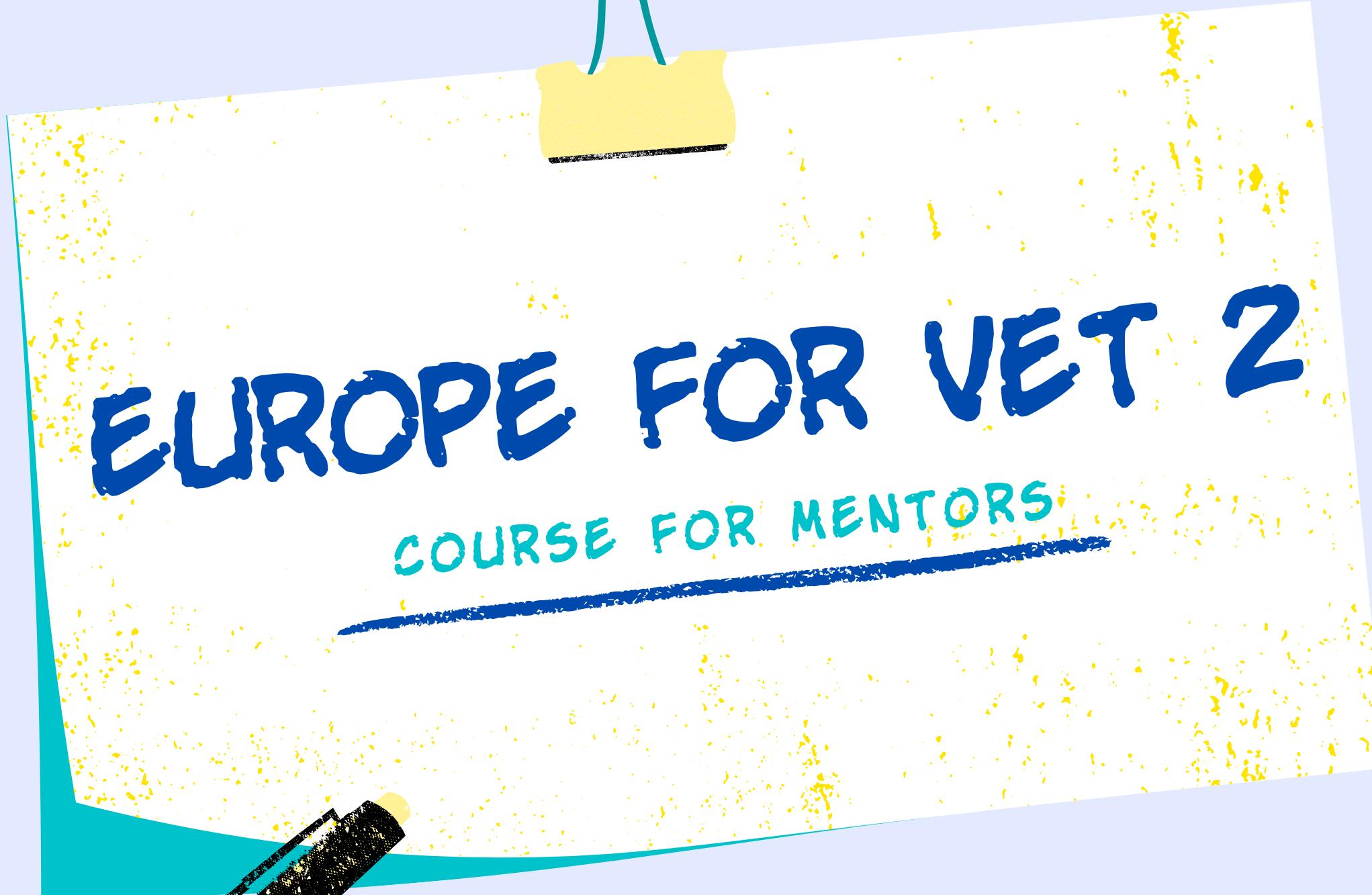


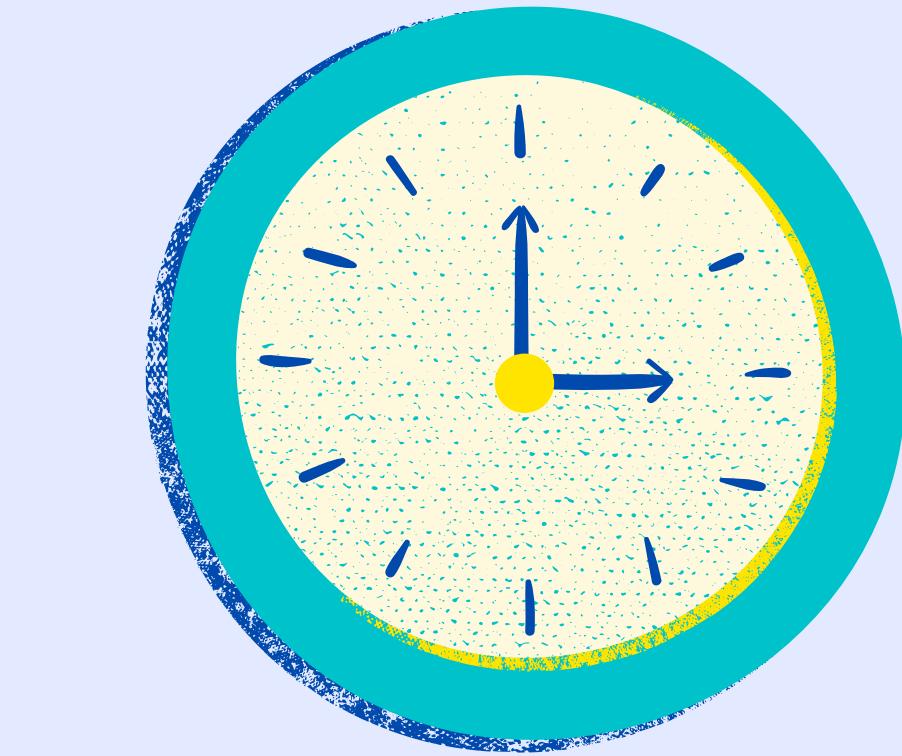
Erasmus+

Project is financed by Erasmus+ program



# TABLE OF CONTENT

- ① ERASMUS+ GENERAL INFORMATION
- ② HOW TO PREPARE FOR HOSTING
- ③ FIRST DAY AT WORK PLACEMENT
- ④ COOPERATION WITH THE INTERN
- ⑤ PROBLEM SOLVING
- ⑥ HOW TO DEAL WITH EMERGENCIES
- ⑦ SUMMARY OF THE INTERNSHIP



# DEAR MENTOR - WELCOME !



Hi! We are your future interns - we will share our point of view and take you on a journey together and help you understand vocational projects to become a better mentor!

**Pay attention to the following symbols :**



→ **Very important information.**



→ **Examples, solutions.**

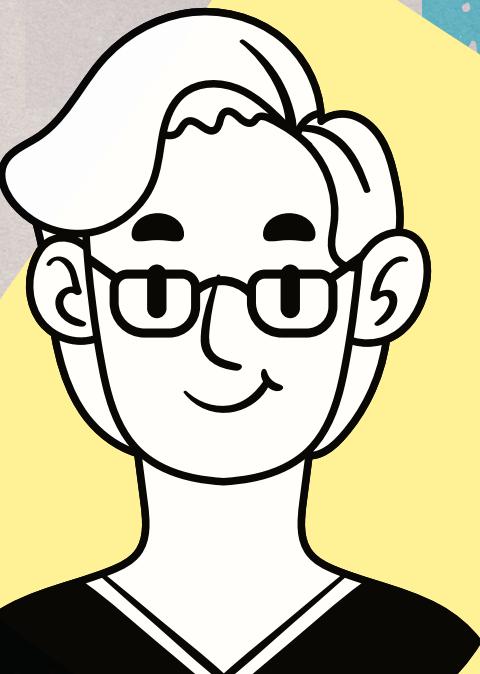
**ALL OF THEM  
WILL HELP YOU  
... TO BECOME  
THE BEST  
MENTOR!**

- ① INSPIRE THE INTERNS AND HELP THEM GROW!
- ② LEAD BY EXAMPLE !

# BE THE... LEADER

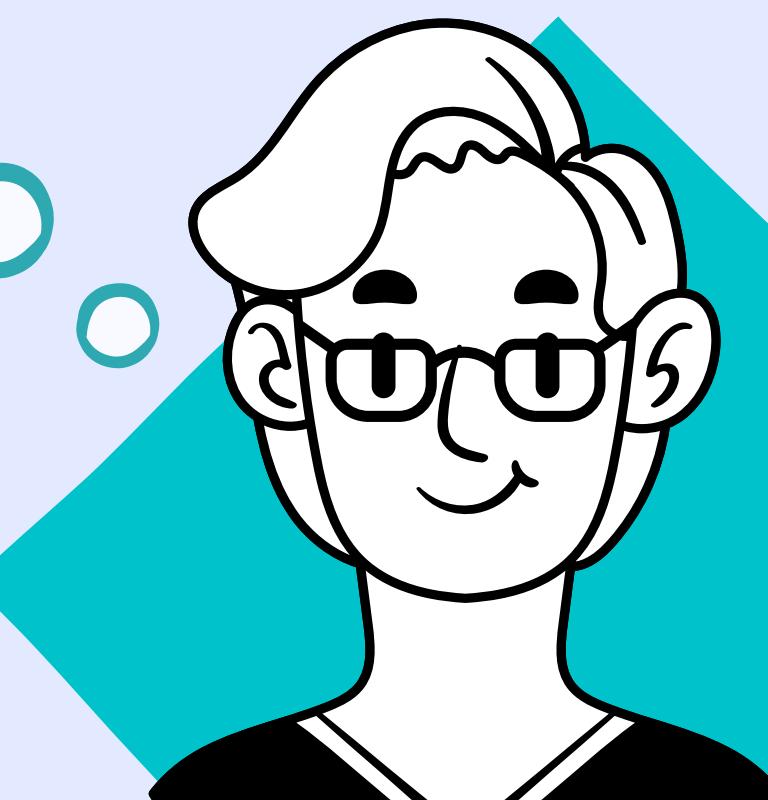


You will make a huge impact  
on my professional life -  
please show me how to be  
a GREAT BOSS !



# ERASMUS+ GENERAL INFORMATION

---



But first let me take you  
on a short journey around  
ERASMUS+ programme and  
its benefits...

# WHAT IS ERASMUS+ ?

## Erasmus+ 2021-2027

The screenshot shows a web page with a teal header containing the Erasmus+ logo and the text "Erasmus+ 2021-2027 Programme Priorities". Below this, a sidebar on the left lists "Climate change · Climate change refers to long-term shifts in temperatures and..." and "CHAPTER 3 Environment and Fight Against Climate Change". A large central image features a globe with green arrows indicating environmental flow, set against a blue background with a white YouTube play button icon. At the bottom, there's a "Watch on YouTube" button and a blue bar with the text "LINK HERE".

Erasmus+ is an EU programme which offers mobility and cooperation opportunities in:

- Higher education
- Vocational education and training
- School education (including early childhood education and care)
- Adult education
- Youth and sport

Total budget of over €26 billion.



Erasmus+

More info:

<https://erasmus-plus.ec.europa.eu/>



# VOCATIONAL EDUCATION AND TRAINING (VET)

---

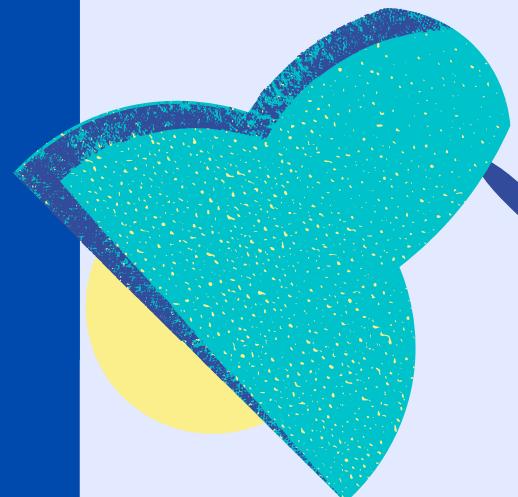
## Who can participate?

