



TENT

How to Mentor Refugee Women

Training webinar for
mentors

2023



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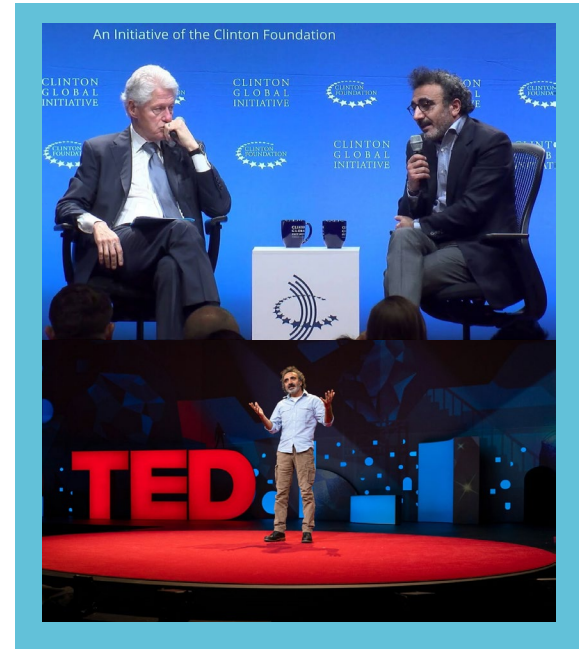
Tent was founded by Chobani CEO Hamdi Ulukaya – a pioneer of purpose-led business

Hamdi is a Kurdish-Turkish immigrant, entrepreneur, and founder of Chobani – one of the fastest companies in US history to reach \$1 billion USD in annual sales.

He has been named one of TIME's 100 Most Influential People in the World & appointed by the UN Secretary General as an SDG Advocate.



Hamdi has hired hundreds of refugees at Chobani from the start. They make up 20-30% of the company's manufacturing workforce.





Canada
U.S.
Mexico

U.K.
Sweden
Netherlands
Germany
France
Spain
Poland

Colombia

Our mission

Tent mobilizes the business community to connect refugees to work — the most important milestone to successfully integrating in their new communities

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Tent has 300+ multinational member companies

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What is a refugee?

Refugee

A **refugee** is an individual who has been forced to flee their country because of a well-founded fear of persecution or violence.

Asylum Seeker

An **asylum seeker** is an individual who has left their country of origin and has formally applied for asylum in another country but is waiting for a determination.

Economic Migrant

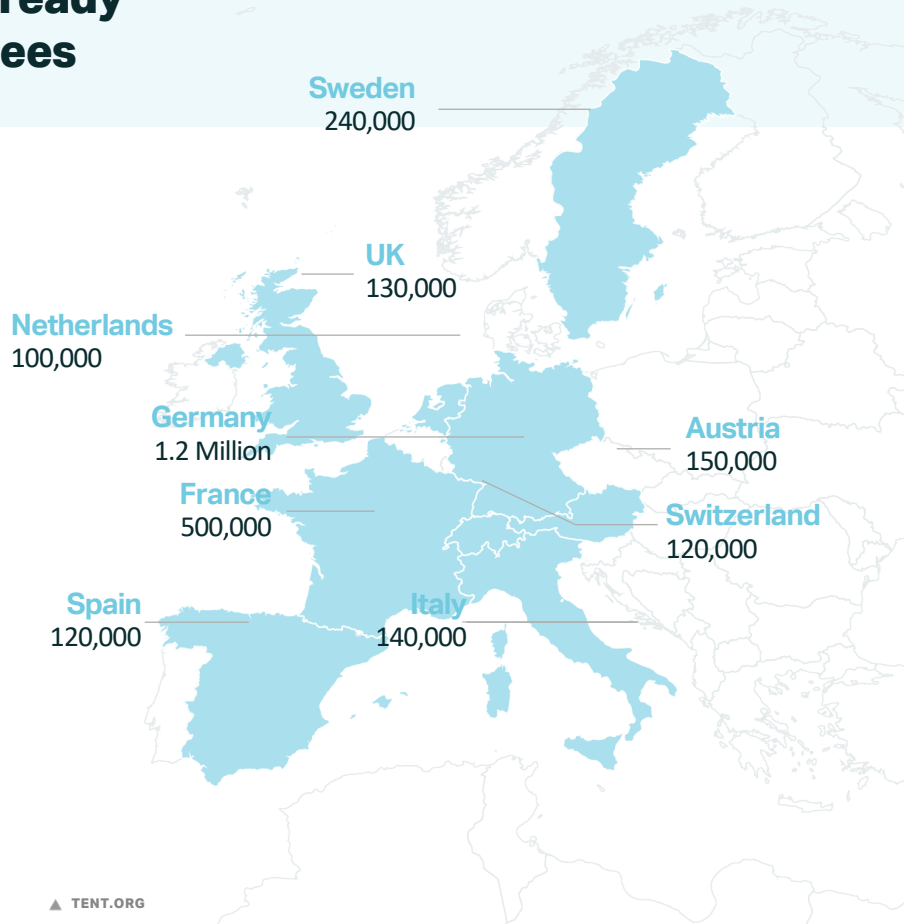
An **economic migrant** is someone who deliberately chooses to move to improve their life elsewhere.

