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# Best practices report

Summary:

<b>1. Mentoring Sessions Overview.....</b>	<b>2</b>
<b>2. Overall Ratings and Satisfaction.....</b>	<b>3</b>
<b>3. Specific Aspects of Mentoring Sessions.....</b>	<b>4</b>
3.1 Overall Satisfaction with Mentoring Experience.....	4
3.2 Mentoring sessions: Time/Commitment required of mentor's side.....	5
3.3 Mentor's personal satisfaction with participation.....	5
3.4 Mentor's perception of mentee Commitment.....	6
3.5 Acknowledgement mentor's advice.....	7
3.6 Perceived Eagerness to Learn of the Mentee.....	8
<b>4. Insights from Mentoring Programs.....</b>	<b>9</b>
4.1 Challenges of Mentoring Programs.....	9
4.2 Reflections on Mentoring Sessions Across Countries.....	11
4.3 Insights into Mentoring Programs Across Countries.....	13
<b>Conclusion:.....</b>	<b>14</b>



## 1. Mentoring Sessions Overview

A total of 118 participants from Greece, Cyprus, Spain, Belgium, Finland, Portugal, and Austria completed the training under the Navi Mig Project. Feedback from participants indicates a strong positive reception, suggesting effective achievement of project objectives. A total of 118 participants from Greece, Cyprus, Spain, Belgium, Finland, Portugal, and Austria completed the training under the Navi Mig Project. Feedback from participants indicates a strong positive reception, suggesting effective achievement of project objectives.

Specifically for Spain, the Chamber of Commerce of Teruel implemented 53 mentoring sessions in total, with 23 migrants attending these sessions, while GEINNOVA implemented 45 mentoring sessions, with 15 migrants as participants.

For Cyprus, GrantXpert Consulting Ltd implemented 36 mentoring sessions in total, with 18 migrants attending these sessions.

For Austria, AIS implemented 52 mentoring sessions in total, with 26 migrants attending these sessions.

For Belgium, The Square Dot Team implemented 48 mentoring sessions in total, with 36 migrants attending these sessions.

For Greece, INNOVATION HIVE implemented 30 mentoring sessions in total, with 15 migrants attending these sessions.

For Finland, Learning for Integration ry (LFI) implemented 35 mentoring sessions in total, with 17 migrants attending these sessions.

For Portugal, Right Challenge Associação implemented 15 mentoring sessions in total, with 15 migrants attending these sessions.



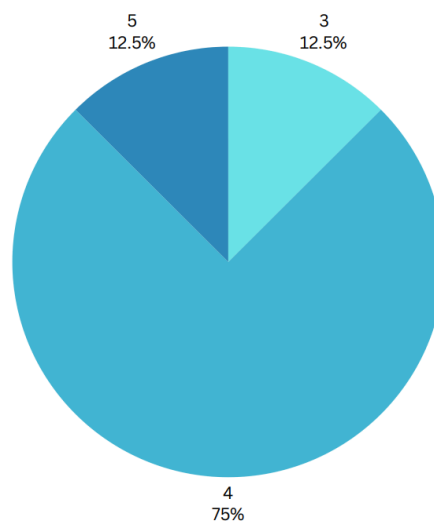
## 2. Overall Ratings and Satisfaction

Based on the collected feedback from mentors, the overall ratings and satisfaction levels regarding the mentoring sessions within the Navi Mig Project reflect a predominantly positive sentiment across participating countries. Specifically, Spain, Belgium, Austria, Greece, and Cyprus rated the sessions highly, with Finland giving a perfect score. However, Portugal indicated room for improvement in certain areas, with a neutral rating in overall satisfaction and specific aspects such as commitment, acknowledgement of advice, and perceived eagerness to learn. Despite these variations, the collective responses confirm the overall effectiveness and value of the mentoring experience, highlighting its positive impact.

Overall, the session received very positive ratings. Spain, Belgium, Austria, Greece, and Cyprus rated it 4 out of 5, while Finland gave it a perfect score (5). Only Portugal rated it 3, indicating room for improvement in the session.

In the following sections, it will be discussed how mentors evaluated certain key aspects.

