



Empower your mentor skills

Training by ESA, September, 2022

Master Mentoring 2022-2023

Program:

- Sharing experiences so far
- Rules of agreement
- Brainstorm: how to make new students feel at home @TU/e?
- Cultural diversity

BREAK

- Conversation skills - reflection
- Conversation skills - type of questions
- Conversation skills - Group conversations versus Individual conversations
- Student guidance at TU/e, ESA

Introduction- *exercise*



Sharing experiences so far

- What type of topics came up during the first meeting with your mentees?
- Do you have any best practices from previous experience as mentor?

Rules of agreement

- What do we expect from each other
- How are we going to communicate
- What are the expectations from the mentees?
- How can you create a safe environment as a group?
- Attendance

Set up a document with your students, list of agreements + signature

Brainstorm : how to make new students feel at home?

- What activities would help to bond with each other? (cook together, visit city etc)
- What activities can you tip students, study association etc?



Cultural diversity: cultural differences

Culture



Characteristics of the I culture:

- puts the individual first
- Your own opinion is important
- focus on personal achievements
- knowledge is used tactically
- one-to-one relationships
- positions are obtained by skill
- look at the other person when speaking and let the other person speak as a sign of listening
- needs its own space



Characteristics of the We culture:

- the interests of the group first
- the opinion of the group counts
- focus on teamwork
- knowledge is shared
- big family networks
- positions are obtained by relations and place in the group
- does not look directly at the other person, and joins the conversation to show interest
- the space is much smaller between two people, also touching is more common

TIME FOR A BREAK



Cultural diversity: BINGO – Find someone who...

Speaks Dutch	Travels to EHV by train	Comes from outside EU	Watches cat movies on Youtube	Has been to a festival this summer
Is a morning person	If afraid of spiders	Who's birthday is this month	Likes spicy food	Is vegetarian
Speaks at least 3 languages	Has 2 siblings	Is part of a study association	Plays an instrument	Has lived abroad for longer than 6 months
Doesn't like chocolate	Who's taller than you	Lives on the TU/e campus	Is wearing green	Has a tattoo

Conversation skills – reflect on your own skills

- What prior experience do you have with conversation skills?
- What do you consider your main strength(s) during a conversation?
- What do you consider your main learning point(s) during a conversation?
What would you like to learn/practice?

Conversation skills – question types

Closed

- Suggestive *(You like coffee, right?)*
- Multiple choice *(Do you prefer cold or warm weather?)*
- Yes/no *(Are you always late?)*

Open What, when, how, why, where...

Follow-up *(Okay! Where do you want to go for a hike?)*

Step 1: Listen

Step 2: Summarize

Step 3: Do ask more questions

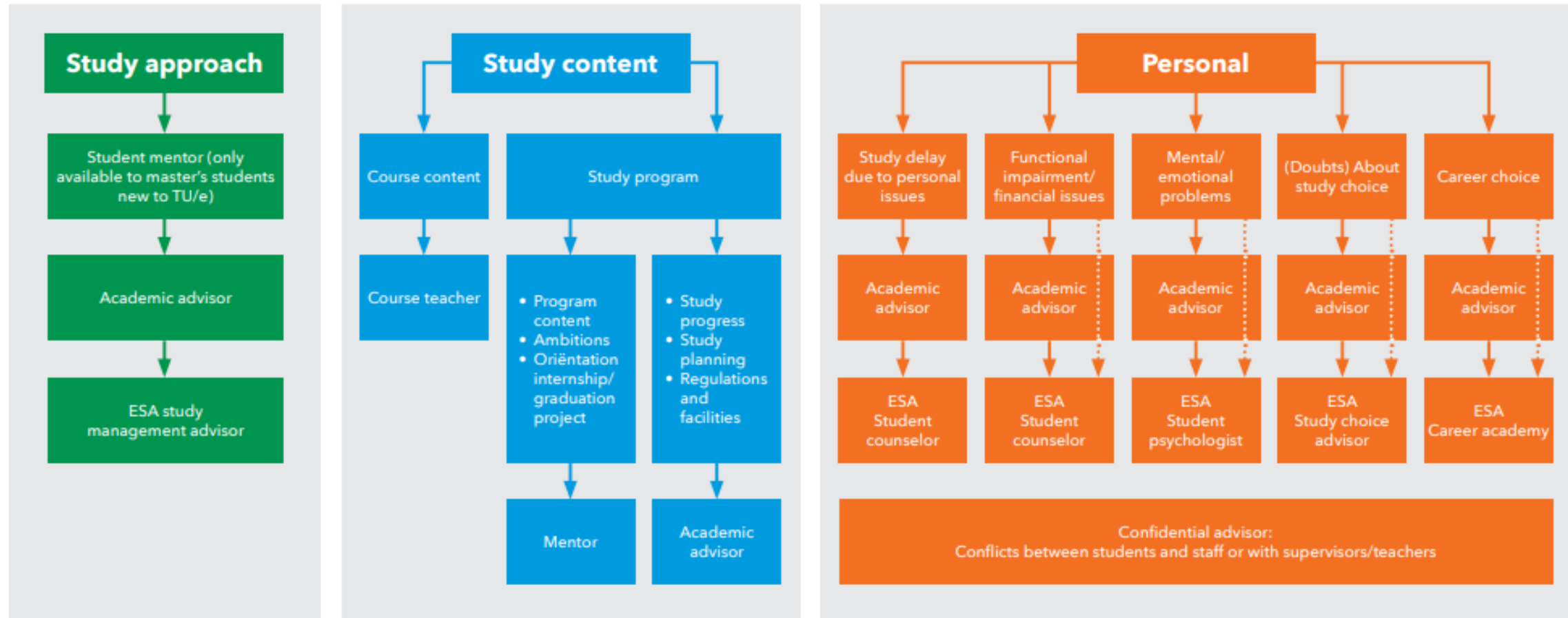
Conversation skills – non verbal behavior



Conversation skills – group conversations versus 1:1



Student guidance for master's students



More information? Check it on the [student guidance page](#). Also have a look at the [group training sessions](#) we offer.
Not sure where to go? Contact your academic advisor.

Wrap up