- All refugees in Europe (have been granted asylum and) have the right to work.
- Through the Temporary Protection Directive, Ukrainians have the legal right to work and move throughout the EU.
- Ukrainians in the UK under one of its three visa schemes are eligible to work

Prior to the war in Ukraine, Europe already hosted a significant number of refugees

Before the Ukraine crisis, Europe was hosting more than

3 million refugees



● Countries hosting significant numbers of refugees

Source: UNHCR

Now Europe faces its biggest refugee crisis since the Second World War

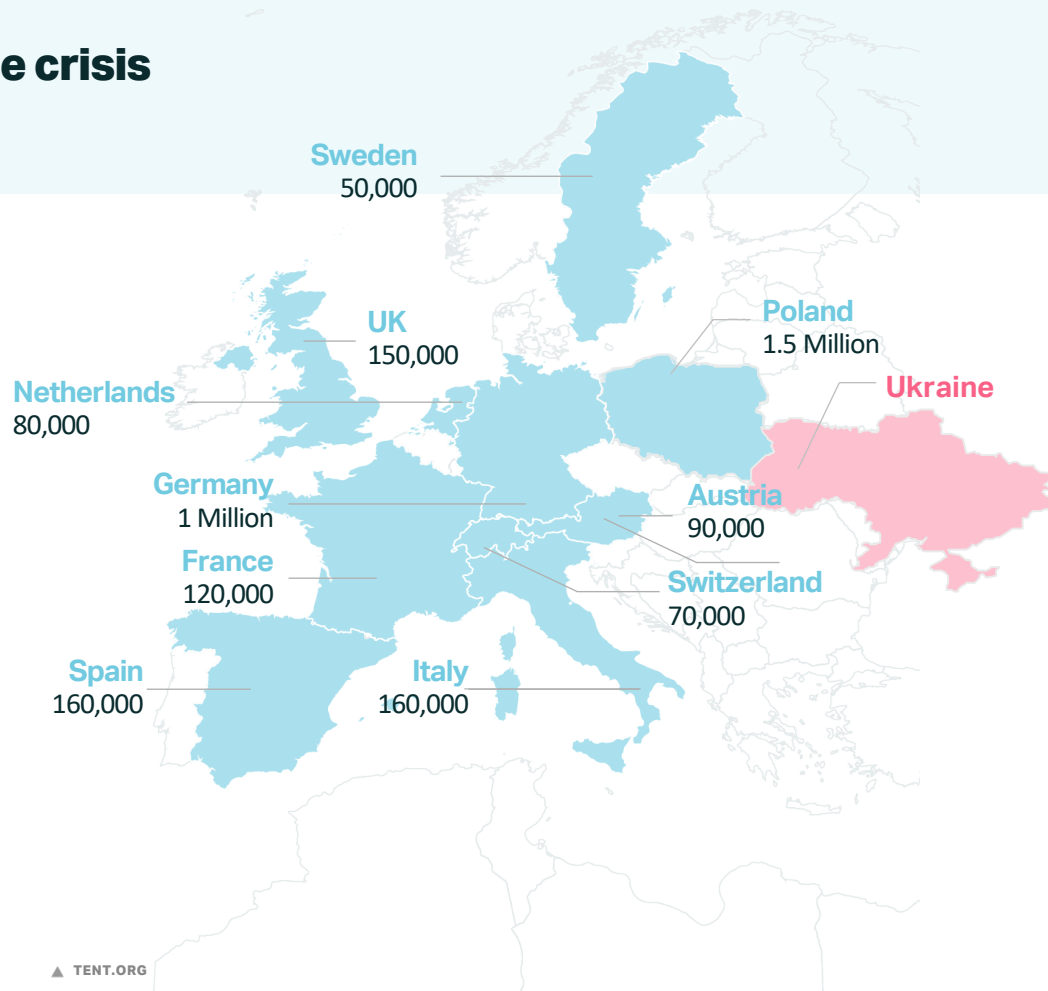
There are now an additional

5 million refugees

The majority are in neighboring countries, with 1.5 million in Poland

- Countries hosting significant numbers of refugees
- Source countries for significant numbers of refugees

