



TENT



National Hispanic Corporate Council

Training for Companies on How to Mentor Hispanic Refugees



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**HISPANIC REFUGEE
CONTEXT IN
THE U.S.**

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**CURRICULUM FOR
MENTORSHIP
PROGRAM**

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**NEXT STEPS
AND Q&A**

Tent was founded by Chobani CEO Hamdi Ulukaya



Hamdi Ulukaya launched Chobani in 2007. The company became one of the fastest to reach \$1 billion USD in annual sales.

Hamdi made proactive efforts to hire refugees -- Chobani has hired hundreds of refugees at its upstate New York and Idaho plants.

Hamdi is a Kurdish-Turkish businessman & entrepreneur who immigrated to the United States. He has been named one of TIME's 100 Most Influential People in the World for his innovative approach to business and work on the refugee crisis.

Tent decided to place a strategic focus on Hispanic refugees

- The United States has welcomed hundreds of thousands of forcibly displaced migrants from **Latin America** in recent years through of a variety of legal immigration pathways, including asylum, humanitarian parole, refugee resettlement and Temporary Protected Status (TPS).
- In 2023 alone, the U.S. welcomed over **300,000 Venezuelans, Cubans, Nicaraguans and Haitians** as part of a new humanitarian parole program.



Hispanic refugees face many barriers when entering the U.S. workforce and advancing their careers, such as:

- Lower levels of English language proficiency
- Lack of familiarity with U.S. workplace culture and the job search process
- Lack of access to federal government-funded benefits to help with job placement due to legal immigration status as asylum seeker or TPS holder
- Arduous processes and costs associated with validating foreign education credentials

Tent and National Hispanic Corporate Council co-hosted the launch of the Hispanic Refugee Mentorship Program on October 11, 2023



TENT

Participating companies committed to mentoring at least 50 Hispanic refugees in the U.S. over three years



25 companies have committed to mentoring 1200+ Hispanic refugees



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Guide on “How Companies in the U.S. Can Mentor Hispanic Refugees”

- ▲ Tent, LIRS, and the NHCC have developed a guide for companies that provides them with the building blocks to develop and run a mentorship program for Hispanic refugees
- ▲ The guide includes a curriculum for this mentorship program and can be found on Tent’s mentor resource hub:
www.tentmentorshipprograms.org



How Companies in the U.S. Can Mentor Hispanic Refugees

A Step-by-Step Guide



This resource provides mentors with guidance on how to effectively support their Hispanic refugee mentee

- Mentors are expected to meet with their mentees **at least 6 times** over the course of **6 months**. Mentor-mentee pairs are encouraged to meet more often than that if their schedules permit
- The curriculum for the mentorship sessions can be found in the guide, but please **tailor your support** to meet your mentee's career goals
- Though the guide is in English, Tent recommends that you **initially communicate with your mentee in Spanish**. Over time, you can use your mentorship sessions to **practice English** with your mentee.

Meeting 1: Career goals and self-assessment (p. 51-54)



1

Get to know each other

2

Establish goals and expectations for mentorship

Meeting 2: How to find a job in the U.S. (p. 56-59)



1

Discuss the job search process and timeline in the U.S.

2

Discuss how to search for jobs online

3

Practice searching for jobs

Meeting 3: Resumes, cover letters, and LinkedIn (p. 60-65)



1

Discuss the purpose and function of resumes, cover letters, and LinkedIn

2

Edit and review your mentee's resume together

3

Review your mentee's cover letter together

4

Create and/or improve your mentee's LinkedIn page

Meeting 4: The Interview Process (p. 66-70)



1

Discuss fundamentals of job interviews

2

Conduct a mock interview

3

Discuss following up on an interview

Meeting 5: Networking (p. 72-74)



1

Create a networking strategy with your mentee

2

Conduct a mock networking session

3

Discuss the experience of networking as a Hispanic refugee

Meeting 6: Recap and next steps (p. 75-77)



1

Prepare your mentee for any upcoming networking sessions

2

Discuss expectations for your relationship after the mentorship program ends

3

Recap and conclude your time together

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How can I better understand my role as a mentor?