- \* Staff mobility  
**(teachers / employees)**

- \* Learner mobility  
**(pupils / students)**

## What is it for?

Erasmus+ VET offers  
a possibility of gaining  
international experience  
for people from  
the vocational sector.



# KEY ORGANISATIONS IN VET MOBILITY PROJECTS

<b><u>Sending organisation</u></b>	<b><u>Receiving organisation</u></b>	<b><u>Supporting organisation</u></b>
<p>Usually a VET School or NGO</p> <ul style="list-style-type: none"><li>• In charge of selecting students/staff and sending them abroad</li><li>• Prepares participants before departure (language / cultural / pedagogical trainings)</li></ul>	<p>Usually a VET School or NGO</p> <ul style="list-style-type: none"><li>• In charge of receiving students/staff from abroad and offering them a study/traineeship programme or a programme of training activities</li><li>• Responsible for proper conduction of vocational traineeship / educational programmes</li></ul>	<p>Usually a VET School or NGO</p> <ul style="list-style-type: none"><li>• Facilitate the administrative procedures of the sending/receiving participants</li><li>• Helps to better match student profiles with the needs of companies</li><li>• Helps to prepare participants for the programme</li></ul>

# WHAT IS IT FOR? WHAT ARE THE MAIN GAINS?

## Vocational programme

- Improved learning performance
- Enhanced employability and improved career prospects
- Exchange of know-how
- Improved ability to use vocational knowledge in practical tasks

## Intercultural experience

- Improved tolerance
- Increased openness
- understanding EU values
- Enhanced positive interactions with people from different backgrounds
- Enhanced intercultural awareness
- More active participation in society

## Soft skills

- Improved foreign language and digital competences
- Increased self-empowerment and self-esteem
- Readiness to work abroad
- Improved team work
- Better stress management
- Improved responsibility

For the first time I will be working & staying without my parents. Thus, there are soooo many new things for me in this project



# TO BE A GOOD MENTOR YOU NEED TO BE:

## Opened

Interns will have different backgrounds and they will be used to different management styles - be flexible !

## Supportive

Interns are in your company to learn but sometimes they might be shy or closed. Try to encourage them to open-up.

## Patient

Interns will make mistakes. They might have problems in understanding you because English is their second language. Please be patient with them.

## Consistent

If you set up a deadline, adhere to it. Try to be reliable for the trainee.

## Adaptive

Sometimes your management methods might not be ideal for a given trainee. You need to listen to him/her and adjust the way you mentor.

## Available

Interns should be able to know what they are doing correctly and what needs to be improved. Be available to give them feedback.



## WHAT CAN YOU GAIN BY HOSTING THE TRAINEE IN YOUR COMPANY?

---

- A chance to get new intercultural experience
- A possibility to discover new competences of your staff - how they will manage with multicultural trainees
- Possibility to help young people to grow personally and professionally
- A chance to improve language skills
- Gain new contacts for your business
- Truly become a part of EU Erasmus + family



# HOW TO PREPARE FOR HOSTING



Good preparation for the  
traineeship will bring many  
benefits for all parties.

Let's discover what you can  
do before the mobility!



Please don't forget that  
my culture is different.

Be patient and  
understanding.

Please remember that  
I am still learning, this  
is my first professional  
experience.

My safety is very  
important, please  
prepare a safe work  
environment.

## HOW TO PREPARE FOR HOSTING:

- Inform the rest of the staff about the trainees's arrival; explain who it will be, for how long they will stay and their profession.
- Get to know well the CV of the intern
- Prepare a meeting with the trainee before arrival(via zoom or skype)
- Prepare a task list for the trainee

# PEDAGOGICAL SKILLS OF THE MENTOR



## A good Mentor should:

- motivate the interns
- give advice
- show the direction to achieve success
- become a coach for the interns
- train the interns to help them reach the goal
- show and give support



Remember that, if you have a direct contact with a supporting organization - you can always ask, they will be happy to help!

# INVEST IN YOUR SELF-DEVELOPMENT !



Use Internet resources to deepen your pedagogical skills



Learn more about Erasmus+ mobility



Learn from other mentors and stay in touch with them to exchange experiences and good practices



Use language apps to learn the basics of your trainee's language



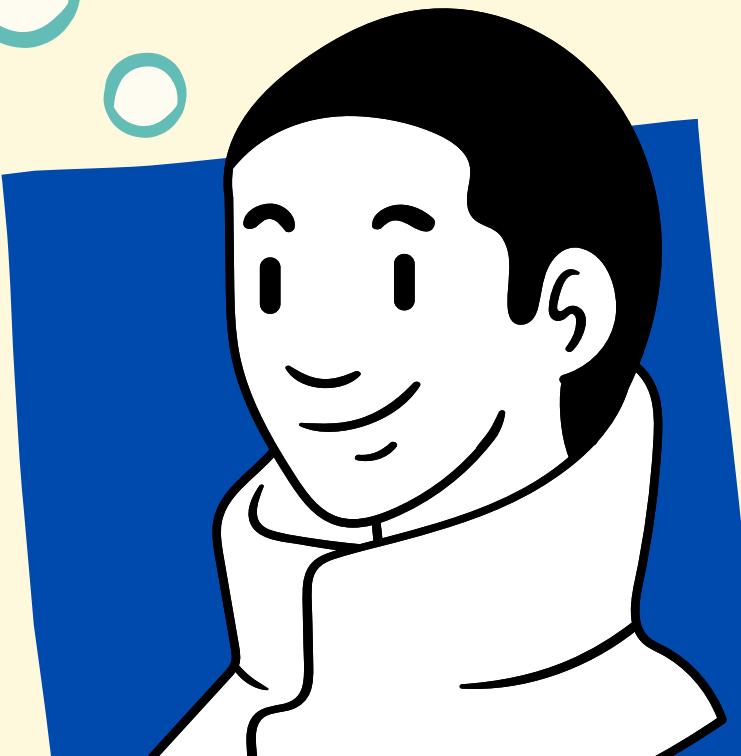
Get to know the trainee's culture through national cuisine and music, it can be also a great topic to start a discussion



# FIRST DAY AT WORK PLACEMENT

---

Curious about the first day?  
Let me show you step by  
step on a timeline, how it  
will look like!



# STEP BY STEP...

1.

Welcome  
the  
trainee

2.

Introduction:  
the mentor,  
colleagues  
& the company

3.

First talk  
and gathering  
information from  
the trainee

4.

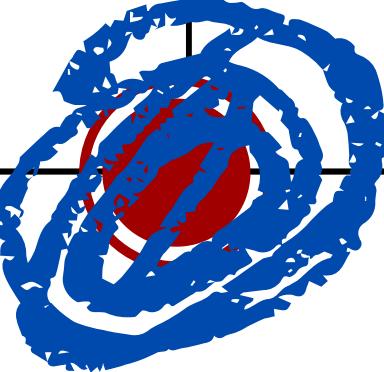
Familiarize  
the trainee  
with tasks  
& work hours

5.

Present  
BASIC  
company  
rules

6.

Exchange  
the contact  
& manage the  
documents



YOU START  
FROM HERE



7.

ENJOY  
the work  
with your  
trainee!

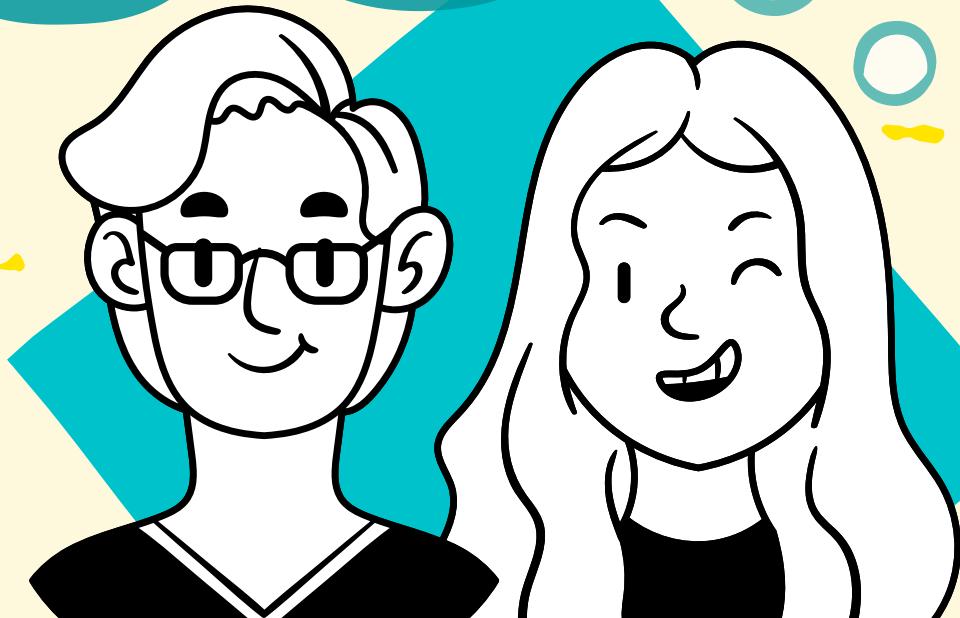


HERE STARTS YOUR NEW EXPERIENCE  
AND INTERCULTURAL JOURNEY!



## TIPS & RECOMMENDATIONS

Hello! Hola!  
Nice to meet  
you!



# Welcome the trainee at the work placement

## Introduce yourself & the company :

- say a few words about yourself
- make a short presentation
- prepare a tour around your company

Let the student meet new colleagues:  
even a short exchange of their names will  
make the student feel comfortable

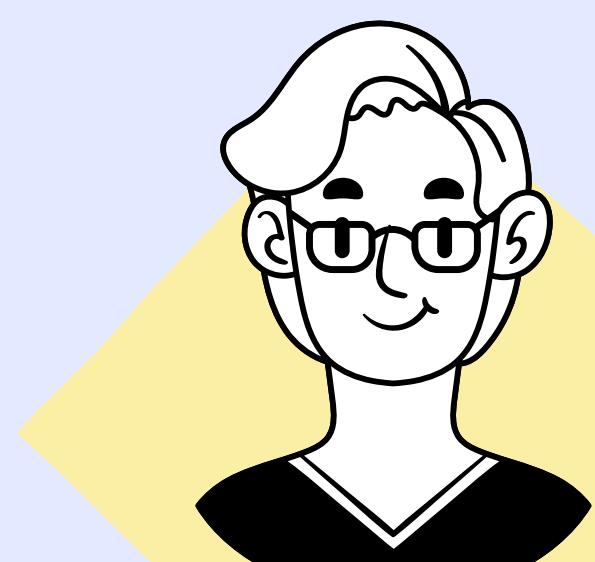
Show key areas in the company:  
a workspace, the bathroom, the kitchen,  
a place to change or leave the clothes (if applicable)

Do not be in a rush - save time for the trainee.  
Leave an impression, that this meeting is  
important for you and your company :)

Please remember, it is my FIRST day and my culture could be different than yours.

