

# 1-to-1 Mentoring Call Guide

## For Mentors

Thank you for volunteering with Digital Boost through 1-to-1 Mentoring Calls!

As you prepare for the call, please make sure that you can be in a quiet space and free of distractions so that you can make the most of the time you have with the organisation.

Please take time to prepare for the call by reading through the emails that we sent you about the call including the organisation's description, the problem they are trying to solve with your advice, their technical knowledge and further details. Digital Boost is not a 'coaching' service where you can expect to see the same organisation many times, it is a service where you can have many 60 minute mentoring sessions helping a variety of organisations.

Here are some simple tips to help you understand how to make the most out of your 60min 1-to-1 Mentoring Call with the organisation:

## Etiquette and Top Tips for 1-to-1 Mentoring Calls

- **Please do let the organisation start the session with an overall context and scoping, before moving onto specifics:** After introductions, let the organisation start by explaining the overall situation to you, to give you a strategic context and to prioritise what you should help the organisation with. Then, feel free to move into more tactical areas.
- **Please do let us know how it went, whether it's a positive or negative experience:** Right after the session, we will send you a short survey asking you how the call went. This is an important element to our service and allows us to maintain high quality throughout.
- **Please don't ask to get paid:** Digital experts, like you, are working on a pro bono voluntary basis. Digital Boost services are free for our organisations. Do not ask the organisations to pay you and do not sell them your services. Doing so would infringe on our policy and would result in you being barred from volunteering on Digital Boost.

### **Please Don't ask organisations for personal contact information**

Digital Boost's mission is to ensure both you and our organisation's individual privacy and safety throughout the full Digital Boost journey.

Please do not ask the organisation for private information such as an email address, phone number or other information if it wasn't included in the organisation's Digital Boost profile. Doing so would infringe on our code of

conduct policies and would risk you being barred from mentoring on Digital Boost.

Our organisations are aware that they should not ask you for the same non-disclosed private information and we strongly urge you to not give your information to any of the organisations if they ask you. If any do ask, then please rate them negatively on the post-call survey you receive so that we can let them know of our code of conduct policies, so this doesn't happen again.

Questions you may have:

- **What happens if I or the organisation want to cancel or reschedule the 1-to-1 mentoring call?**

An organisation can cancel or reschedule the 1-to-1 mentoring call by pressing "Decline Call" or "Propose Another Time" in the call request or confirmation email. You as a mentor would subsequently be informed about this change. You can equally cancel or reschedule the 1-to-1 mentoring call by pressing "Decline Call" or "Propose Another Time" in the call request or confirmation email, which would inform the organisation about the call changes.

- **What happens if I don't show up to the 1-to-1 Mentoring Call?**

If you don't show up to the call at the appointed time, without giving Digital Boost advance notice, the organisation will let us know and we'll follow up with you. Our policy is to review no-shows on a case-by-case basis, but after missing 3 calls you will unfortunately be barred from the 1-to-1 mentoring call service.

*So please let us know in advance if you cannot make the appointed 1-to-1 MentoringCall!*

- **What happens if the organisation doesn't show up to the scheduled 1-to-1 Mentoring Call?**

If the organisation doesn't show up to the call at the appointed time, please let us know by filling out the post-call survey. Organisations who are no-shows for 3 calls will be barred from using the 1-to-1 mentoring call service.

- **Will organisations know about my personal details?**

Organisations will see your first name and company name. Organisations will not see your last name, professional title, LinkedIn profile or email address unless you agree to disclose them to the organisations through your "Account Preferences". Both you and the organisation will receive a link from us for your video call, to maintain your privacy.

- **What if I want further sessions with the same organisation to follow up?**

If you wish to have a follow up session with an organisation you can do so simply through the post-call survey email, that would send an email to the organisation informing them that you have proposed a follow up call.

- **Can I accept more than one 1-to-1 Mentoring Call request at the same time?**

You can accept as many 1-to-1 Mentoring Call requests as you wish until you have reached the limit of hours you have set to volunteer per week. Once you have reached that weekly limit you will not receive any 1-to-1 Mentoring Call request emails anymore until the next week. To change the amount of hours you would like to volunteer with Digital Boost per week, simply go to your “Account Preferences”. You will not be able to accept 1-to-1 Mentoring Call requests if the scheduling interferes with another confirmed 1-to-1 Mentoring Call.

Good luck with your 1-to-1 Mentoring Call!

The Digital Boost Team