

WELCOME TALENT CANADA

MENTORSHIP GUIDEBOOK





TABLE OF CONTENTS

03	WELCOME LETTER	08	COMMON CHALLENGES GUIDE
04	COMMITMENT AND EXPECTATIONS	10	NEW MENTOR GUIDE
06	MENTORSHIP ACTION PLAN	12	TROUBLESHOOTING
07	YOUR FIRST MEETING	13	ADDITIONAL RESOURCES



WELCOME LETTER

Welcome to the Welcome Talent Canada Mentorship Program! We are incredibly excited and thankful that you have taken the time to participate in this program.

The Welcome Talent Canada Program is the only national mentorship program for refugees in Canada. Refugees come with a diverse set of skills and experiences that are of great value to Canadian Labour market. However, they struggle to secure meaningful employment. Therefore, participation in programs such as this is crucial; 85% of jobs in Northern America are obtained through personal connections. As mentees benefit from this support, mentors improve their leadership skills and enhance their understanding of the refugee experience.

In this guidebook, you will find numerous resources to support you throughout this journey, so take the time to review this document carefully. Should you have any questions or concerns, please do not hesitate to contact us. We are here with you every step of the way.

Kind Regards,
Shefali Lakhani and Elijah Holstein
Jumpstart Welcome Talent Canada Team

COMMITMENT AND EXPECTATIONS

1

TIME COMMITMENT

For the mentorship to achieve its goals, we ask mentors and mentees to participate in one-hour meetings, two to three times a month, over the course of 4 months (12 hours total). These hours can be done in person, over the phone, or online, whichever is best for you both.

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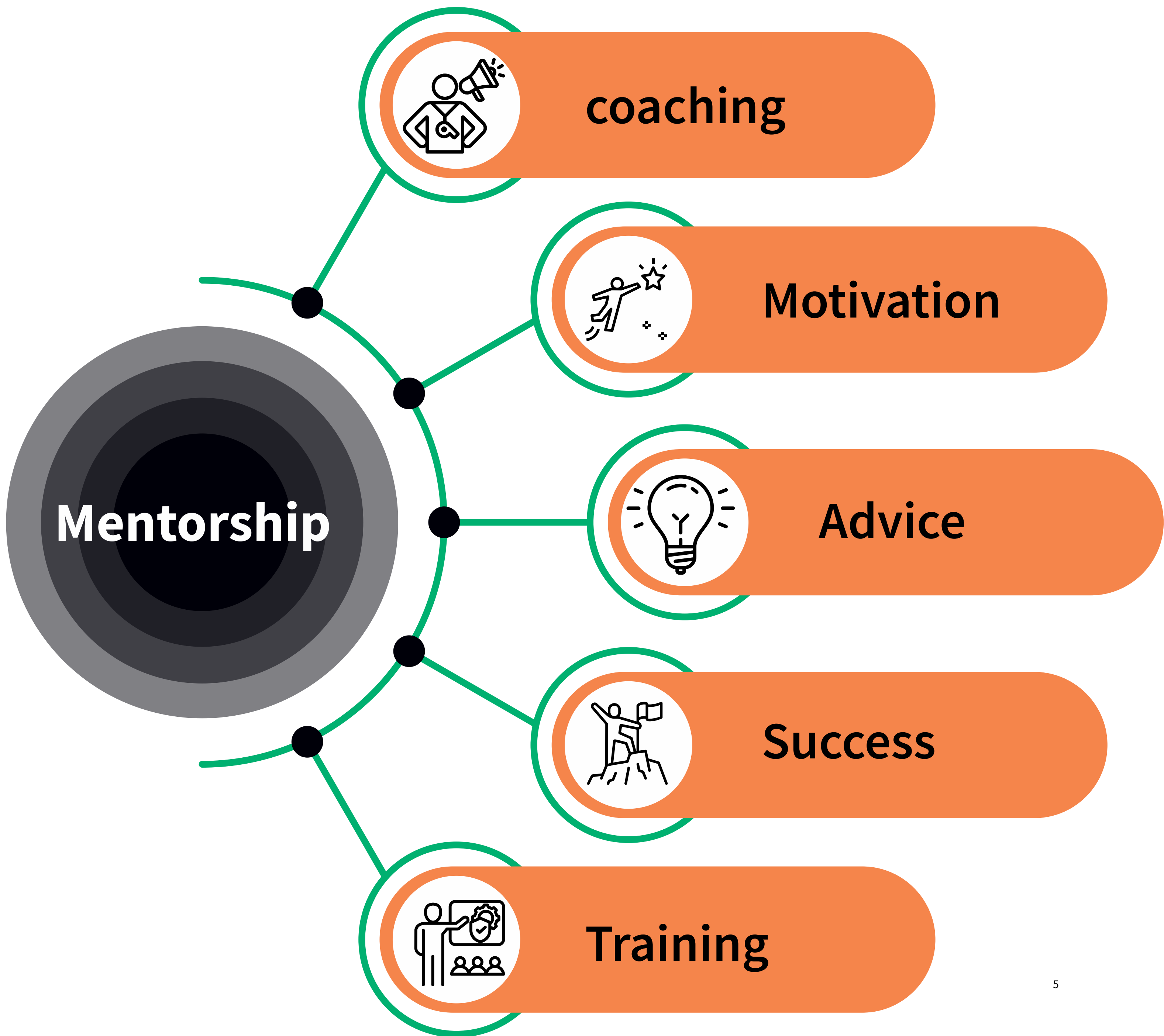
EXPECTATIONS