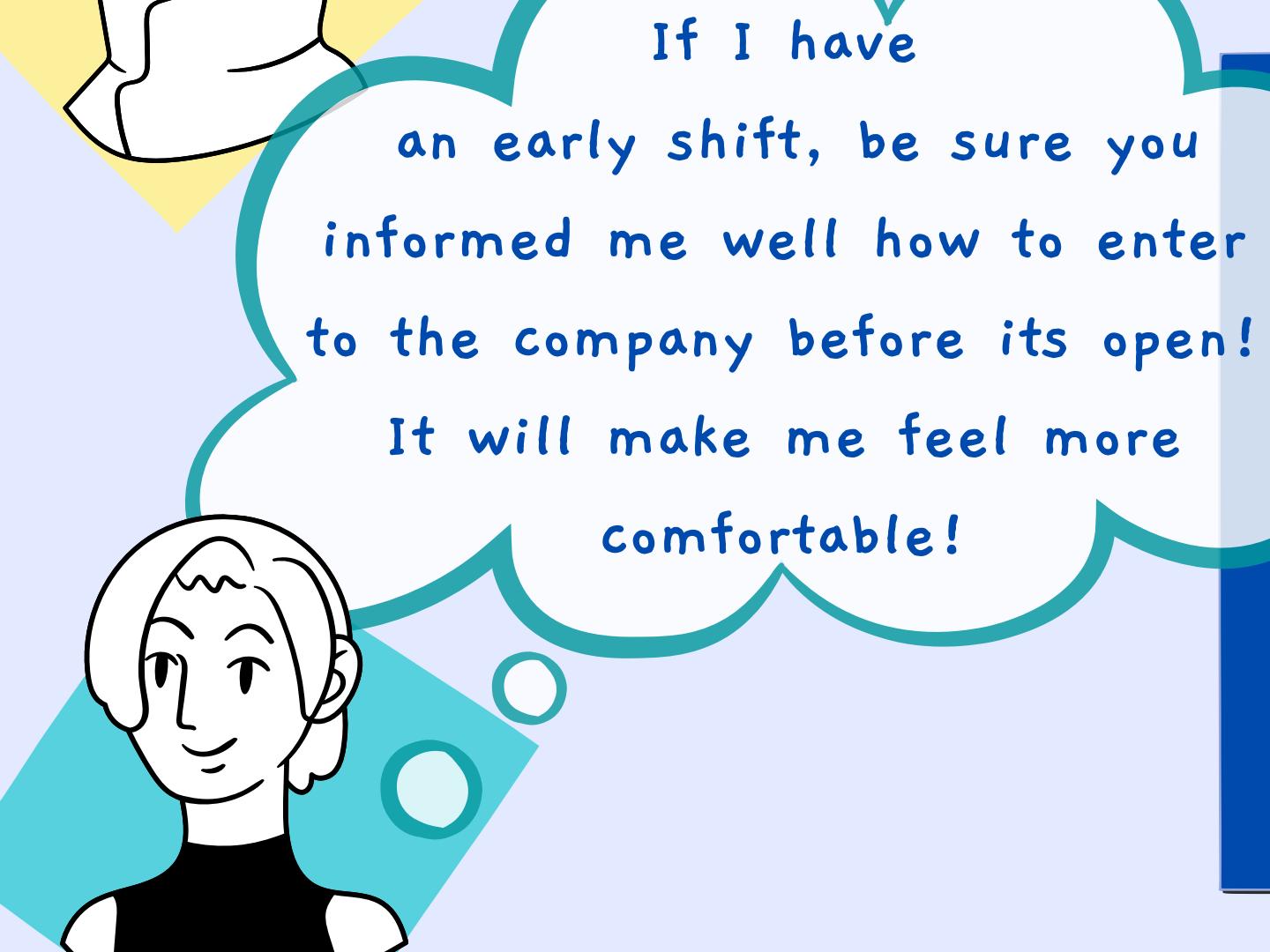
Please speak slowly. It will help me to understand everything.

I might not be used to shaking hands nor smiling.





Please exchange your contact details with me! In case of any delay in the morning - I can let you know!



If I have an early shift, be sure you informed me well how to enter to the company before it's open! It will make me feel more comfortable!



## Have a short talk with the trainee:



### **Find a comfortable place to sit and talk:**

- ask some **basic questions** regarding the **motivation** to participate in the international mobility
- ask about their **interests and experience** (which tasks they prefer the most? what can they do?)



### **Be curious and show interest!**



### **Familiarise the trainee with goals and tasks:**

- adjust traineeship (if needed and possible) after an interview with the trainee (checking language level, talking about their interests and experience)



### **Familiarise with basic company rules:**

- timetable, time and duration of the breaks
- safety rules, working clothes

## Before start:

### Be sure you have all documents :

- make copies of all important documents
- check the trainee's insurance and keep one copy for yourself
- sign all documents BEFORE starting the traineeship

### Leave a bit of time for questions

- do not leave the trainee with doubts or misunderstandings. Be sure you clarify all basic rules for your future collaboration!

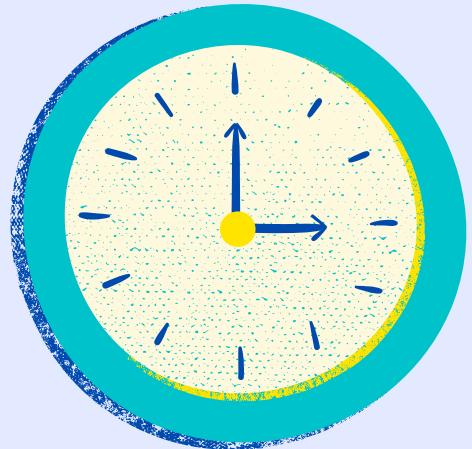
WELL DONE! ARE YOU READY TO START?

# COOPERATION WITH THE TRAINEE

In this section you will learn some practical tips on how to work with a trainee, overcome the language barrier, how to organize the trainee's work, control it and give constructive feedback.



# HOW TO WORK WITH TRAINEES?



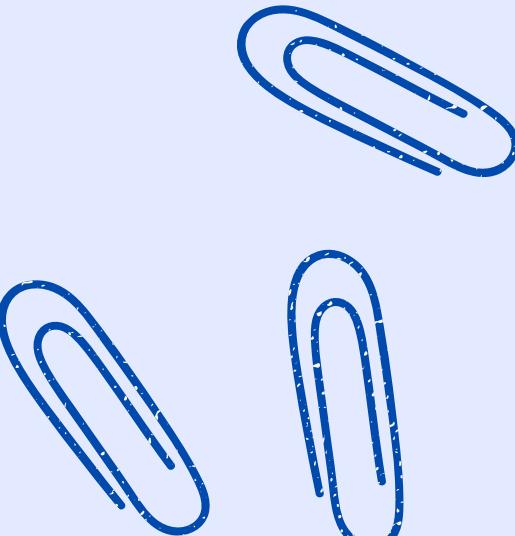
## BE POSITIVE

Tell them a funny story  
from previous  
traineeship experiences

Praise and  
encouragement build  
self-esteem

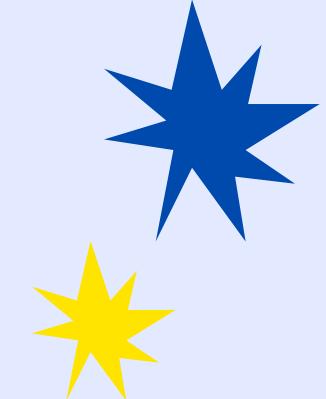
## EXPERIENCE

Learn from one another's  
experience, give and  
take advice from the  
trainee



## BREAKING UP BARRIES

Take responsibility  
for making and  
maintaining contact



## LISTENING

Be open to the  
feedback of the  
trainee.



## Did you know?

The Google Translator app can translate your speech.  
All you need to do is click the microphone icon and start speaking.  
The application will translate the speech into the selected language.



This is a great option when you want to quickly use translation without writing.

IF THERE ARE COMMUNICATION PROBLEMS DUE TO LANGUAGE,  
YOU CAN USE THE TRANSLATE APP ON YOUR MOBILE PHONE.



YOU WILL UNDERSTAND EACH OTHER PERFECTLY!

CLICK ON THE SELECTED TRANSLATOR TO LEARN MORE



[Google Translator](#)

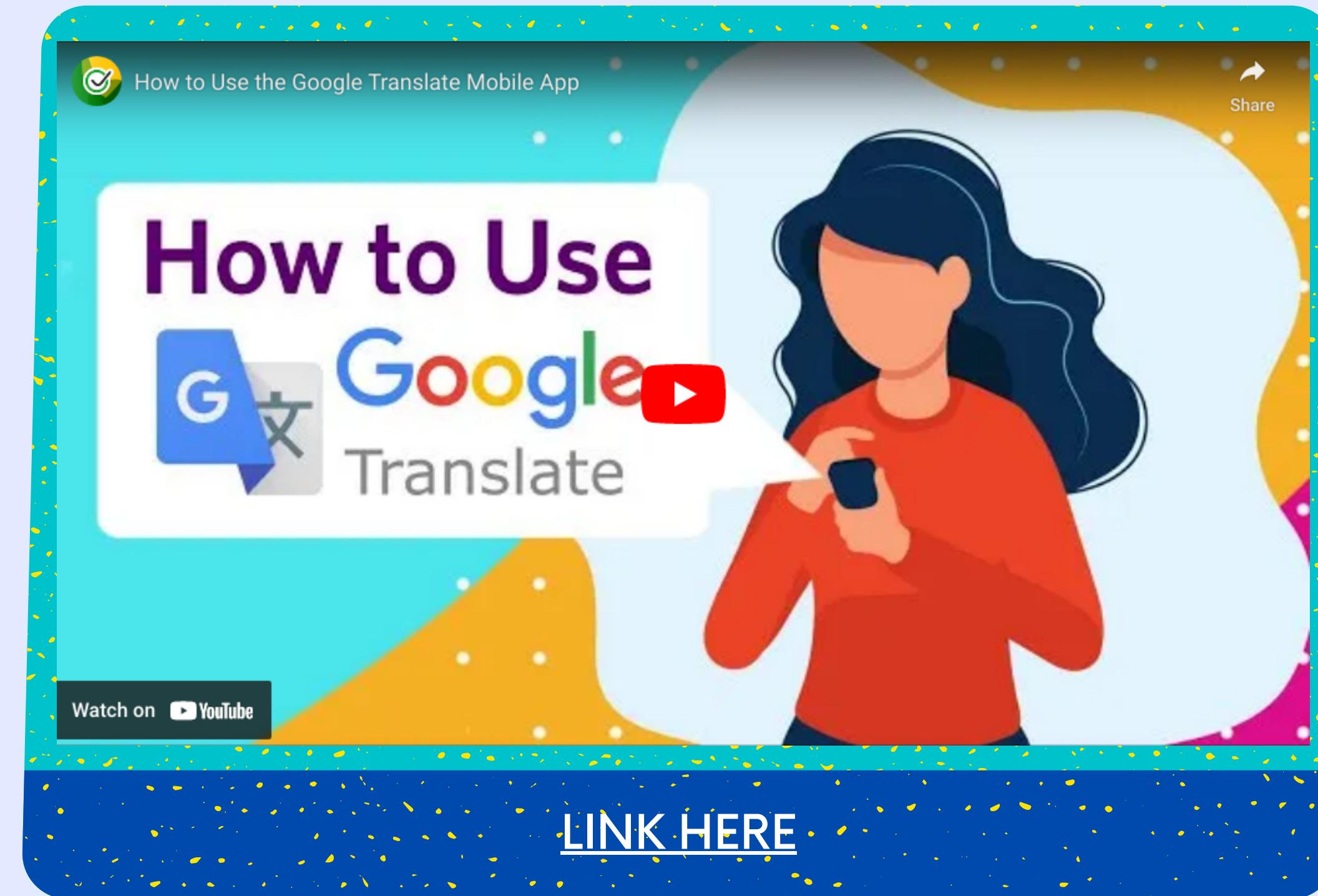


[iTranslate](#)



