

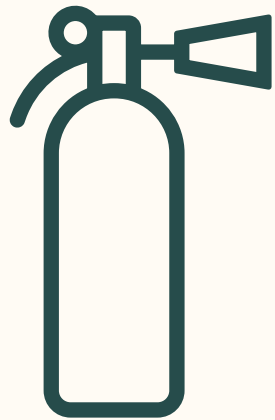
# 2025 Head Mentor Training



# Remember to sign in!

Sign in sheet beside the tea and coffee





# Fire Safety & Toilets



# Agenda

1

- Welcome
- Introduction

2

- Planning
- Skills

3

- Supports
- Wrap-Up

# Content Indicator




- Some topics may be heavier than others. We don't want to catch you by surprise.
- We will include the following symbol as an indication that some heavier topics are coming up!
- These aren't triggering conversations; we just want everyone to be mindful!

# Section 1

## Agenda

### Introducing S2S:

- Mentor Role Introduction
- Accountable Space 
- Understanding Head Mentoring
- Icebreaker
- Light and Lively
- Orientation Overview
- The Mentor Journey
- **Break**

# Let's Reflect

**Vevox Session  
(code will be shared)**

How confident do you feel about becoming  
a Head Mentor?

# Accountable Space






What do you need for an accountable space?

- Log in to [padlet.com/TCDS2S/accountable](https://padlet.com/TCDS2S/accountable) or use the QR code.
- Anonymously post what you would need for this to be an accountable space





# SPACE GUIDELINES: A COMPARISON

Safe Space Guidelines 	Brave Space Guidelines 	Accountable Space Guidelines 
Impossible for organizations to anticipate participants' evolving triggers.	<b>An unbalanced onus of bravery of marginalized communities</b> to maintain bravery while sharing lived experiences to ensure allies can grow and learn from it.	Places an equal amount of onus for all to behave equitably and inclusively <b>to foster a deeper understanding of diverse lived experiences in REAL-TIME.</b>
Impossible to guarantee complete safety since <b>we cannot control people's behaviours or actions</b> to embed DE&I principles in their actions during and after the conversation.	<b>Negates the daily bravery marginalized communities need to display to navigate workplaces and society.</b> Also, it does not lighten marginalized communities' "burden of bravery."	Creates a <b>REAL-TIME opportunity for EVERYONE</b> in the discussion to challenge the conditions that are oppressing marginalized communities by demonstrating accountable and equitable behaviours and actions.
It does not allow allies and non-marginalized people to <b>show allyship in action by following a set of guidelines to support accountable conversations</b> that foster inclusion and equity.	It does not allow allies and non-marginalized people to <b>show allyship in action by following a set of guidelines to support accountable conversations</b> that foster inclusion and equity.	<b>Intent and impact</b> are rooted within accountability to promote actions, thoughts, and behaviours that are equitable and inclusive of marginalized communities.

# Let's Reflect

**Vevox Session  
(code will be shared)**

What do you expect the Head Mentor role  
to involve?

# The Goal of Head Mentoring



Connection



Responsibility



First Point of Call



Insight



Committee Liaison



Complaints

# Tasks involved

Comparing  
weekly and  
monthly Head  
Mentor tasks

## Weekly

- Send weekly email to Mentors.
- Checking emails from Mentors.
- Checking in with Mentors not engaging.
- Handle any questions, complaints, or issues.

## Monthly

- Attend monthly meetings with S2S Office.
- Organise 2-3 Mentor meet-ups per term.
- Organise one faculty meet-up per term for Mentors and mentees.
- Liaise with class reps and faculty reps.

## Key Responsibilities

Head Mentors are critical to the S2S Mentor programme, and are a fundamental part of TCD's orientation process.

### During Orientation:

- Assist with running orientation sessions.
- Debrief new Mentors after orientation.
- Stand in to help run a session if needed

### During the year:

- Keep Mentors engaged and encourage them.
- Host two Mentor meet-ups per term.
- Host one school event per term for Mentors and their Mentees.
- Regularly check your Head Mentor Gmail and track involvement.



Head Mentors are the first port of call for S2S volunteer Mentors. They answer their questions, help them stay motivated, and keep an eye out to make sure mentees have active groups to engage with. They also organise social events for Mentors to get to know each other, and school events for Mentors to bring their mentees to.

## Requirements

- Attend a 3hr in-person training.
- Be available to assist with orientation in September during Freshers' Week.
- Contribute 1-3hrs per week during the academic year.
- Regularly check and respond to your TCD emails and Head Mentors Gmails.
- Attend monthly meetings with S2S.
- Liaise with S2S staff.
- Log all your activity on our volunteer portal.

