledge.
4. **Assess your mentee's current knowledge:** After completing the video, encourage the learner to participate in the prior knowledge assessment quiz. This will allow the learner to assess their current knowledge.
5. **Encourage active learning:** Emphasise the importance of active learning while using the infographics. Encourage your mentee to take notes, reflect on the content, and discuss their thoughts and insights with you. Active engagement will enhance their learning experience. This can be completed through the problem-based learning activity.
6. **Support their progress:** Be available to answer questions and provide clarifications as your mentee works through the infographics. Offer guidance when they encounter difficulties or need assistance. Regular check-ins can help them stay motivated and on track.
7. **Reinforce learning with real-world application:** Encourage your mentee to apply the knowledge gained from the infographics to their work or projects. Help them connect the concepts to practical scenarios, fostering a deeper understanding and reinforcing the learning process.

8. **Monitor their progress:** Keep track of your mentee's progress as they engage with the infographics. You can ensure that they have fully understood the topic by encouraging them to participate in the final assessment quiz. This will test their learned knowledge and raise any issues with their understanding of the current topic.
9. **Provide feedback and encouragement:** Offer constructive feedback to your mentee on their performance and progress. Highlight their strengths and areas for improvement. Additionally, provide encouragement and recognition when they successfully complete the infographics and earn digital certificates.
10. **Follow up and revisit topics:** After your mentee has completed the infographic, follow up to see how they are applying their new knowledge and skills. Revisit specific topics if necessary to reinforce learning or explore advanced concepts. This ongoing support will help solidify their understanding and promote continuous growth.

Remember, the goal of mentoring is to support your mentee's development and growth. By leveraging these interactive infographics, you can provide them with engaging and comprehensive learning experiences across various workplace topics.

## Using the Interactive Infographics – An Example

Interactive Infographics can be used by mentors to build the skills of mentees by the mentors using the infographic to guide the mentoring session. Each infographic is comprised of an introductory video, a prior knowledge assessment quiz, a WebQuest, and a final assessment quiz. In this example, we will be looking at the introductory infographic for Intergenerational Relationships!

The infographic starts out with an introductory video about intergenerational learning in the workplace.

*By watching this video together, a mentor can ask the mentee some prompt questions to encourage self-reflection about the topic of intergenerational experience in the workplace.*

After the video, there is a prior knowledge assessment quiz for the mentee to complete where they can test their existing knowledge about the topic.

*Mentors can encourage their mentees to complete this quiz and reflect on their current understanding of intergenerational learning. Once the quiz is complete, mentors can encourage the mentee to ask questions about content they did not understand, or perhaps open a conversation about the gaps in the mentees knowledge so mentors know where to focus attention when following the rest of the infographic.*

Following the quiz, there is a problem-based learning activity whereby learners are encouraged to investigate the benefits of intergenerational learning through a real-life case

study, conduct some research into other success stories, and make a plan for implementation in their own workplaces.

*Mentors can use this activity to encourage mentees to think of the real-life implications and benefits of intergenerational learning. They can support mentees in implementing this activity by giving their own examples of intergenerational learning in the workplace, as well as by participating in the activity with the learners.*

Once the activity is complete, learners are invited to participate in the final validation quiz where their learned knowledge will be tested.

*By encouraging mentees to complete this final validation quiz, mentors can ensure that their mentees got the most out of the infographic by testing their knowledge. You also gain insight into how the mentee processes information.*

The infographic concludes with a certificate of completion whereby the mentee can demonstrate that they gained as much as possible from the infographic.



# INTERFACE



Co-funded by  
the European Union

"The European Commission's support of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information therein." Project Number: 2021-1-HR01-KA220-ADU-000026101