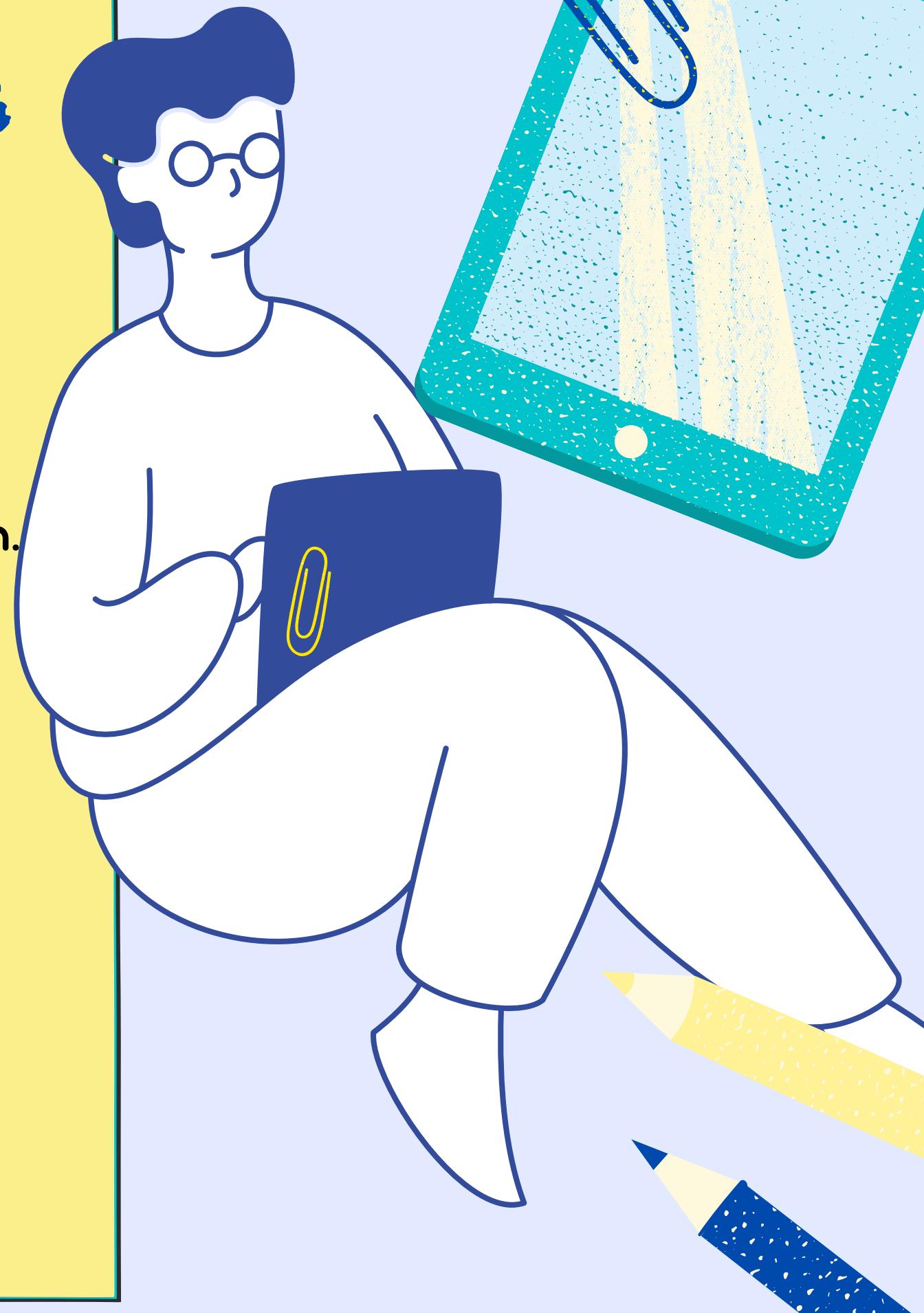
[TripLingo](#)

# HOW TO USE GOOGLE TRANSLATOR APP?



# HOW USING A TRANSLATOR WHEN WORKING WITH A TRAINEE CAN HELP YOU?

- You can translate single words as well as full phrases.
- Allows you to translate vocabulary related to your profession.
- Both you and the trainee learn new vocabulary.
- It improves communication between you and the trainee.
- It reduces the stress related to the language barrier.
- You can learn some words from the trainee's mother tongue - it's a great icebreaker to start with.



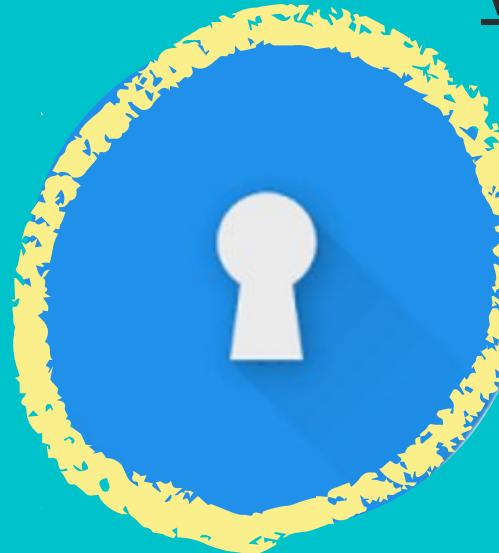
# APPLICATIONS FOR COMMUNICATION WITH THE TRAINEE



Telegram



WhatsApp



Signal

When communicating with the trainee, it can be helpful to use messaging apps, such as WhatsApp, Signal  
- it is necessary on the first day to establish the method of communication with the trainee!

Thanks to this, the trainee will be able to inform you if he/she is late for work or will not be able to come due to illness.

On the other hand, you can provide them with information about your absence, who will take care of them on a given day, or about the change in the working hours.



# ORGANIZING THE WORK OF THE TRAINEE

Good work organization for the trainee will save you the effort  
of constantly looking after them.

For many of these young people this is their first work  
experience - not all of them are able to stay fully focused  
throughout their working day.

Start with something easy :-)

Let us show you some suggestions for the  
organization of working time!

## POMODORO TECHNIQUE

### Step 1.

Prepare a list of tasks arranged from most important to smallest.



### Step 2.

Set the timer for 25 minutes so that the trainee can see how much time they have left.



### Step 3.

Click Start and let the trainee work. For 25 minutes, nothing else matters but the task.

### Step 4.

Stop! After the time is up, it's time for a short break - 5 minutes. During this time, the trainee may rest.



Step 5.  
Repeat the cycle. After 3-4 cycles, the trainee may take a longer break (20-30 minutes).



# KANBAN TECHNIQUE

Using regular or virtual post-it cards, write down individual tasks for the trainee.  
1 card = 1 task.

Divide the cards into three categories: "to do", "doing", "done" and stick them on the board.

Tasks can be grouped and prioritized using additional markings or colours of the cards

The trainee performs tasks from the "to do" cards. After completing the task, he/she moves the card to the "done" category

# KANBAN TECHNIQUE

## -USEFUL APPS



Trello



Jamboard



Evernote

You can also use the Kanban method using various apps.

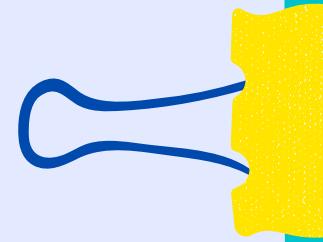
On the left, we have included some application suggestions that can be used to assign tasks to the trainee.

This is especially useful when the trainee is working remotely or when you want to quickly check their progress from your computer.

# PREPARE A WORKING TIME ORGANIZATION TABLE FOR THE TRAINEE.

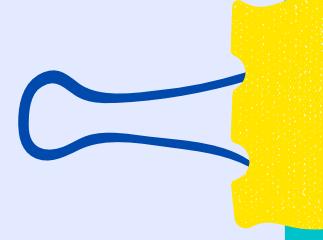
Below you will find some suggestions for a daily routine depending on working style.

## Working Styles



### PLANNER

### PRIORITIZER



### VISUALIZER

## Daily routine

Plan your day hour by hour

Deep work for 3 hours

Take a stretching break

Work on lighter tasks

Write a to-do list

Start with the hardest task first

Take a break

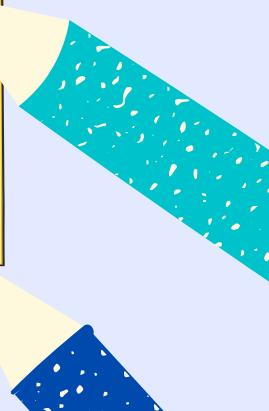
Work on other tasks

Decide on priority for the day

Write down your tasks

Use the Pomodoro Technique

End the day with light tasks.



# WHAT TO DO WHEN THERE ARE NO TASKS FOR THE TRAINEE?

- Job shadowing - allow the trainee to observe the work of a more experienced employee
- Give the trainee an individual project on which they can work when there are no tasks
- Make a list of simple tasks that the trainee can perform unattended and at any time
- Let the trainee prepare feedback
- Ask the trainee what tasks they would like to do



# HOW TO MANAGE CULTURAL DIVERSITY

Culture is taught through interaction. Keep that in mind when conducting tasks with the trainee

Overcome stereotypes and discrimination  
(don't let someone use them against another person)

Treat all people equally and make sure that other employees do the same

Accept any cultural differences and you will get a positive experience from it

Remember that we all are different in various aspects:

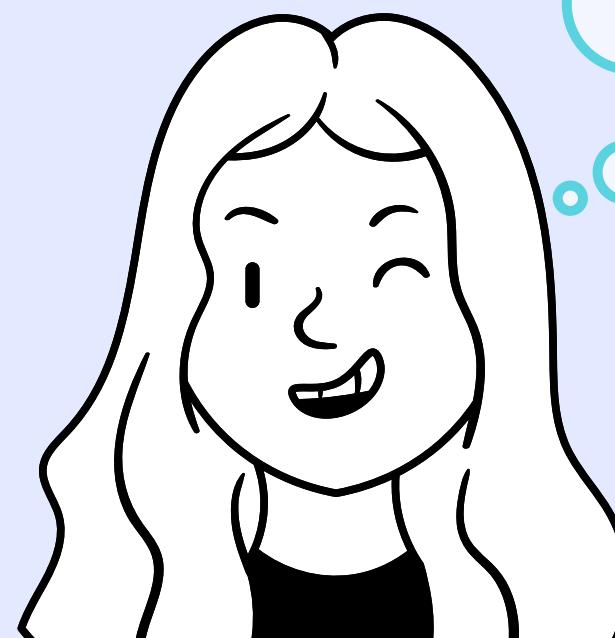
- Social distance
- Approach to the work
- Gesture intensity
- Time concept
- Customer service
- Religion
- Volume of voice

There are nations that are more socially open and those that are more closed. The most important thing is to talk to the trainee about all the issues that bother you, that you will meet during the cooperation!



# BARRIERS IN COMMUNICATION

What to avoid when dealing with young people to maintain good relations?



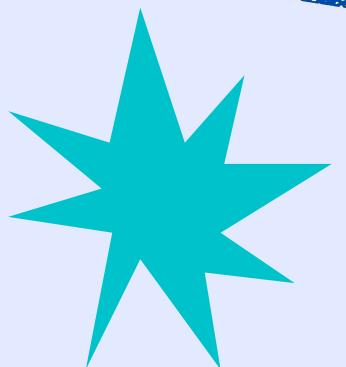
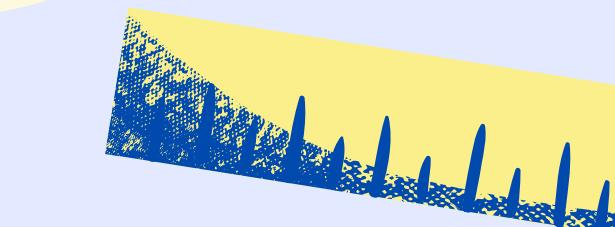
Trying to make a trainee feel better without really addressing the problem

Trying to avoid problems or uncomfortable situations in the hope that they may go away on their own

Telling a trainee to do something, "or else..." - suggesting there's only one acceptable course of action

Giving your trainee personal advice (not related with the traineeship)

Telling a trainee how to act or behave - usually has a moralistic, "this is the right thing to do" tone



# MONITORING TIPS

Daily meeting routine makes me feel comfortable and helps me to understand how my tasks have to be done correctly!

Please make sure I understood everything. Sometimes I am just too shy to ask you to repeat again..