## Benefits

- Full training (one in-person 3hr training).
- Excellent experience in coaching, delegation, and leadership.
- Guaranteed references based on logged activity and involvement.
- Support from Committee Faculty Reps, and S2S Staff.
- Strong social network and community.
- The opportunity to do something really positive and rewarding.

For more information visit  
our website:

[www.tcd.ie/student2student/](http://www.tcd.ie/student2student/)





# Icebreaker



## Visible & Invisible Me

- **Visible Me** – something people usually notice about you.
- **Invisible Me** – something others might not see or know, like a challenge or an important part of who you are.
- Only share what you're comfortable with.

# Light & Lively

## Jump if...

- Stand up.
- We'll read statements—if any of them applies to you, jump.



# Orientation



## What's involved?

- Campus tour
- Library tour
- FAQ & Icebreaker session

## Orientation as a Head Mentor

- Help check in mentors
- Fill in if a mentor is absent
- Help run an orientation session
- Help mentees find their group
- Answer mentor questions
- Keep notes



# Let's Reflect

**Vevox Session  
(code will be shared)**

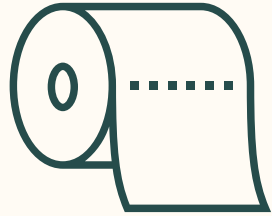
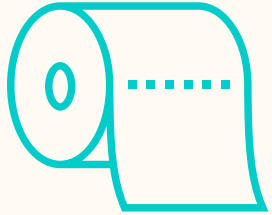
What questions did you have when you  
became a Mentor?

# Feedback from Mentors

Mentors want  
more engagement  
with Head  
Mentors

“Maybe more  
detailed emails  
and quicker  
response times  
from the head  
mentors”

“I emailed mine  
multiple times  
throughout the year  
and never received a  
response”




# Break

See you in 10 minutes!

# Section 2

## Agenda

- Organising Events
- Key Dates
- Event Planning
- Communication
- Active listening Recap
- GROW Model
- Role Plays 
- **Break**

# Organising Events

What are the main events for you to organise?

1. Meet your Mentors
2. Orientation Debrief
3. Check-In with Your Mentors – Hilary Term
4. School event (both semesters)



# Key Dates

The 2025/26 academic calendar has just been confirmed.

S2S will be in regular contact about key dates and tasks.



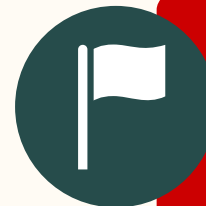
**Hoody  
collection  
event**

TBC. Summer  
Committee  
decides date



**Start of term  
(for current  
students)**

15 –19  
September



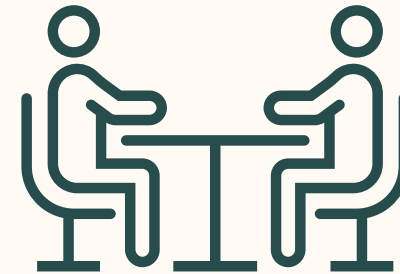
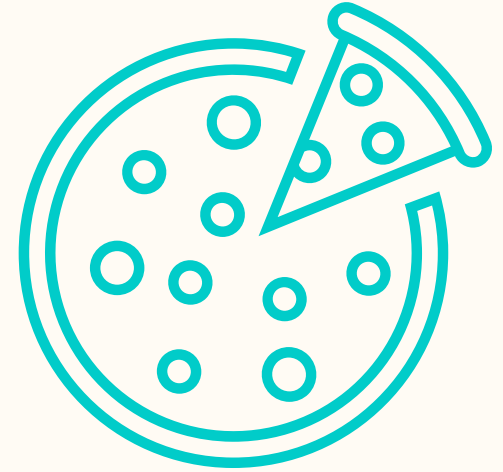
**Orientation  
sessions  
(for incoming  
students)**

Evenings  
15 –19  
September

# Event Planning

## What are the main events for you to organise?

- Get into groups.
- You are to plan your first meet up with your mentors.
- By the end of your discussion, you're to decide a date, possible location, activity, delegate tasks.
- Present event idea to group.



# Communication

## How will you maintain group communication?

- Get into groups.
- Come up with one good idea for maintain group communication.
- Doesn't need to be super innovative!