Overall rating of the session (scale from 1 - lowest score, to 5 - highest score)



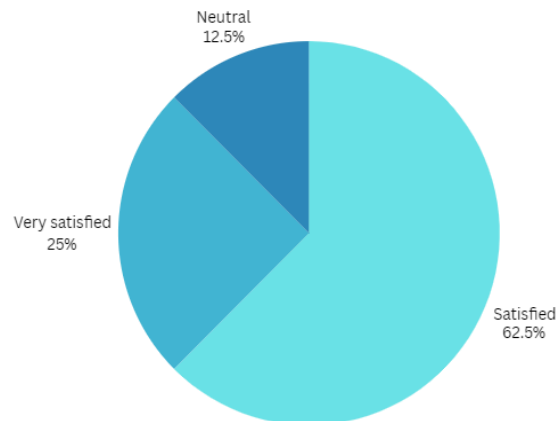


## 3. Specific Aspects of Mentoring Sessions

### 3.1 Overall Satisfaction with Mentoring Experience

Overall, all countries expressed varying levels of satisfaction with the mentoring experience. While Spain (Chamber of Commerce of Teruel), Portugal, Belgium, Austria, and Greece rated their satisfaction levels as "satisfied," Finland and Spain (GEINNOVA) rated the experience as "very satisfied." However, Portugal reported a "neutral" satisfaction level, indicating potential areas for improvement in the mentoring program.

Mentors' assessment of satisfaction with the provided mentoring experience  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)

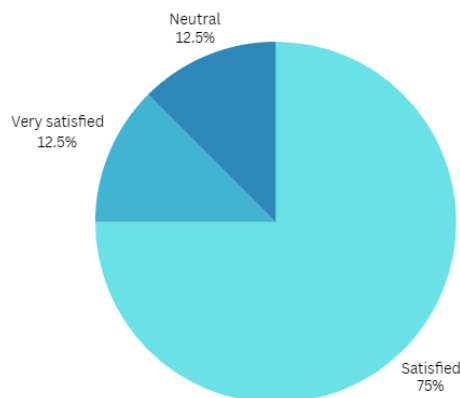




### 3.2 Mentoring sessions: Time/Commitment required of mentor's side

Overall, opinions regarding this aspect were recorded as positive, with a "satisfied" response across all countries except for Belgium, which stated that the experience was "very satisfied," and Portugal, which expressed a "neutral" sentiment. These responses collectively confirm the overall positivity surrounding the mentoring experience, underscoring its effectiveness and value.

Evaluation of the time/commitment required by the mentor  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)



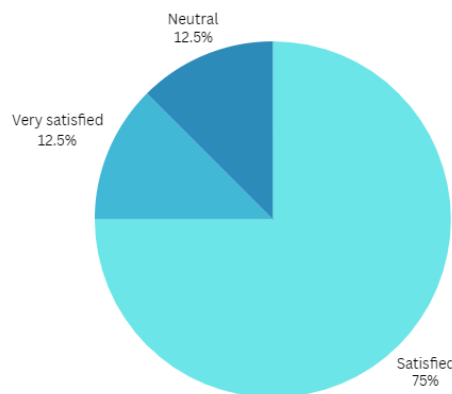
### 3.3 Mentor's personal satisfaction with participation

Mentors reported varying levels of satisfaction with their personal participation in the mentoring program. Mentors from Spain and Finland expressed being "very satisfied" with their own participation, indicating a high level of personal fulfillment and engagement. Mentors from Belgium, Cyprus, Austria, and Greece reported being "satisfied," reflecting a



positive overall experience. However, mentors from Portugal indicated a neutral sentiment, suggesting a need for further reflection on personal involvement in the program.

Evaluation of the mentor's personal satisfaction with his/her participation  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)

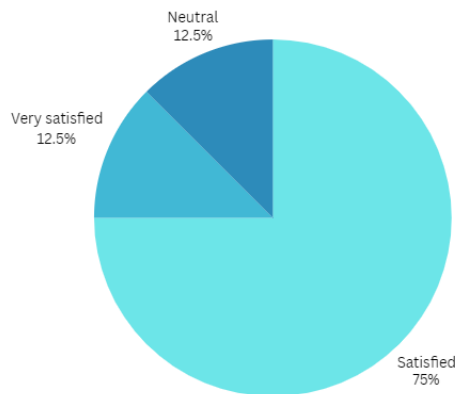


### 3.4 Mentor's perception of mentee Commitment

The feedback provided by mentors regarding the commitment of mentees reflected overall positive sentiments. Mentors from Belgium, Austria, Cyprus, and Spain reported satisfaction with the commitment level of their mentees, while those from Finland rated it as "very satisfied." However, mentors in Portugal and Greece expressed a neutral sentiment in this aspect, indicating potential variations in mentee engagement across different regions. Despite these differences, the feedback suggests a generally positive perception of mentee commitment, underscoring the effectiveness of the mentoring program in promoting active engagement and participation.