**Daily check to monitor tasks & the progress:**  
establish a routine of regular, one-on-one meeting with the trainee

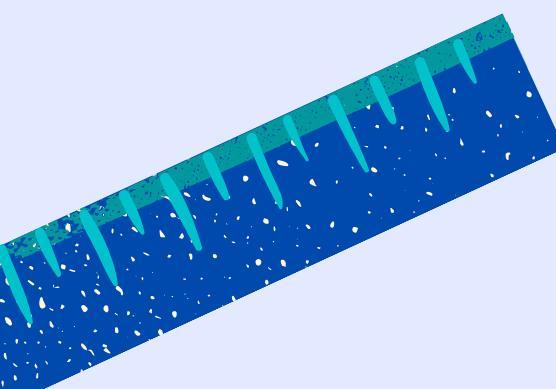
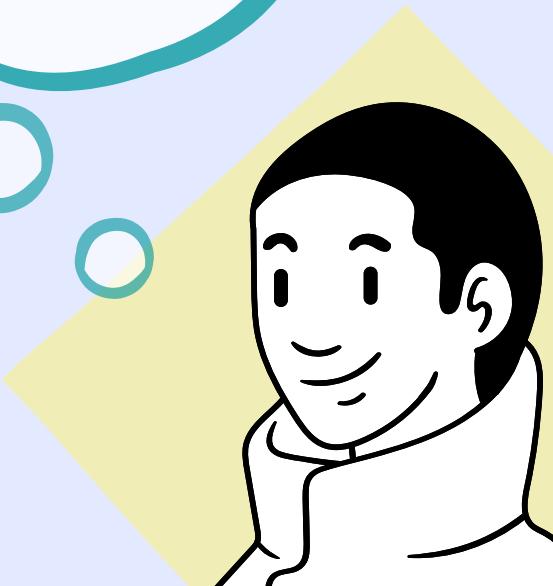
**Watch the trainees work and/or ask other employees for feedback:**  
one of the most effective ways to monitor the trainee's performance is with your own eyes! – whenever you can, try doing it yourself

**Be sure the trainee understands your instructions:**

ask to repeat what you have already explained, but using their own words

**Collaborate with:**

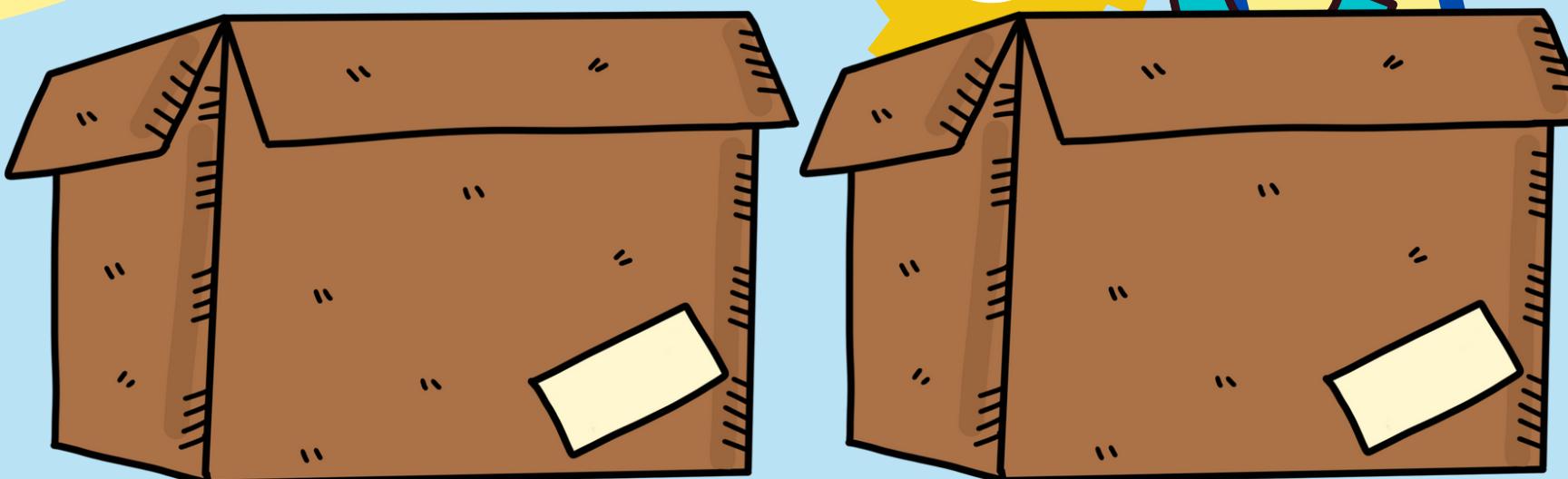
**a) Supporting organization (if applicable)**  
**b) school coordinator / group supervisor**



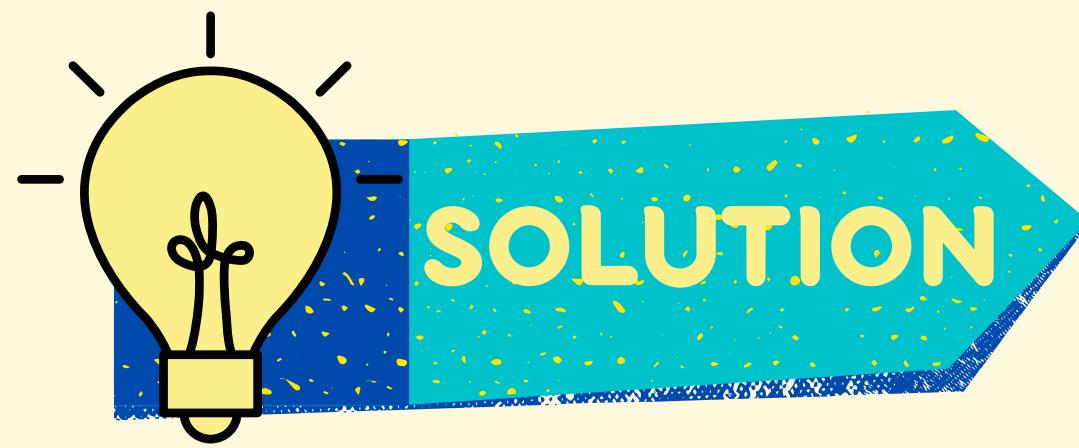
# FEEDBACK

Think about the FEEDBACK as a BOX  
that can be given in various ways :

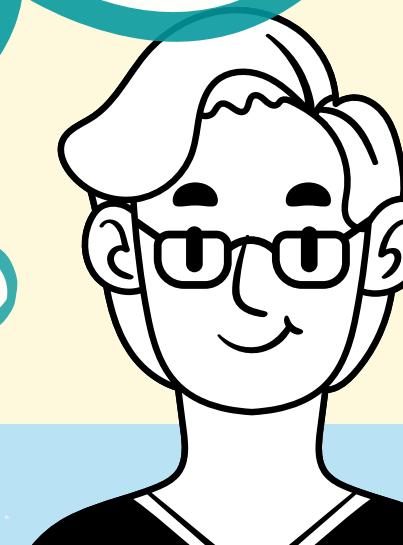
 A box delivered  
with **NOTHING INSIDE**.  
i.e. no useful information on  
how to improve



 A box delivered  
in a way that considers  
the trainee's perspective,  
**FULL of useful tools**  
inside



Please be patient.  
If I did something wrong,  
maybe it is because I did not  
understand fully the task or  
I am not familiar with the team  
's practices yet.



**Remember to provide some suggestions: for where to go next, how to improve. Be specific and give the trainee concrete steps to do better next time**

**Deliver just an empty BOX**

**with the feedback:**

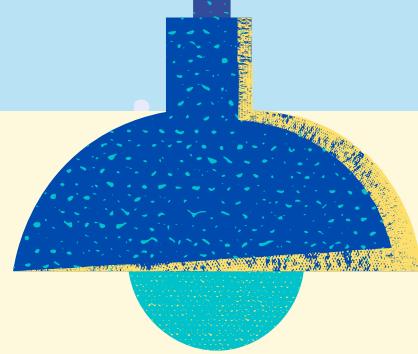
**"This is not great. You did it wrong"**

**Deliver a BOX full of useful tools**

**with the feedback:**

**" I believe you can make that task... /  
I will review with you again the steps to  
be sure all components are clear for  
you. / For the next time please..."**

# How to give EFFECTIVE FEEDBACK?



## 1. Signal your intentions

You can signal your intentions, that you take the trainee seriously and you believe they can improve

## 2. Be specific

You can be specific about what went well and what did not, instead of focusing only on what's wrong.

## 3. Provide clear next steps to take

QUESTION:

DO YOU ALREADY KNOW HOW TO GIVE AN EFFECTIVE FEEDBACK?



## The most effective FEEDBACK:

A BOX full of useful tools, that let the student move forward

Given in a way that further empowers the trainee

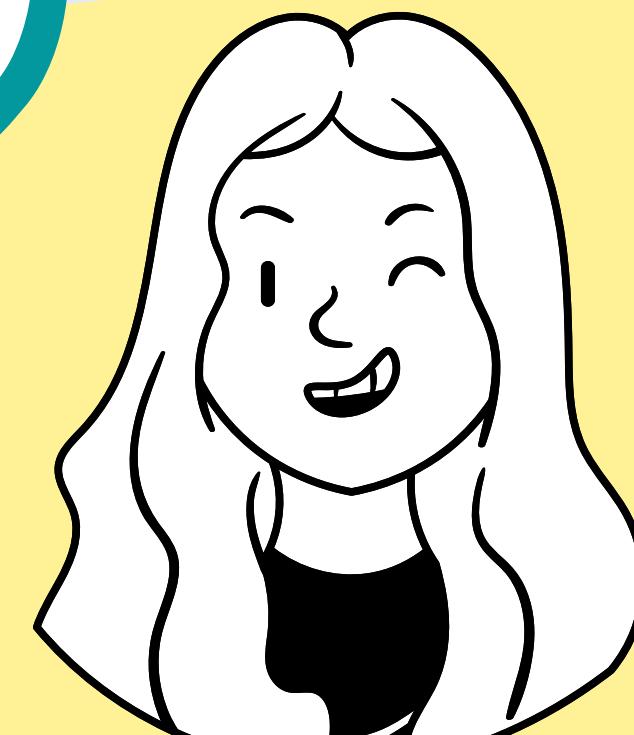
...I believe  
in you!

...You will  
do well!

...You can  
do that!

# PROBLEM SOLVING

What would you do if you had a problem with a trainee? Do not worry! We will explain all the basic information on how to solve the situations that may happen..



# PROBLEM SOLVING

It is very important to establish the company rules with the trainee at the very beginning



Whenever you need it, you can contact the worker of the supporting organisation / teacher to try to solve the problem together

You can find different situations during the traineeship, but remember, your role is very important - be the leader and a mediator



## ACTION REACTION & POSITIVE REINFORCEMENT

When one of the following situations happens, do not ignore it

Try to solve it as soon as possible so that the problem does not get bigger

Positive reinforcement: "the more you give as a trainee the more I will give as a mentor"