Source: UNHCR



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Refugee women face a double disadvantage when finding work and advancing their careers:

1

Obstacles related to their **refugee status**

- Lower level of host-country language proficiency
- Limited access to social and professional networks
- Tough process of credential verification

2

Obstacles related to **gender identity**

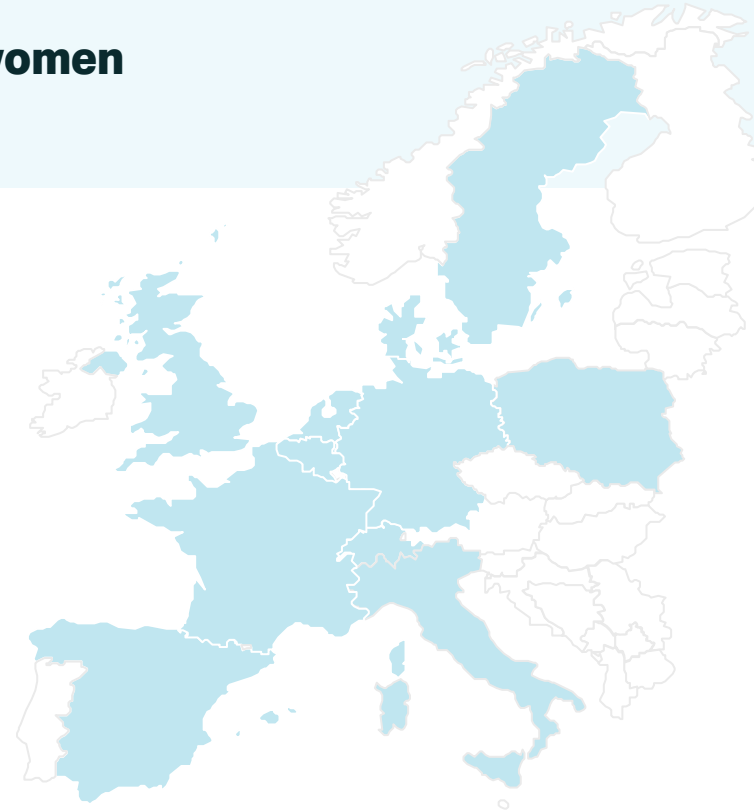
- Lack of tailored support to meet the needs of refugee women employees
- Fewer years of formal educational attainment
- Traditional gender norms
- Lower wages

Tent launched a mentorship program for refugee women in Europe end of 2021

The aim of the program is to **help refugee women access the labor market and/or advance their careers** in their new host communities.

The mentorship program for refugee women is implemented in **11 countries** across Europe (Belgium, Denmark, France, Germany, Italy, the Netherlands, Poland, Spain, Sweden, Switzerland, UK

In light of the Ukraine crisis, the program now includes **Ukrainian refugee women** displaced across Europe.



Tent' mentorship program for refugee women in Europe is reaching 1,500+ refugee women

accenture



adidas



Barilla
The Italian Food Company Since 1877

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Building a better working world



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SWAROVSKI



27+ nonprofit organizations help implement the mentorship program for refugee women



Guide on “How Companies in Europe Can Mentor Refugee Women”

- ▲ Tent has developed a guide for companies that provides them with the building blocks to develop and run a mentorship program for refugee women
- ▲ The guide includes a curriculum for this mentorship program and can be found on Tent’s website: www.tent.org/resources
- ▲ Feel free to **tailor your support** to meet your mentee’s career goals



How does the program work?



- **Companies recruit** volunteering employees as mentors, employees across all departments are encouraged to register as mentor
- Tent works with **NGOs to identify refugee mentees** who are ready to enter the labour market.
- Both mentors and mentees **register through a Tent survey**
- **Tent will match mentors with mentees**, and will inform mentors when they are paired with a mentee
- Mentors schedule **first meeting** with mentee
- **Mentors and mentees can sign up any time through the tool going forward**

What are the details of the program framework?

Professionals at companies will serve as mentors to refugee women mentees

- **Mentors & mentees discuss the local job search process**, including tips on CVs, LinkedIn profiles, and cover letters
- **Mentors & mentees meet at least six times** for 1 – 1 ½ hour(s), during a four-to-six-month period, preferably in person, otherwise virtually
- **Mentors support mentees in accessing a professional network** in their field of interest
- As much as possible mentor and mentee communicate in local language
- It is **not the expectation** mentees will start working at the company of the mentor

What is covered in the program?

