

1-to-1 Mentoring Call Guide

For Organisations

Thank you for booking what we hope will be the first of many sessions with a variety of mentors for a 1-to-1 mentoring call, which in combination with our other services should take you to a place where you are fluent with digital tools and techniques commonly used to serve customers online.

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 mentor.

Please take time to prepare for the call and structure your thoughts so that the mentor can help you in the 60 minutes that are available. Digital Boost is not a 'coaching' service where you can expect to see the same person many times, it is a service where you can have many 60 minute mentoring sessions with a variety of mentors.

Here are some simple tips to help you understand how to get the best out of the digital community of mentors that are available over Digital Boost:

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

- **Please do start a session with overall context and scoping, then move onto specifics:** Try to start your 1-to-1 Mentoring Call discussing your overall situation, to give your mentor strategic context and help prioritise what you really need. Then, feel free to move into more tactical areas you want to discuss.
- **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 if you would recommend the mentor to others: This is an important element to our service and allows us to maintain high quality by eliminating those that leave you in doubt.
- **Please don't pay a mentor if they ask:** Small businesses and charities such as yourself do not pay the mentors and do not pay any fees to us. If they ask you to pay, please let us know in the survey we send you right after the session.
- **Please don't ask for unreasonable time commitments from mentors** Digital Boost is pro-bono, mentors are putting forward their own free time to help, and there are thousands of organisations that need help - so please be mindful of mentors' time commitment. 1-to-1 Mentoring Calls are designed as 60min calls to provide strategic or tactical advice on a single topic - not as long-term implementation of job requests. If you need longer-term help beyond the first 60min call, then we can refer you to a contact in your local authority, who may be able to help

- Please Don't ask mentors for personal contact information

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

Please do not ask the mentor for private information such as an email address, phone number, or other information such as last name or professional title if it isn't provided in the mentors Digital Boost profile. Our volunteers choose which of their personal information they share and which they do not.

Our mentors are aware that they should not ask you for the same private information and we strongly urge you to not give your information to any of the volunteers 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 mentor want to cancel or reschedule the 1-to-1 mentoring call?

For now, you can only cancel or reschedule by emailing contact@digitalboost.org.uk. We will then either manually facilitate rescheduling, or ask you to resubmit a new 1-to-1 mentoring call request. We are working hard to make this process easier for you in the future, until then please bear with us.

- 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 mentor 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 mentor doesn't show up to the scheduled 1-to-1 Mentoring Call?

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

- Will mentors know about my personal details?

Mentors will see your full name, organisation name, LinkedIn details, key needs and your request information, but not your email address. Both you and the mentor will receive a link from us for your video call, to maintain your privacy.

- What if the mentor tries to sell me their services or asks for money? Mentors are not allowed to promote their services in a 1-to-1 Mentoring Call. This is a completely free service and under no circumstances should mentors ask you for payment or promote a paid service or product. However, if this does happen, do

not provide payment of any kind and please let us know via the rating of the mentor in the post-call survey we will provide you with right after the call.

- What if I want further sessions with the same mentor?

Our service is to match you with experts who understand one part of 'digital' very well, they are not usually generalists.

We recommend you have several calls and that you speak to a number of the experts we have available so that you can master everything you need without developing a dependency on any one mentor, who does this as a volunteer, along-side their full-time day-job.

We will be recommending calls of mentors to you in subjects we think you might wish to explore - feel free to not accept these recommendations - they are intended to take you through the 46 different parts of our services from 'novice' to 'master'.

- What if I'm not sure about the advice given to me by the mentor, or think the mentor is not competent in the areas I've requested help in?

At Digital Boost our priority is to give you access to experts, so if you have doubts over the quality of the support you received from your mentor, then let us know that you don't recommend the mentor when we ask you to rate them on the post-call survey you will receive right after your mentoring session. If others feel the same way, then the mentor will be barred from our service.

- Can I request more than one 1-to-1 Mentoring Call at the same time, or request further 1-to-1 Mentoring Calls after my first 1-to-1 Mentoring Call?

You can request as many further 1-to-1 Mentoring Calls after your first 1-to-1 Mentoring Call by simply booking another one or by submitting your availability in the recommended mentor emails we send to you. You can request as many 1-to-1 Mentoring Calls as you wish at the same time, as long as the calls do not interfere with each other by being scheduled for the same time.

- Do I have to listen to the mentors? Mentors are acting as individuals and provide *advice* only - it's up to you what to do with that advice

Mentors are engaging with Digital Boost on a voluntary basis as individuals, and are not liable for actions you may choose to take as a result of the conversation you have had. We recommend you have several sessions with different mentors in order to form a balanced view if you are uncertain.

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

The Digital Boost Team