### EXAMPLE:

### USING A MOBILE PHONE TOO MUCH



Talk with the trainee, remind them about the rules

Offer them to use the mobile phone during the break

Show a safe place where they can leave the phone during working hours

## EXAMPLES:

### NOT WEARING A UNIFORM

### BEING LATE

### LEAVING WORK EARLIER

## SOLUTIONS:

Talk with the trainee and remind them about the rules

Talk with the trainee and remind them about the rules

Talk with the trainee and remind them about the rules

Show a safe place where they can leave the uniform when the work is finished

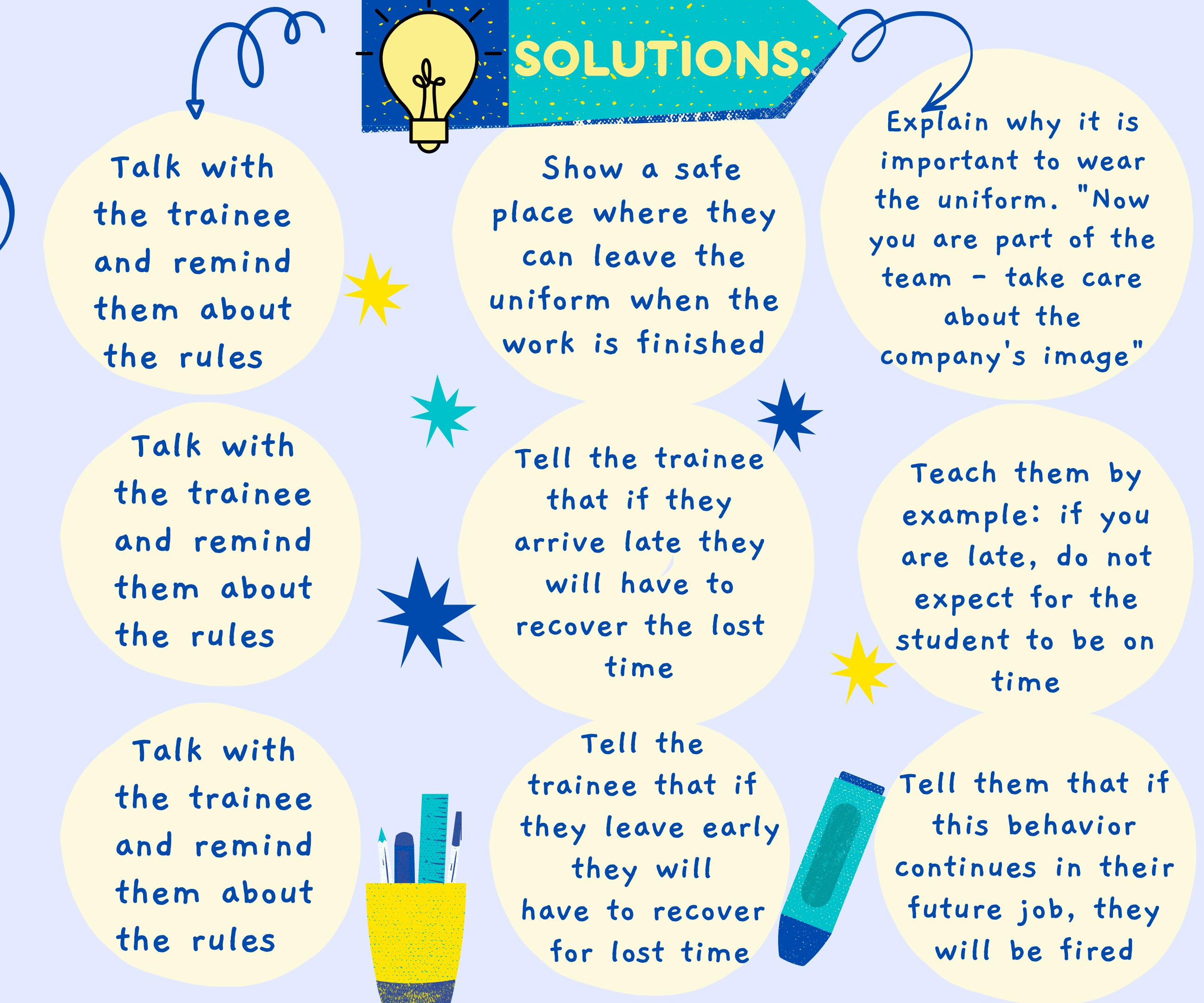
Tell the trainee that if they arrive late they will have to recover the lost time

Tell the trainee that if they leave early they will have to recover for lost time

Explain why it is important to wear the uniform. "Now you are part of the team - take care about the company's image"

Teach them by example: if you are late, do not expect for the student to be on time

Tell them that if this behavior continues in their future job, they will be fired



## EXAMPLES:

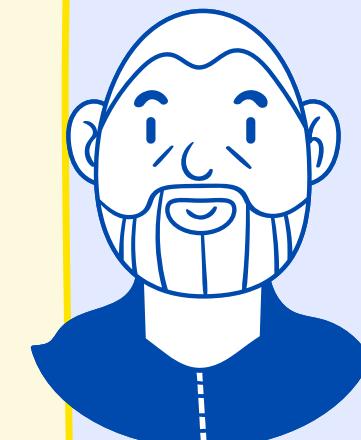
### DISRESPECT A MENTOR



### CONFLICTS RESOLUTION



### SUPPORT TRAINEE IN DEALING WITH STRESS



## SOLUTIONS:

Talk with the trainee and remind the rules

Tell them that if this behavior continues in their future job they will be fired

Tell them: "lack of respect for the mentor or another worker is a really serious offence and you can get fired"

Listen to the trainee, try to understand their opinion, take it seriously

Listen to the other involved parties, try to understand the problem better

Gather all people involved to have a conversation together, be a mediator

Remember the most important is your attitude and your smile

Organise the tasks and inform the trainee about them in advance



Communication is very important. Talk to them about their fears, their worries...

## EXAMPLE:

### TRINEE NOT DOING THE TASKS

If you observe that the trainee is not doing their tasks, it may be due to different reasons.



They don't understand the task

Just remember!  
Use the APP Google Translate

They don't know how to do it

Do the tasks in front of them so they can see how it is done

They don't want to do it

Talk with the student to discover the reason why

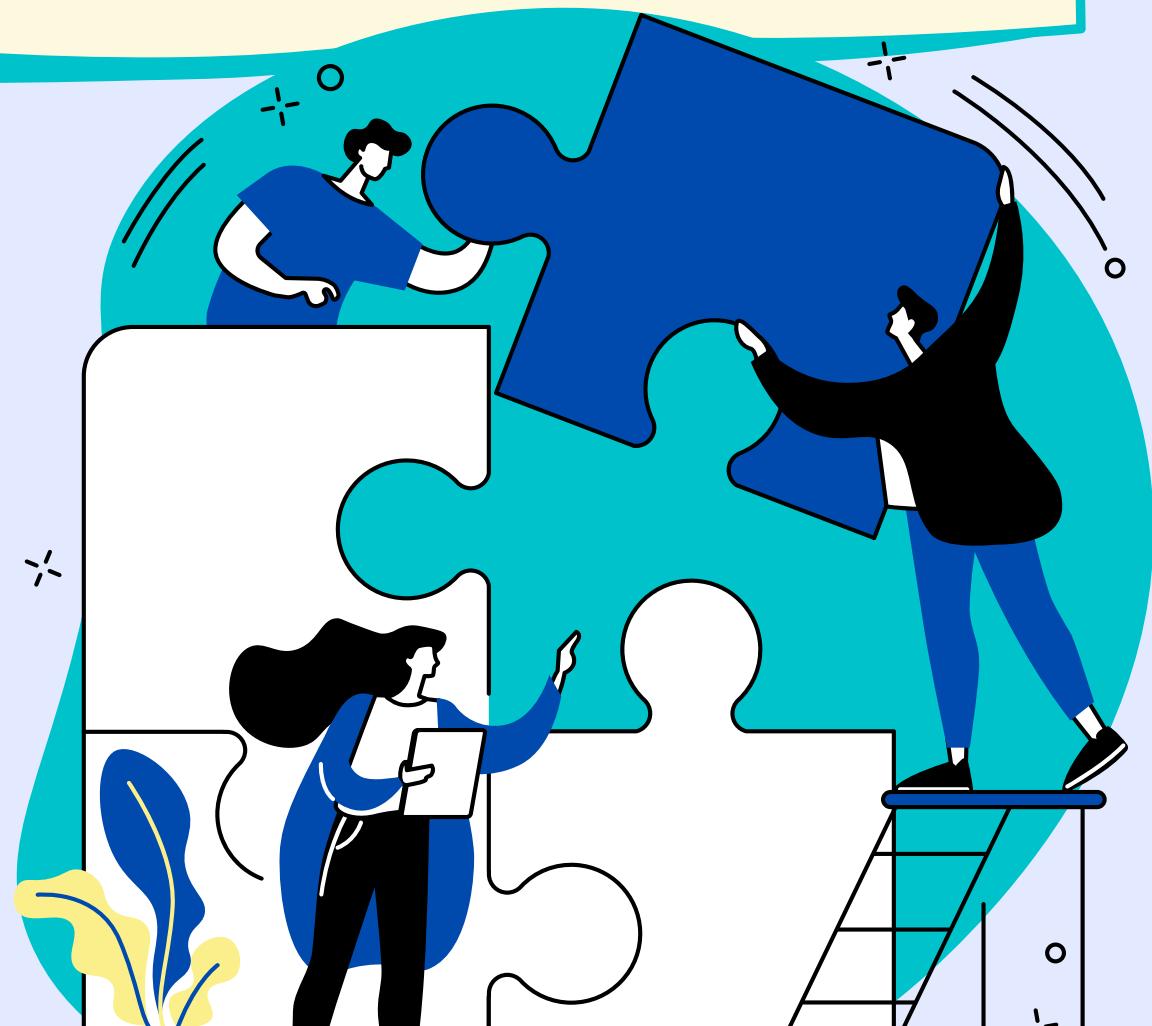
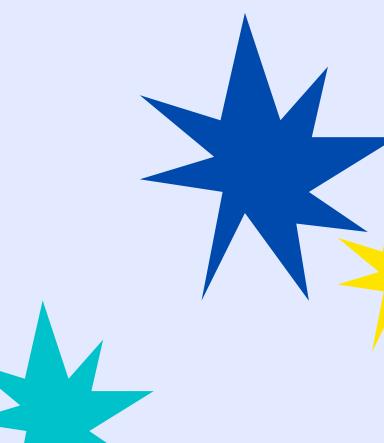
## SOLUTIONS:

Motivate them:  
-I am sure you can do it  
-You will do it very well

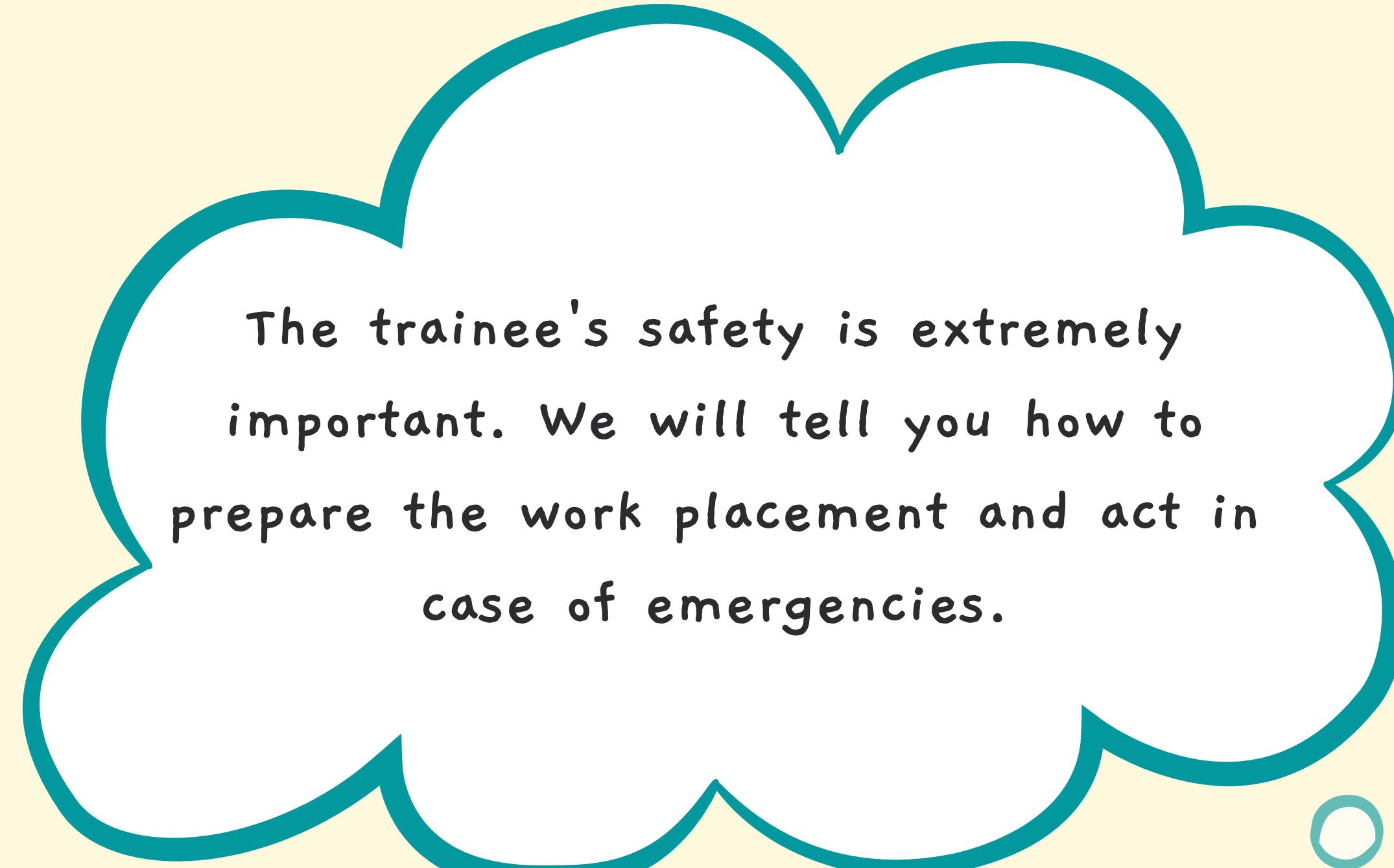
Adjust the tasks to meet the trainee's interests

Have you taken note? Perfect! Don't worry though. These problems do not occur very often and sure you will resolve them!