# Active Listening

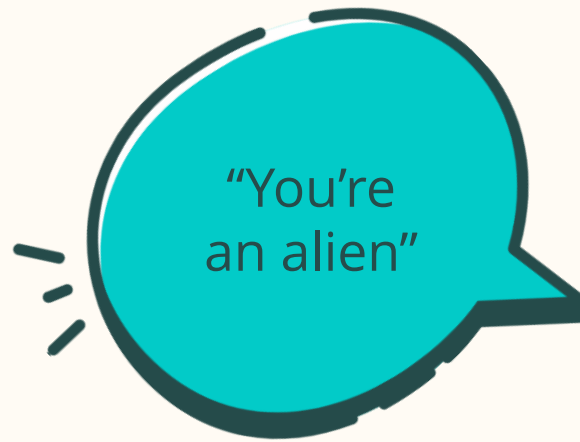
## What to avoid

- Poor body language
- Weird eye contact
- Poor tone of voice
- Time pressures
- Distractions
- Lack of empathy
- Unsolicited advice



# Active Listening

Feeling Heard



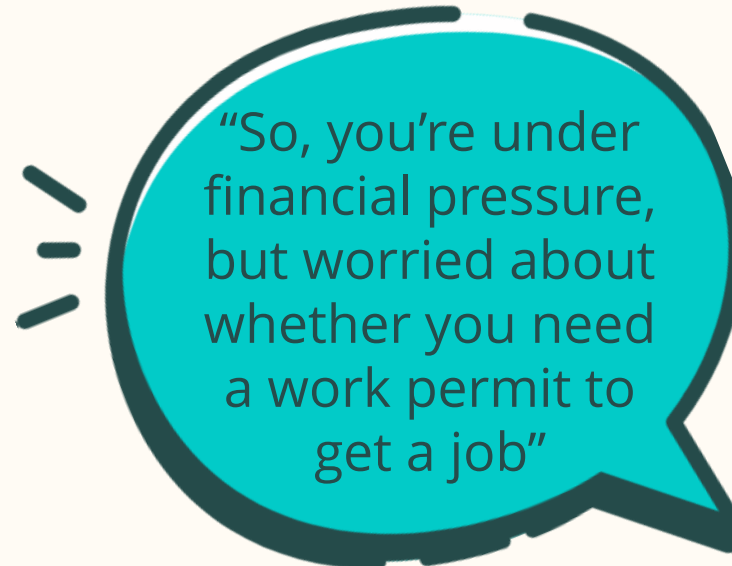
"You're  
an alien"

**Reflection**



"You're from  
another  
planet"

**Paraphrase**



"So, you're under  
financial pressure,  
but worried about  
whether you need  
a work permit to  
get a job"

**Summary**

**G**oals

What is the Mentor's ideal outcome - what do they really want?

**R**eality

What is the current situation? Get a really good feel what's actually going on!

**O**bstacles

What's in the way? Is there something that could stop them from achieving their goal.

**W**ill

How will the Mentor get from Reality to Goal, overcoming the obstacles?

# Role Play

## Group 1

A mentor tells you they haven't heard from their mentor buddy in a while. You suggest arranging a standby mentor, but they're hesitant—this buddy is a close friend they specifically asked to be paired with. They say their buddy is just swamped with coursework, but you get the feeling the remaining mentor may struggle to manage the group alone.

## Group 2

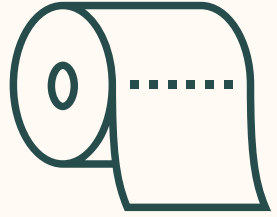
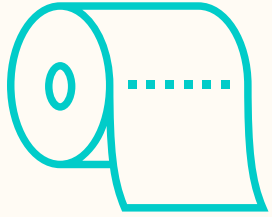
A mentor who used to attend meet-ups and regularly respond to emails has recently gone quiet. You send a check-in email, and they reply saying their group hasn't been engaging at all, so they don't really see the point in continuing as a mentor.

## Group 3

A mentor pair approaches you and asks if they should step down as mentors for their group. Their group is a small class, and the JF class rep, who's a repeat student, is actively encouraging others to come to them for support instead, making it clear they don't think mentors are necessary.

## Group 4

Four mentors from your area get in touch. They're planning a cinema trip with their combined groups and want to know if any funding is available from the S2S Committee or the service to help cover ticket and transport costs.




# Break

See you in 10 minutes!

# Section 3

## Agenda

- Encouraging your Mentors
- Meetings
- Boundaries A small teal icon of a weight with the words "Heavy Topic" written on it.
- Logging Activity on Odyssey
- Summer Task
- Recap and Feedback
- **Q&A**

# Encouraging your Mentors

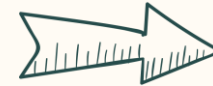
**Mentees get involved in the beginning but start to drop off and stop showing up**



**Mentors begin to become discouraged and stop organising events and emailing**



**Head Mentors become discouraged because Mentors stop responding or attending events**



**S2S Staff see a drop in attendance and involvement in monthly meetings from Head Mentors**

# Let's Reflect

**Vevox Session**  
**(code will be shared)**

What motivated you to become a  
Mentor?



- Head Mentors attend monthly meetings during term time.
- Attendance is mandatory for all Head Mentors.
- Each meeting includes three roles: facilitator, minute taker, and time-keeper.