- Show genuine commitment to the process and respect one another's time. Your commitment to one another is the foundation of a strong relationship.
- Complete the four-month program and maintain regular contact with each other.
- Mentors support mentees to improve their employment profile and understand their career path in months 1 & 2, and then facilitate meaningful network introductions for mentees by month 3.
- Engage with the Jumpstart team by responding to monthly follow-ups. This helps ensure the mentorship is running smoothly.

3

QUESTIONS?

If you have any questions or concerns regarding the expectations and commitment of the program, you can reach out to your Jumpstart client manager directly, or by contacting us at: wtc@jumpstartrefugee.ca OR (888) 997-3384



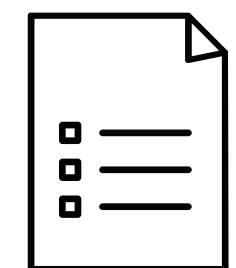
MENTORSHIP ACTION PLAN

The Mentorship Action Plan serves as a rough timeline that mentors and mentees can follow, but can be altered according to the mentee's needs.

We recommend that you map out a timeline at the beginning of the mentorship that aligns with the unique goals of the mentee. See the Best Practices section for specific ideas for each section!

MONTH 1: Professional Profile

- Reviewing and providing feedback on how the mentee presents themselves to the world.
- This may include feedback and support on resumes, cover letters, elevator pitches, interview skills, and online presence e.g. LinkedIn profile.



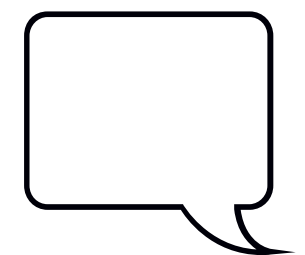
MONTH 2: Career Mapping

- Supporting mentees in navigating career options and aspirations, and providing advice on best routes forward.
- You might explore options on how to enter a specific industry, job market opportunities, training and resources needed, and programs available.



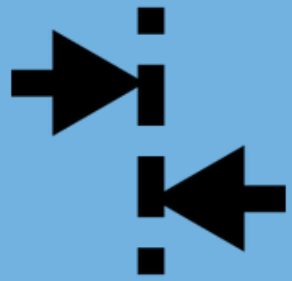
MONTH 3-4: Networking

- Facilitating introductions to help mentees expand their professional network. This may include introductions relevant to the industry, setting up coffee chats, and employment referrals or any other valuable opportunities.
- You should set a goal to work towards, for example 10 coffee chats with industry professionals within the mentor's network by the end of month 4.