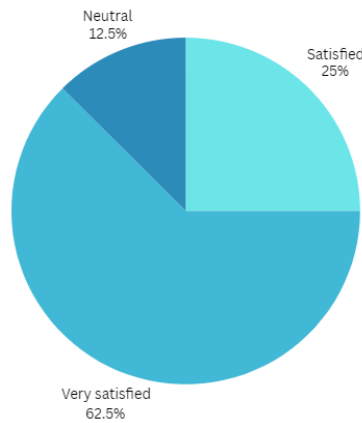
Evaluation of the mentor's perception of the mentee's commitment  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)



### 3.5 Acknowledgement mentor's advice

Mentors provided predominantly positive self-assessments regarding the acknowledgment of the advice they offered to their mentees. Mentors from Spain, Belgium, Greece, and Finland expressed satisfaction with how their advice was acknowledged, while those from Austria, Cyprus, and Spain reported being "very satisfied." However, mentors in Portugal indicated a neutral sentiment in assessing how their advice was acknowledged by their mentees.

Evaluation of the metorie on the recognition of advice  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)

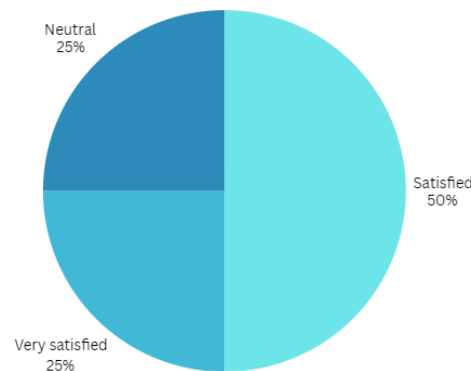


### 3.6 Perceived Eagerness to Learn of the Mentee

Mentors perceived varying levels of eagerness to learn among their mentees, with overall positive feedback. Mentors from Belgium and Finland reported being "very satisfied" with the eagerness of their mentees to learn, while those from Austria, Cyprus, and Spain expressed satisfaction. However, mentors in Portugal and Greece indicated a neutral perception of mentee eagerness to learn



Assessment of the mentee's perceived desire to learn  
(options: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied)



## 4. Insights from Mentoring Programs

### 4.1 Challenges of Mentoring Programs

The mentoring program has garnered positive feedback from mentors across various nations, highlighting a variety of processes and challenges encountered during the mentoring sessions.

In Spain (Chamber of Commerce of Teruel), the process of selecting migrants based on profile and priorities proved intricate, necessitating collaboration with stakeholders and other NGOs. Carefully defined criteria for participation ensured that those who would benefit most from the program were included.

Also in relation to Spain, but according to GEINNOVA's experience, although the mentoring sessions progressed smoothly overall, some challenges emerged along the way. Meticulous matching of mentees with the target group based on compatibility and interests was crucial.



Preparatory steps for mentors and mentees before sessions began were also essential. Despite appropriate scheduling, time constraints sometimes arose, particularly when

addressing complex issues. Maintaining consistent dedication proved challenging, suggesting a need for follow-up sessions to enhance effectiveness and address persistent challenges post-initial sessions.

In Cyprus, the primary challenge was identifying and engaging individuals from the migrant community, given linguistic and cultural barriers. However, collaboration with local figures proved invaluable in bridging this gap and establishing connections with the target audience.

In Greece, the identification of program participants proved complex due to bureaucracy and access challenges. Nevertheless, a targeted selection process successfully engaged individuals genuinely in need of support and guidance.

In Finland, the program faced the challenge of engaging newly arrived or unemployed individuals, collaborating with local organisations and leveraging existing activities to promote the project. Challenges also included finding suitable mentees initially and scheduling sessions to accommodate diverse schedules. A personalised approach ensured mentoring sessions tailored to participants' specific needs.