Key takeaways: Understanding your role as a mentor



1. Help your mentee identify their career goals and create plans to achieve them
2. Invest time to foster trust and build rapport with your mentee
3. Your role is to serve as an advisor, not a decision maker
4. Advocate for your mentee and connect them to other professionals in your network
5. You are not a case manager, and this program is **not** focused on a mentee's social needs
6. Be patient and empathetic with your mentee as they might be navigating challenging personal circumstances



How can I manage my mentee's expectations?



Key takeaways: Managing your mentee's expectations



1. Your role is to work with your mentee to make them a stronger candidate for employment, but you cannot guarantee that your support will help them land a job by the end of the program
2. Be honest about what you can bring to the mentorship experience. Consider whether you're open to meeting more than 6 times over 6 months, as well as how much time you are willing to commit to activities to support your mentee outside of your scheduled meetings



How can I be mindful of cultural sensitivities when working with my mentee?



Key takeaways: Be aware of potential cultural sensitivities



1. In many Hispanic cultures, it is common to display affectionate behaviors in a professional setting. It will be important to share that **handshakes are considered most appropriate in most professional settings.**
2. **It may be helpful to communicate with your mentee using WhatsApp** rather than email during the mentorship program. It may also be important to discuss typical professional communication in the U.S., such as email etiquette.
3. In many Hispanic cultures, hierarchies are much more entrenched in the workplace. Hispanic refugees **may see respecting hierarchy as important** and feel hesitant to speak up in meetings with supervisors.
4. Hispanic refugees may have different norms and cultural understandings about the workplace based on their country of origin, education, and experiences, but **remember to not make assumptions** about your mentee. Keep the **focus on discussing workplace norms in the U.S.**

Key takeaways: Be aware of potential cultural sensitivities



5. Do not ask probing questions about your mentee's life in their country of origin that may require them to relive traumas. It is appropriate to ask about their professional experiences
6. Although you and your mentee may both speak Spanish, there may be key cultural differences in the language depending on country of origin.
7. Tent advises that mentors refrain from engaging with mentees on politics and other sensitive topics. Keep the focus on your mentee's career goals.

Resources for Hispanic Women



National Domestic Violence Hotline Local Resource Directory:

www.thehotline.org/get-help/domestic-violence-local-resources/

U.S. DOJ Office on Violence Against Women Resources by State:

www.justice.gov/ovw/local-resources



Do you have any final advice for being an effective mentor to a Hispanic refugee?



Key takeaways: Tailor Your Support to Your Mentee's Career Goals



1. The refugees participating in this program come from a range of professional and educational backgrounds, and will be looking for different types of roles
2. Refugees often need immediate opportunities to make money upon arrival, and if they aren't fluent in the local language or their credentials are not recognized locally, they may need to work in lower-paying jobs before they can find work in their area of interest
3. Some refugees may be content with remaining in lower-paying or lower-skill roles longer-term, while for others, these kinds of roles may be a necessary stepping stone to jobs in their fields of interest

Key takeaways: Model Appropriate Behavior and Conduct



1. Maintain trustworthiness and respect your mentee's confidentiality
 - However, if your mentee discloses information that reflects that they are in danger or that they are putting someone else in danger, notify your company's program coordinator immediately and they will inform the Tent team
2. Your company's sexual harassment and conduct policies should apply to mentor-mentee relationships
 - Sexual and romantic relationships between mentors and mentees are prohibited. If you feel uncomfortable with your mentee's behavior, notify your program coordinator immediately