Career goals

Align on goals and expectations for the mentorship program and **develop concrete steps for building a career in new host country**

Resume & cover letters

Develop **a working draft of a cover letter and resume** that is tailored to the job market in new host country

Interviews

Review interview fundamentals and skills, **roleplay a mock interview**, and develop responses for commonly asked questions

Networking

Understand the role of networking and practice networking skills; **discuss networking events and approaches** that could be useful for job seekers

Session 1: Career Goals and Self-Assessment (p. 45-47)



1

Get to know your mentee

2

Establish goals and expectations for mentorship

3

Develop concrete steps for building a career in the new country

Session 2: CVs and cover letters (p. 48-51)



1

Discuss the purpose and function of CVs and cover letters

2

Review and edit your mentee's CV cover letter's

3

Explain how to tailor to strengthen these materials for your country's job market

Session 3: LinkedIn(p. 52-54)



1

Discuss the purpose and function of LinkedIn

2

Review and edit your mentee's LinkedIn profile

3

Explain how to tailor to strengthen it for your country's job market

Session 4: The Interview Process (p. 55-58)



1

Discuss the fundamentals of job interviews

2

Conduct a mock interview

3

Discuss following up on an interview

Session 5: Networking (p. 59-60) and Session 6: Recap and next steps



1

Create a networking strategy with your mentee

2

Conduct a mock networking session

3

Prepare for any upcoming networking sessions

4

Discuss expectations after the mentoring program, conclude your time together

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Understand Your Role as a Mentor



1. Help your mentee identify their career goals and create plans to achieve them. Agree on best way of communication and language.
2. Your role is to provide guidance, not solutions
3. Advocate for your mentee and connect them to other professionals in your network
4. You are not a case manager, this program is **not** focused on a mentee's social needs
5. Foster trust. Be patient with your mentee as they might be facing a challenging personal situation

Be Aware of Important Sensitivities



1. Make sure to ask your mentee how they would like to be addressed (name, pronouns, etc.)
2. 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
3. Keep in mind that there may be tremendous cultural, political, and philosophical differences between you and your mentee

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 resettlement, 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

Manage 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, as well as how much time you are willing to commit to activities to support your mentee outside of your scheduled meetings

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

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Next steps



- 1** Tent will or has informed you about a match made with a refugee woman mentee, based on language, location, professional background
- 2** You should now complete the mentor training and inform Tent
- 3** You will then schedule a first meeting with your mentee and use their preferred way of communication
- 4** You will have access to a SharePoint with information and training materials

What should I do if my mentee does not respond?



Mentors should try emailing their mentee three times (using the [email template](#) that Tent developed) and texting their mentee or sending them a whatsapp message.

If the mentee doesn't respond after those 3 attempts, please notify the Tent team by filling up the form in the link [here](#). The Tent team will then reach out to the mentee on your behalf.

Prior to the training, Tent has sent an email to inform your mentee that their mentors will be reaching out to them. However, the mentee's professional or personal needs may have changed. We appreciate your patience and understanding as we implement this mentorship program.

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 refugee women in Europe 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 the program coordinators](#) at your companies on how the mentorship program is going. We’d love to hear through them success stories from your mentorship experiences and any additional resources that you might need to effectively mentor a refugee woman.

Mentors told us they feel they could play an important role in the career advancement of refugee women ...



Refugee women need advocates to encourage them, boost their confidence, and help them reach their full potential. I hope to be part of somebody's journey and help them place themselves in the best position to enter the job market and build a fulfilling career.

- A mentor at American Express



I am committed to furthering women's advancement in finance and tech, advocating for educational opportunities and mentorship. I have been lucky to have inspiring, supportive, and thoughtful women mentors. I strive to pass this on to other women throughout my career.

- A mentor at Bloomberg

... and most of the refugee mentees in this program have indicated that they've had a very positive experience



This program helped me meet a great person who encouraged and helped me find a job in a time when I was beginning to doubt the possibility of finding one.

- A mentee at L'Oréal in Germany



I met an extraordinary mentor who supported me at all times. She made me feel safe and comfortable in a country that is not mine.

- A mentee at ISS in Spain



Thank you!



Check-in regularly with Tent



Tent has [Country Directors](#) in 7 countries across Europe.

- France - Yasmine Leroux, yasmine@tent.org
- Germany - Christian Schmidt, christian@tent.org
- Netherlands - Hélène van Melle, helene@tent.org
- Poland - Paulina Jaworska, paulina@tent.org
- Spain - Amaia Elizalde, amaia@tent.org
- Sweden - Karin Heri, karin@tent.org
- UK - Jen Stobart, jen@tent.org