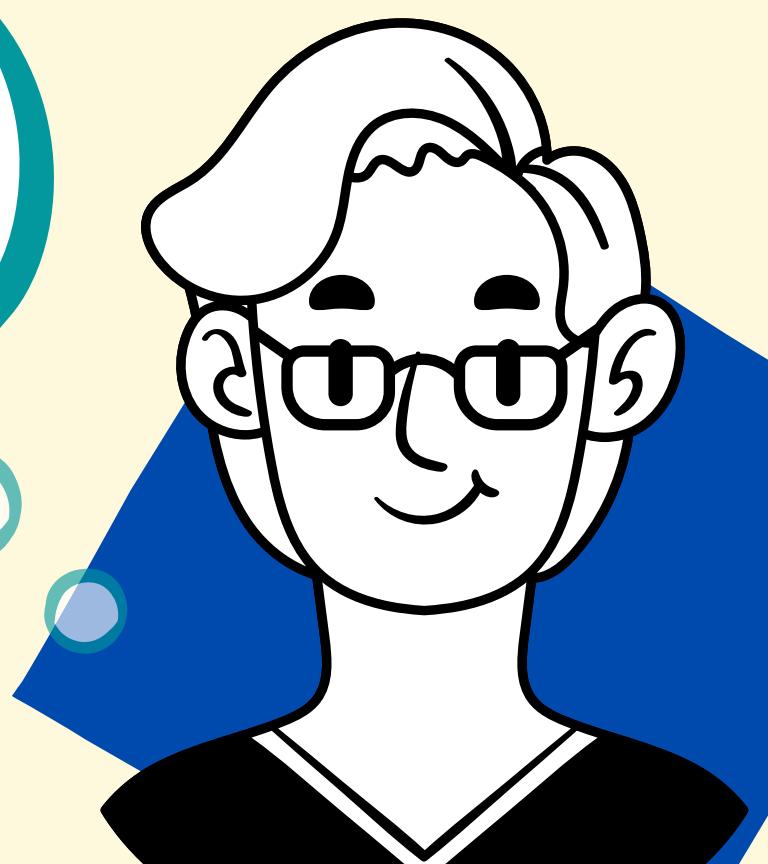
Your work is very important!  
For some trainees it is their first work experience. Try to help them to grow professionally and personally



# HOW TO DEAL WITH EMERGENCIES



The trainee's safety is extremely important. We will tell you how to prepare the work placement and act in case of emergencies.



# FIRST AID

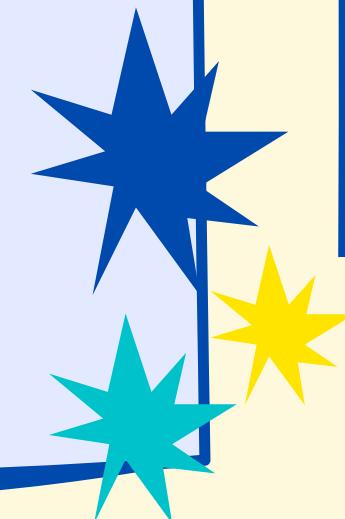
WHO DO YOU NEED TO CALL FIRST  
IN CASE OF AN EMERGENCY?

1

Contact emergency  
number:

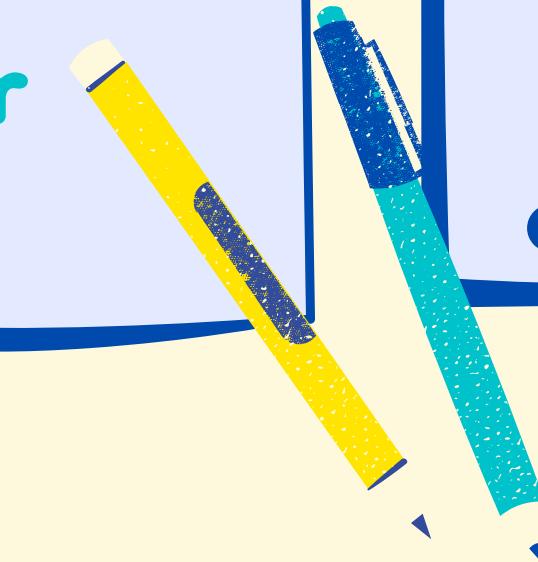
112

(EU Emergency Number)



2

Contact  
the group  
supervisor



3

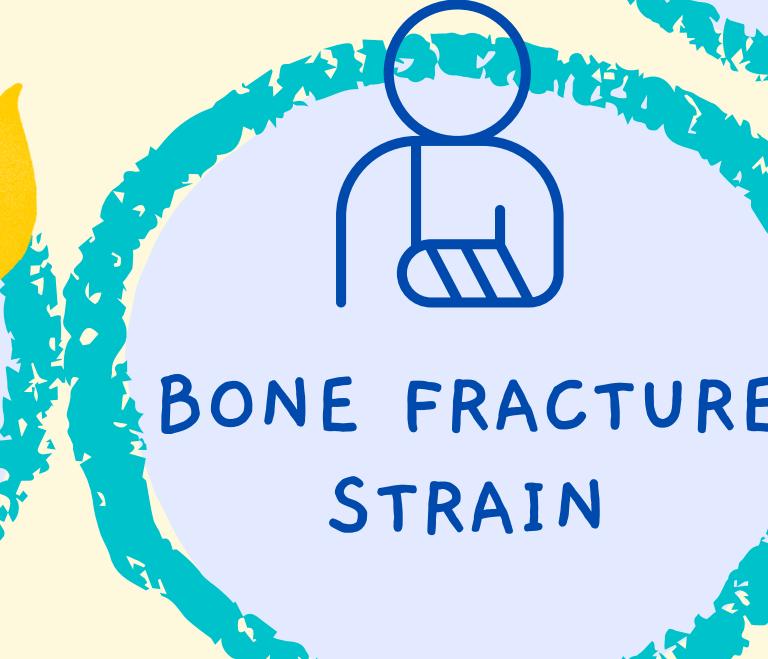
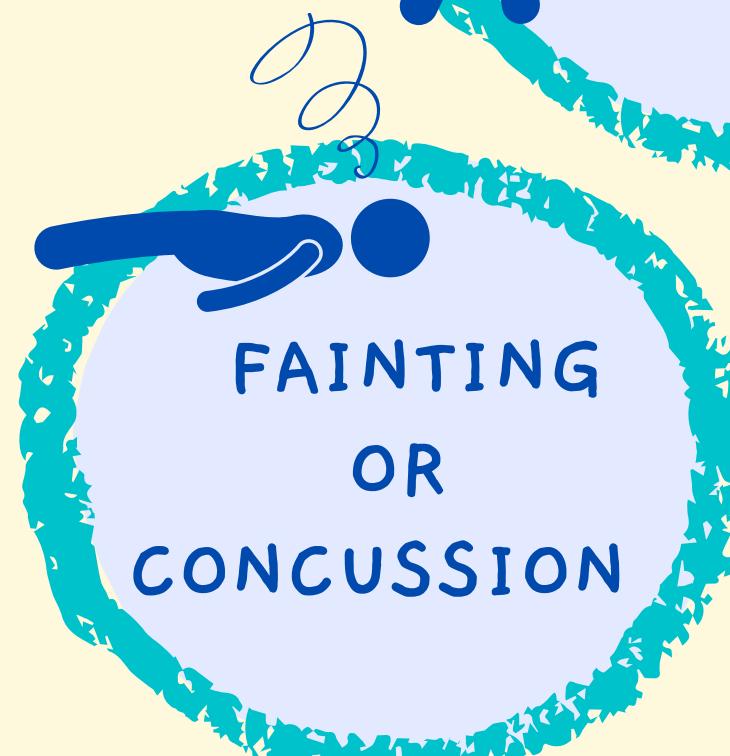
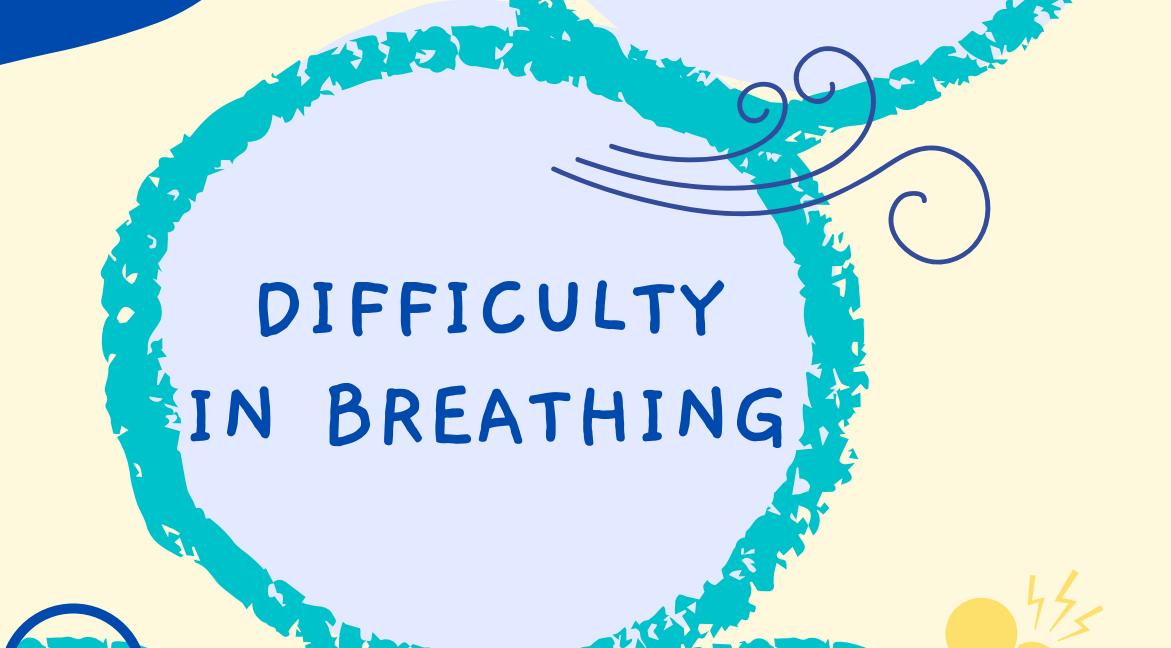
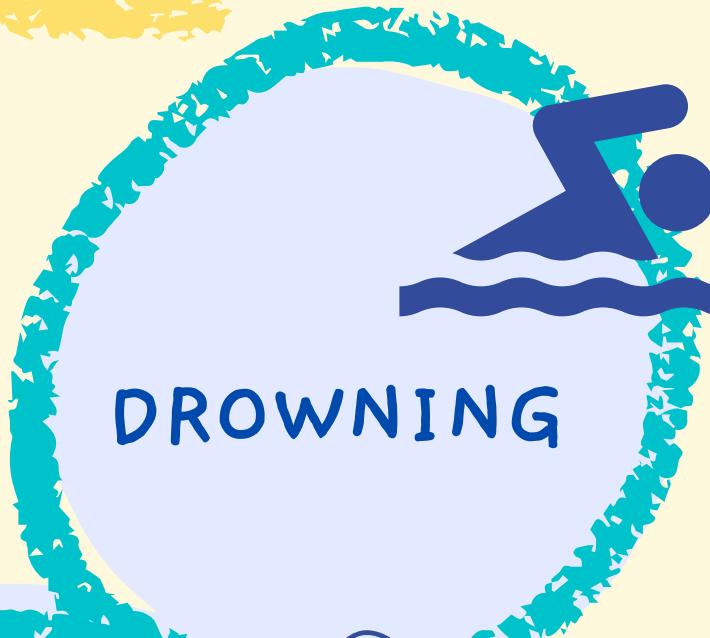
Contact  
the supporting  
organisation  
(if applicable)  
and/or the sending  
institution



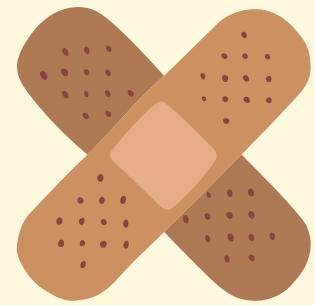
# WHEN TO CALL AN AMBULANCE?