In Austria, identifying eligible migrants required close collaboration with stakeholders and NGOs. Carefully defined selection criteria aimed to maximise program benefits for participants.

In Belgium, engaging migrants with diverse languages and backgrounds posed a challenge, but collaboration with migration support organisations facilitated the process. Direct participant involvement in topic selection promoted active and interactive participation.

In Portugal, the program addressed multidisciplinary challenges, providing legal, employment integration, and socio-emotional support to migrants. Despite challenges, the commitment to providing tailored support characterised the program.



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In

summary, the mentoring program has encountered several challenges in pursuing its objectives. One of the main difficulties has been the complexity in selecting participants based on their profile and established priorities. Linguistic and cultural barriers have added an additional layer of complexity in identifying and engaging individuals from diverse migrant communities, necessitating a sensitive and adaptable approach.

Moreover, challenges included scheduling sessions to accommodate diverse schedules and some time constraints were noted also when addressing complex issues or exploring additional topics of interest. Additionally, maintaining this level of dedication proved challenging at times, especially in balancing other responsibilities outside of the mentoring program.

Additionally, the program has had to address bureaucratic and access challenges, which have posed further obstacles to its implementation. Overcoming these challenges has required significant effort from organizers to ensure fair and inclusive access to the program for migrants.

Furthermore, engaging individuals who are newly arrived or unemployed has presented unique challenges that have required a personalized approach and close collaboration with local organizations.

Despite these challenges, the consistent dedication of organizers and collaboration with local organizations have enabled the program to overcome obstacles and provide effective support to migrants. This underscores the importance of careful planning, a flexible and responsive approach to needs, and close collaboration with local stakeholders to ensure the success of such initiatives.



## Reflections on Mentoring Sessions Across Countries

Reflecting on the mentoring sessions across various countries, there were several common themes and observations regarding their perceived effectiveness, including time commitment, effort, and overall success.

In Spain (Chamber of Commerce of Teruel), the mentoring sessions were initially challenging due to language barriers, with materials needing translation into languages such as Ukrainian and Arabic. Despite these hurdles, the sessions were conducted successfully, fostering engagement and productivity. Mentors worked with migrants from diverse backgrounds, gaining insight into their unique situations and stories, contributing to a fulfilling mentoring experience.

Still regarding Spain, GEINNOVA's experience reveals that despite some challenges related to time constraints and maintaining consistent levels of commitment and effort, the

mentoring sessions were overall successful in facilitating meaningful connections and fostering a conducive learning environment. Mentors were able to share valuable guidance tailored to the needs and goals of the mentees, and the mentees demonstrated an eagerness to learn and a proactive attitude toward personal and professional development.

In Cyprus, the mentoring sessions were marked by strong commitment and collaboration between mentors and mentees. Structured sessions with clear objectives facilitated productive discussions, addressing participants' needs effectively. While scheduling flexibility could have been improved, the overall impact on integrating migrants into society was positive.

In Greece, collaboration with public facilities hosting migrants provided a conducive environment for the program. Despite challenges in participant recruitment, the program successfully engaged 15 participants, delivering personalised sessions over a three-day



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period.  
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structured approach and active participation underscored the program's effectiveness.

In Finland, the mentoring sessions were tailored to individual needs, with a focus on addressing language barriers and providing practical guidance. Despite the challenges related to finding mentees and scheduling sessions, positive feedback highlighted the sessions' value in empowering participants and addressing their specific needs.

In Austria, language barriers posed initial challenges, requiring extra effort in communication and understanding. Despite this, mentoring sessions with migrants from various countries proved successful, fostering engagement and productivity. The average session duration of 30 to 45 minutes reflected mutual interest and productivity.

In Belgium, the Square Dot team's extensive experience in mentoring facilitated lively and engaging sessions with young migrants and researchers. While participation rates were high, feedback suggested a desire for more frequent and accessible sessions. Overall, mentees reported increased confidence, involvement, and knowledge, highlighting the program's positive impact.

In Portugal, there was a need for greater technical expertise and coordination with relevant associations and public bodies. Despite this, participants showed determination and

openness to the program, seeking validation of their life experiences and a platform to be heard.