### Let's practice

- Practise a monthly meeting in groups.
- Agenda item: Low engagement from Mentors.
- Context: End of February, approaching Reading Week, S2S Awards in April, and recruitment opening soon.

# Monthly Meetings

# Boundaries

- You are also students — protect your personal time.
- Meet Mentors between 9am to 4pm and always in public places.
- Do not take on a disciplinary role — that's not your responsibility.
- Don't go out of pocket — you should never have to spend your own money.
- You're not expected to be friends — just friendly and approachable.
- Refer issues to the S2S team — you're never expected to manage things alone.
- Don't miss meetings — your attendance and input are important.

# In case of emergency

On campus emergency: 01 896 1999

Ralph (S2S Coordinator): [astleyr@tcd.ie](mailto:astleyr@tcd.ie)

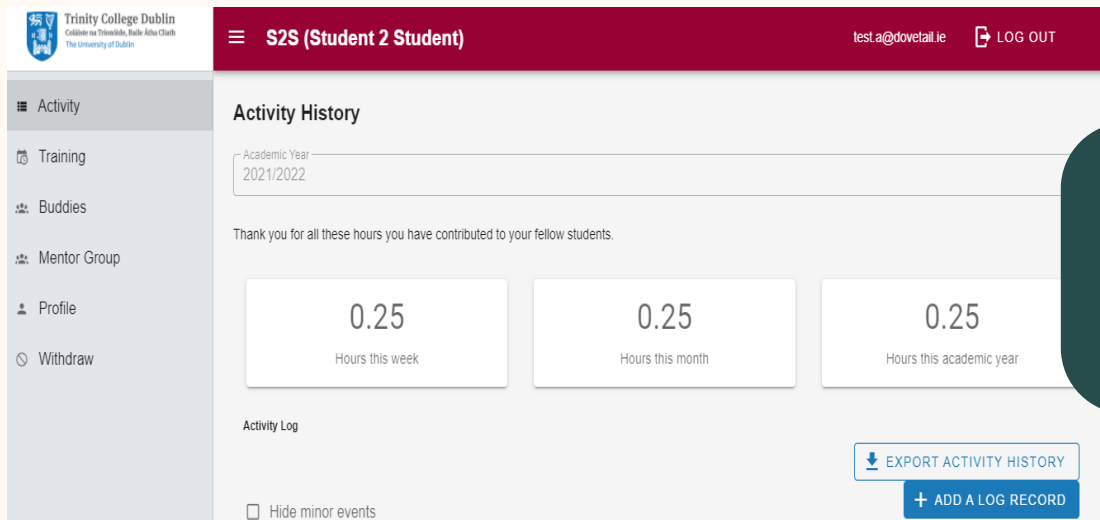
Extreme Emergencies **only**: 085 7833 548

## When to call Ralph?

- Unsure about a situation – chat to Ralph!
- Someone that might be at risk? Refer to Ralph!
- Always leave a message/voice mail with your name.
- Not an emergency:
  - Non-urgent email without a response
  - Room bookings

# Odyssey

Log your activity



The screenshot displays the Odyssey S2S (Student 2 Student) interface. The header bar is maroon with the Trinity College Dublin logo on the left, the text "S2S (Student 2 Student)" in the center, and the email "test.a@dovetail.ie" and "LOG OUT" button on the right. A left sidebar contains navigation links: Activity, Training, Buddies, Mentor Group, Profile, and Withdraw. The main content area is titled "Activity History" and shows the "Academic Year" as "2021/2022". Below this, a message reads: "Thank you for all these hours you have contributed to your fellow students." Three white boxes display the following values: "0.25 Hours this week", "0.25 Hours this month", and "0.25 Hours this academic year". At the bottom, there is an "Activity Log" section with a checkbox for "Hide minor events", an "EXPORT ACTIVITY HISTORY" button with a download icon, and an "ADD A LOG RECORD" button with a plus icon.

- [www.s2svolunteer.tcd.ie](http://www.s2svolunteer.tcd.ie)
- You will have a Head Mentor profile.
- Mentors may have queries regarding Odyssey.


## Plan your first meet-up

- With your Head Mentor Buddies, plan your first meet-up with your Mentors.
- Can use what was discussed previously as starting point.
- Send in your event plan to S2S by 28th August.
- Part of training so training won't be complete till plan is sent in.
- Plan should show overall event plan, location, date & time and clear list of tasks completed by group.

# Summer Task



# Thank You!

Let us know what you think 



# Next Steps



Confirmation of  
your Head Mentor  
buddies



Head Mentor  
Handbook



Head Mentor  
Orientation  
information session



Bio and Photo for  
website



**Any Questions?**