IF THE INCIDENT IS A LIFE  
THREATENING MEDICAL EMERGENCY  
AS THE FOLLOWING,  
CALL THE AMBULANCE!



PLASTERS



TERMOMETER



EYEWASH



SAFETY PINS

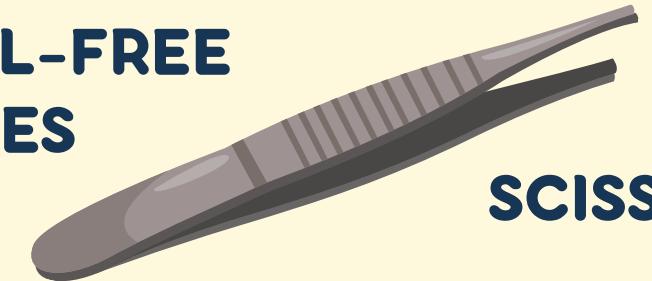
ICE BAG



STICKY TAPE



ALCOHOL-FREE  
WIPES



SCISSORS

TWEEZERS



GLOVES



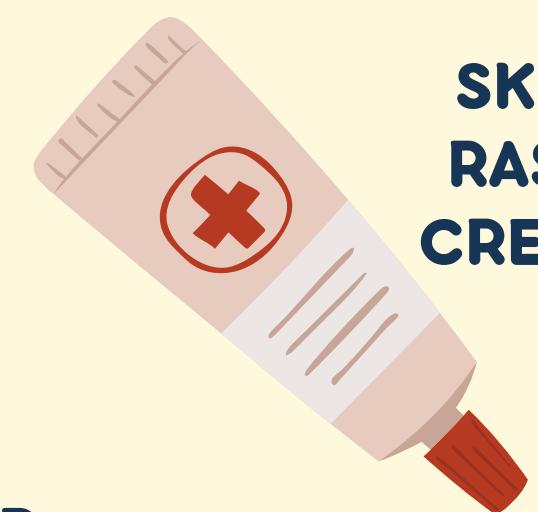
PAINKILLERS

# FIRST AID KIT

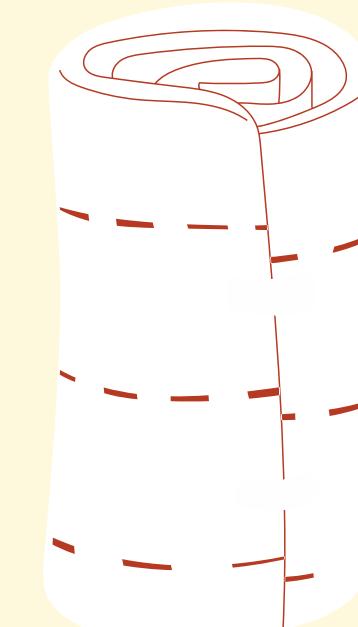
MAKE SURE YOU HAVE EVERYTHING IN  
YOUR FIRST AID KIT AND YOU KNOW  
WHERE IT IS LOCATED



ANTISEPTIC



SKIN  
RASH  
CREAM

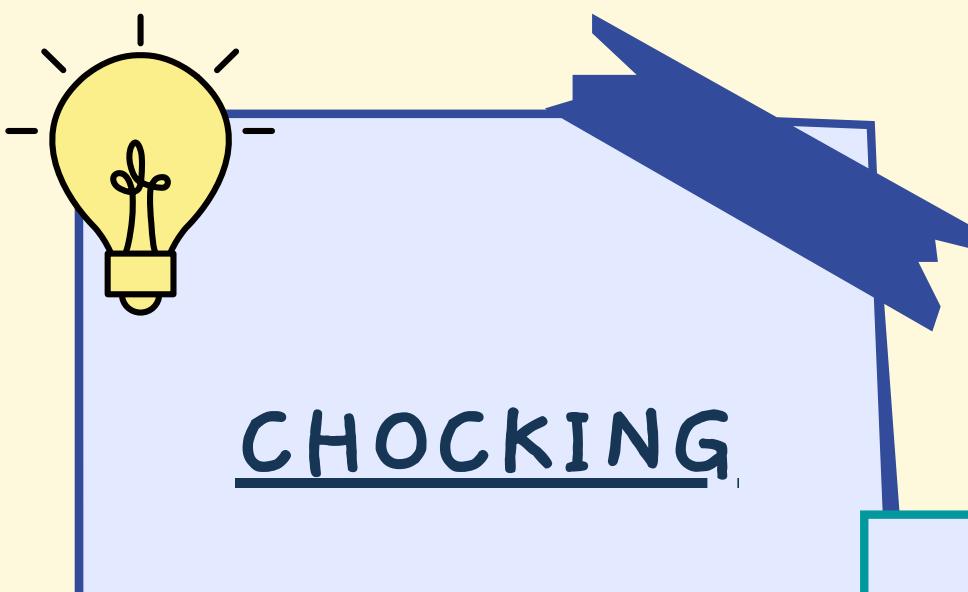


BANDAGES

DISTILLED WATER

PLEASE PRESS  
CTRL+K ON  
"FIRST AID  
KIT" TO WATCH  
THE VIDEO

# HOW TO DEAL WITH THE MAJOR MEDICAL EMERGENCY SITUATION



CHOCKING



PLEASE PRESS CTRL+K ON EACH POST-IT  
TO WATCH THE VIDEO

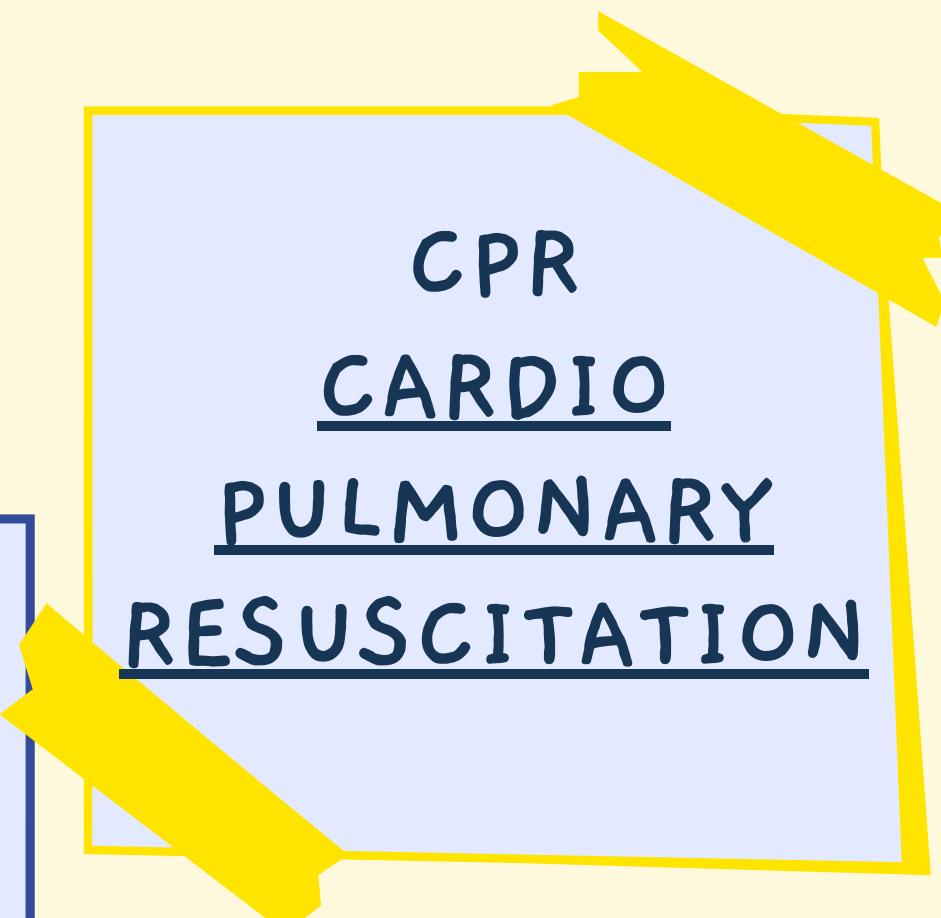
CUTS

HEART STROKE

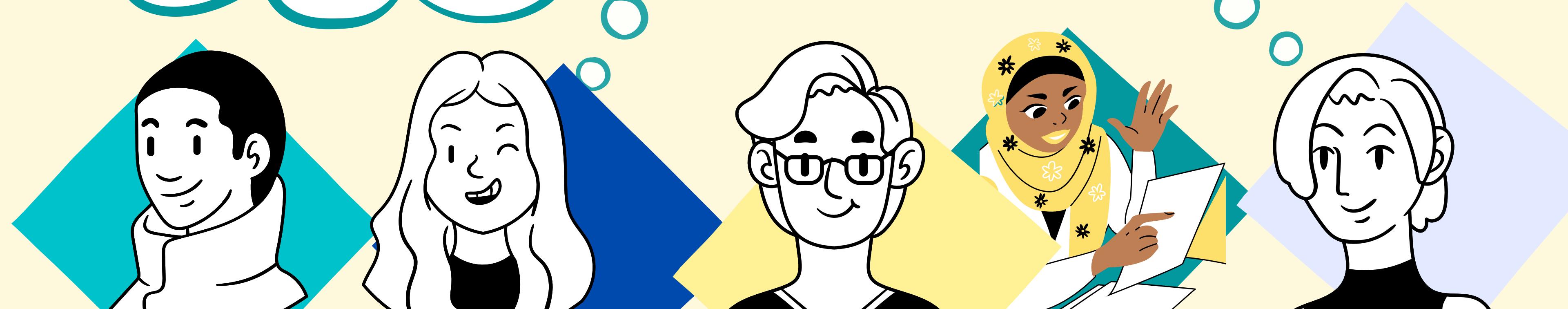
RECOVERY  
POSITION

HOW TO AVOID  
FOOD  
POISONING

ALLERGIES



# SUMMARY OF THE TRAINEESHIP



How was your  
experience with us?

Thank you! Now  
it's time to give  
a mutual feedback!

# SUMMARY OF THE TRAINEESHIP

At the end of the traineeship it is very important to ask the trainee about their experience. This will help you to improve things for the next time



You can do a meeting on the last day of work

You can give the trainee a form to fill (on paper or online)

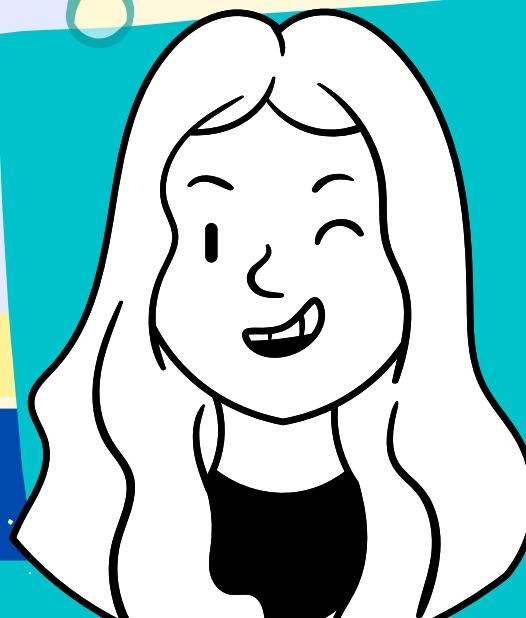
## ASK FOR:

- Tasks conducted
- What they have learned
- Expectations (achieved or not and why)
- Timetable
- Work atmosphere
- Mentor
- Company

## ALSO:

- Give them feedback
- Give and explain the mark if it is necessary

For me your feedback is very important!





# DIPLOMA TO THE BEST MENTOR

## CONGRATULATIONS!



Now you have all the tools to be a great mentor.  
Apply everything you have learned. It will be a benefit for  
you and your trainees in the future.

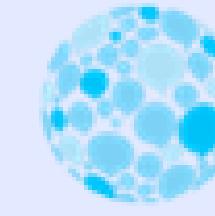
Your role is very important  
in Erasmus+ VET traineeship.

You are part of something big, don't forget it ;)



Erasmus+  
Project is financed by Erasmus+ program

THANK YOU VERY  
MUCH FOR  
YOUR TIME!



LZN  
Asociación  
**MUNDUS**



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