In conclusion, the mentoring sessions across countries demonstrated a commitment to supporting migrants' integration and empowerment. While challenges existed, the overall impact was positive, fostering engagement, understanding, and mutual growth. Efforts to address feedback and enhance program accessibility will further strengthen its effectiveness and value in supporting migrant communities.



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4.3

## Insights into Mentoring Programs Across Countries

Considering the mentoring programs across various nations, several key insights emerged, shedding light on the impact and effectiveness of these initiatives.

In Spain (Chamber of Commerce of Teruel), migrants' stories showcased remarkable resilience and determination, emphasising the importance of adaptability and gratitude for employment and educational opportunities. The program highlighted the need for clear and accessible information on essential city services, emphasising the value of cultural sensitivity and tailored support for migrants' integration.

The experience of GEINNOVA mentors in the mentoring sessions in Spain was rewarding and enlightening, offering them the chance to share expertise, provide guidance, and witness mentees' growth firsthand. Through meaningful interactions, mentors learned from mentees, highlighting the value of mentorship as a two-way exchange. The program's structured approach ensured personalized support for mentees' goals.

Similarly, in Cyprus, the mentoring program provided a platform for mentors to witness tangible progress in the lives of mentees. The experience not only facilitated personal and professional growth but also strengthened leadership skills through engagement with diverse perspectives.

In Greece, collaborative efforts with public facilities hosting migrants fostered a conducive environment for the program, enabling access to individuals who may have been challenging to reach otherwise. The program's success was attributed to personalised mentoring sessions tailored to participants' needs, empowering them with practical skills and guidance.

In Finland, mentoring proved rewarding for both mentors and mentees, contributing to personal and professional competence while fostering empathy and understanding.

Recommendations emphasised the importance of cultural awareness and patience in building trust with mentees, particularly those who have experienced trauma.



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In  
Austria,

migrants' narratives underscored the significance of resilience and adaptability in navigating challenges, highlighting the need for flexible and personalised support. Recommendations focused on mentor awareness of cultural differences and the empowerment of migrants through skill development tailored to the local job market.

In Belgium, mentoring sessions were reported as a positive experience for both mentees and mentors, fostering increased faith in Europe and providing useful information on various aspects of life and work. The use of IT tools enhanced engagement and facilitated the application of acquired knowledge in everyday life.

In Portugal, the importance of a diverse and inclusive approach to meet migrants' needs effectively was emphasised. Recommendations stressed the significance of considering individuals' life stories and socio-cultural contexts to empower migrants and foster their integration without attributing personal blame for difficulties.

Overall, these insights underscore the value of mentoring programs in supporting migrant, emphasising the need for tailored support, cultural sensitivity, and inclusive approaches to address diverse needs effectively.

## Conclusion:

In conclusion, mentoring experiences in multi-ethnic contexts have highlighted several key challenges and recommendations for those conducting mentoring sessions with migrants. Among the primary challenges are language and cultural barriers, along with the need to understand the diverse experiences and needs of participants. It is crucial to coordinate with relevant associations and public organizations to ensure adequate technical support. Adaptation to cultural differences and cultural sensitivity has emerged as critical factors for the success of mentoring sessions. Recommendations for enhancing effectiveness include

adopting a personalized approach to meet migrants' specific needs and providing specific training for mentors. Actively involving migrants in the decision-making process regarding



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structure of sessions and establishing solid and lasting support networks are important. Additional suggestions include collaborating with other stakeholders and NGOs for participant selection, employing language mediators to overcome linguistic barriers, and considering session timings to ensure adequate coverage of topics. Making sessions engaging and dynamic is essential to maintain participants' attention. Finally, planning follow-up sessions to monitor and reinforce progress is crucial.

Overall, the collective experiences and insights gleaned from mentoring programs across various countries underscore the invaluable role of these initiatives in supporting migrant integration and empowerment. Positive feedback from mentors and participants reflects the effectiveness of the program. Personalized support, cultural sensitivity, and access to essential information emerge as key pillars in facilitating successful integration. While challenges exist, including language barriers and varying levels of engagement, the overall impact of mentoring programs remains overwhelmingly positive. By fostering empathy, building trust, and providing practical guidance, these initiatives empower migrants to navigate new environments with confidence and resilience. Moving forward, the recommendations and best practices gleaned from these programs serve as valuable guideposts for future initiatives aimed at supporting migrant communities.



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