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Conversation with a Mentor



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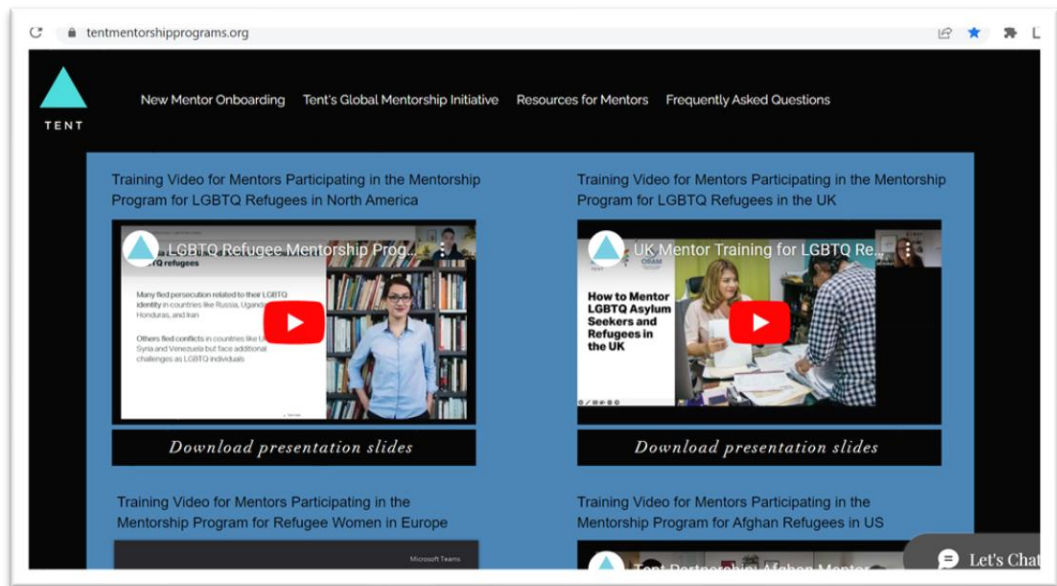
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Next Steps: Resource Hub for Mentors

Mentor Hub

www.tentmentorshipprograms.org

- ▲ Onboarding materials (training webinar, mentee outreach email)
- ▲ Guidebook with mentorship curriculum
- ▲ Form to complete if mentee is uncontactable



Next Steps



- 1** You will receive an email from mentorship@tent.org once you have been matched with background information on your mentee and instructions for setting up your first meeting
- 2** Please use the [email template in Spanish](#) that Tent has developed to reach out to your mentee. The template can be found in your match confirmation and in the training follow up email.
- 3** Reach out to your mentee as soon as possible to introduce yourself and schedule your first meeting, either in-person or virtually
- 4** Your company coordinator should be in touch with you [if not all mentors from your company are expected to be matched](#).

What should I do if my mentee does not respond?

Mentors should try contacting their mentee via email or WhatsApp. If the mentee doesn't respond after 3 outreach attempts, please complete the [mentee outreach form available on the resource hub](#). The Tent team will then reach out to the mentee on your behalf. If Tent doesn't hear back from your mentee, we will do our best to assign you a new mentee.

Please be patient and empathetic with your mentee around communications, considering the personal challenges they are navigating while integrating into their new community.

Preparing for your first meeting



- 1** Familiarize yourself with the [mentorship guide](#), reading both the “pre-read section” for mentors that provides you with more information about Hispanic refugees and the curriculum for your first session together.

- 2** Mentors should [continue using the guide](#) throughout your mentorship experience, tailoring the curriculum that we’ve laid out to meet your mentee’s needs.

- 3** Please [communicate with Tent and the program coordinators](#) at your companies on how the mentorship program is going. Feel free to reach out to us at mentorship@tent.org with any success stories from your mentorship experiences or if you need any additional resources to effectively mentor a Hispanic refugee.



Q&A





Your mentee will be eager to begin working with you! **Please reach out to your mentee within 5 business days of being matched using the email template in Spanish from Tent.**

Please direct any questions or concerns to your company's mentorship coordinator or to Tent at mentorship@tent.org.