YOUR FIRST MEETING

It is time for your first mentorship meeting! Your introduction will be facilitated by Jumpstart staff. While you are encouraged add more topics to this meeting, the general highlights are:



Setting Clear Boundaries

It is up to the mentor and mentee to decide how best to keep in touch outside of scheduled meetings. Let each other know how you prefer to be contacted, and any other boundaries you would like to set.

Getting to Know One Another

Though it takes time, you want to make sure you are comfortable talking and spending time together. Make sure to set aside time for laid-back conversation so you can establish a friendly connection!



Understanding Your Mentee's Circumstances

As a mentor, try to gain an understanding of your mentee's story – how did they get to where they are now? What is their professional background? What type of job do they see themselves in?

Establishing Long and Short-Term Goals

To develop a tailored action plan, talk to each other about the specific goals you would like to accomplish within the next 1-4 months, and how you can best accomplish them.



Agreeing on Action Items

Towards the end of your meeting, you may want to work together to determine what immediate steps can be taken to accomplish the goals you outlined. For example, if the mentee noted they want to improve on a certain skill, the mentor can encourage them to sign up for a workshop by the next time you meet. Accountability is key!

COMMON CHALLENGES GUIDE

Refugees confront numerous systemic barriers as soon as they arrive at their new country. Knowing what challenges mentees face and how to address them is invaluable.



FINANCIAL BARRIERS

Before recommending a training or certification to mentees, consider the cost. If relevant, discuss financial constraints with mentees to ensure recommendations are practical and feasible.

ACCESS TO TECHNOLOGY

In some fields, new hardware and software are crucial, yet expensive. Assess your ability to support mentees in obtaining affordable access to such technologies, whether through employers, non-profit organizations, or offers by providers for vulnerable clients.

IMMIGRATION STATUS

While refugees are permanent residents (PR), refugee claimants are not yet. Both are eligible to work. However, some industries may have restrictions based on PR status. Make sure to assess whether the mentee's status impacts entry to their desired industry.

CULTURAL DIFFERENCES

Some refugees are accustomed to different workplace cultures. They may not be accustomed, nor feel comfortable to directly ask for your support. Be proactive in your mentorship. Clarify your expectations. Offer support. Reach out when needed.

LANGUAGE BARRIERS

Refugees come from countries with different workplace cultures and forms of business communication. Support your mentee to learn how to better present themselves and communicate their expertise within their new North American environment.

THE REFUGEE EXPERIENCE

Refugees face unique barriers to employment that are different from immigrants and Canadian-born professionals. Consider researching the barriers Canadian refugees face to better appreciate and understand what obstacles they may be facing.

LACK OF PROFESSIONAL NETWORK

Refugees often arrive in Canada with no local professional contacts. Meeting with one mentor, while helpful, is not enough to integrate refugees fully into the Canadian workforce.

Because 85% of jobs are secured through personal connections, introducing mentees to a mentor's personal networks is a crucial component of this program.

SURVIVAL JOBS

When ample time has passed and a refugee has not secured meaningful employment, they may turn to “survival jobs” out of necessity.

Do your best to encourage a mentee's continued search for meaningful employment, as this better guarantees their long-term prospects in Canada.

BEST PRACTICES GUIDE

GENERAL

STAY ENGAGED

Check-in with each other regularly and do not be afraid to ask questions -- there are no "stupid questions".

BE PERSONAL

Learn about one another's stories, hobbies, and life experiences. Identify common interests and engage in informal activities.

BUILD TRUST

Relationships are built on trust. Be committed, value each other's time and respect personal boundaries.

LISTEN

Listen with compassion -- try to understand each other's point of view. Ask questions instead of making assumptions!

CONSTRUCTIVE FEEDBACK

Offer constructive and honest feedback. Share openly about obstacles you've experienced, and celebrate milestones big and small!

MEETINGS

PICK A CASUAL SPOT

If you are comfortable and able to do so, suggest meeting at a park or a restaurant patio.

MEET OVER LUNCH OR DRINKS

What better way to get to know each other and learn about another culture?

MENTORS: INVITE A COLLEAGUE

Know someone who is hiring or has great industry experience? Invite them to your next meeting or connect them to your mentee online.

ACTIVITIES

PROFESSIONAL PROFILE

- Practice mock interviews and questions that employers may ask.
- Identify 3-5 experiences from a mentee's work history and develop them as 1- minute stories to demonstrate expertise.
- Create and practice an elevator pitch together.

CAREER MAPPING

- Look for job opportunities together and create an ideal application packet.
- Explore different career options within your industry. The requirements, pros, cons, etc.

NETWORKING

- Mentors can use their social media to do outreach for relevant connections and facilitate coffee chats for their mentees.
- Mentees can go through mentor's LinkedIn and company connections to present a list of 3-5 people they would like to be connected with.

CONVERSATION STARTERS

MENTORSHIP EXPERIENCE

- Have you had a mentor in the past?
- What was that experience like for you?

IDEA OF SUCCESS

- What are you hoping to gain from this mentorship?
- What can I do to make this a positive experience for you?

DREAMS

What was your first job? What is your dream job?



TROUBLESHOOTING

I have not heard from my mentee/mentor - what should I do?

If you have not heard from your mentee or mentor, we encourage you to reach out to them. If you still do not hear back from them after 2-3 attempts, please contact us directly.

I can no longer manage the commitment of the Welcome Talent Canada program.

We know that life happens. If you are struggling to manage the commitment of the program, please reach out to us immediately so we can best support you and your mentorship partner.

My mentee would prefer to focus on certain aspects of the Action Plan, is this ok?

Absolutely! The Action Plan is designed to be a general road map for the program. If you and your mentee would prefer to focus on 1 to 2 areas (e.g. networking) over others (e.g. career mapping), that is fine.

Facing a challenge during the program? You can consult this document, or simply reach out to our team.

My mentee is growing increasingly frustrated because they have not found employment yet- how can I best support them?

Job-searching can be emotionally taxing, especially in a tough economic climate. If you find that your mentee is growing frustrated because they have not found employment, take time to validate their feelings, and offer space for them to open up about their frustrations.

My mentee is not sure what they want to do, how can I help them with goal setting?

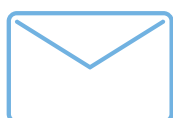
Sometimes, mentees do not know what they want from their mentoring relationship. It's important to help them set goals at the beginning. To do this, you may want to consider the SMART goals method to provide a sense of direction. You can find more about SMART goals [here](#).

How can I best support my mentee if our professional backgrounds do not align?

If your background does not align with your mentee, it may be helpful to do research on the career they hope to pursue (e.g. skills and experience needed). Consider reaching out to your network if you know someone who more closely aligns to your mentee's goals, or try to find people to reach out to together!

ADDITIONAL RESOURCES

Here is a non-exhaustive list of online resources that may be helpful to review or share:



Resume and Cover Letter

- [Canada Government - Resume Tips](#)
- [Ontario Government Resume and Cover Letter Tips](#)



Career Mapping

- [LinkedIn - Career Mapper](#)
- [Canada Government - Career Planning](#)
- [Indeed - 12 Job Search Strategies](#)
- [LinkedIn - Job Seeker Courses](#)



Skill Building

- [LinkedIn - Courses for 10 in-demand professions](#)
- [LinkedIn - Soft Skills Courses](#)
- [Coursera - Free Courses of All Types](#)



LinkedIn

- [Jumpstart - Leveraging LinkedIn Workshop](#)
- [LinkedIn - Create a Good LinkedIn Profile](#)



Interview Prep

- [Jumpstart - Interview Prep Workshop](#)
- [Jumpstart - Art of the Elevator Pitch](#)
- [LinkedIn - Interview Preparation Courses](#)



Networking

- [Jumpstart - Crafting the Coffee Chat Workshop](#)
- [Indeed - Guide to Networking](#)
- [Glassdoor - Guide to Networking](#)

Ready to take the next step?



**Sign up to become a
mentor/mentee today!**

<https://jumpstartrefugee.ca>

(888) 997-3384