

# Mentor Guide



# About Mentoring SG


Mentoring SG is a national movement that aims to build a culture of mentoring in Singapore and make mentoring more accessible for youth.

An initiative under Forward SG, Mentoring SG seeks to support youth development and school-to-work transitions through mentoring for youth to thrive, grow and realise their aspirations. Mentors could help youth broaden their perspectives in their definition of success; and provide guidance, support and practical advice to the youth as they navigate key transitions.

Mentoring can play a pivotal role in positive identity formation and enable youth to make informed choices in education, career and life transitions. It can be a deeply meaningful and nurturing relationship in supporting youth achieve their fullest potential.

## Foreword

Welcome to our Mentor Guide, designed to support you in becoming an effective and inspiring mentor. This guide offers a comprehensive framework for mentoring excellence, covering ethical standards, practical steps for effective sessions, and strategies for fostering a supportive environment. It also addresses when to seek further support and provides valuable resources to enhance your mentoring experience. We believe this guide will be an invaluable asset in helping you empower your mentees to reach their full potential.



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# CODE OF CONDUCT

1 Confidentiality

2 Respect

3 Commitment

4 Professional Boundaries

5 Accountability

# CODE OF CONDUCT

The code of conduct for mentoring refers to a set of formal guidelines or ethical standards that mentors are expected to follow. These guidelines are designed to ensure a professional, respectful, and ethical mentoring relationship.



## Confidentiality

Confidentiality is a cornerstone of the mentoring relationship. Mentors must ensure that any personal, professional, or sensitive information shared during their interactions remains private. This builds trust and allows for open, honest communication. Breaching confidentiality can damage the relationship and the reputation of both parties. Exceptions would be when situations involves physical self-harm and other extreme scenarios.



## Respect

Respect and non-discrimination are fundamental to fostering an inclusive and supportive mentoring environment. Every individual should be treated with dignity and respect, regardless of their background, identity, or beliefs. Discriminatory behavior or language is unacceptable and can undermine the mentoring process. Do not gossip.

# CODE OF CONDUCT

3

## Commitment

Commitment to the mentoring relationship is vital for its success. Both mentors and mentees should honor their commitments, including regular meeting times and active participation. This demonstrates reliability and builds trust.

4

## Professional Boundaries

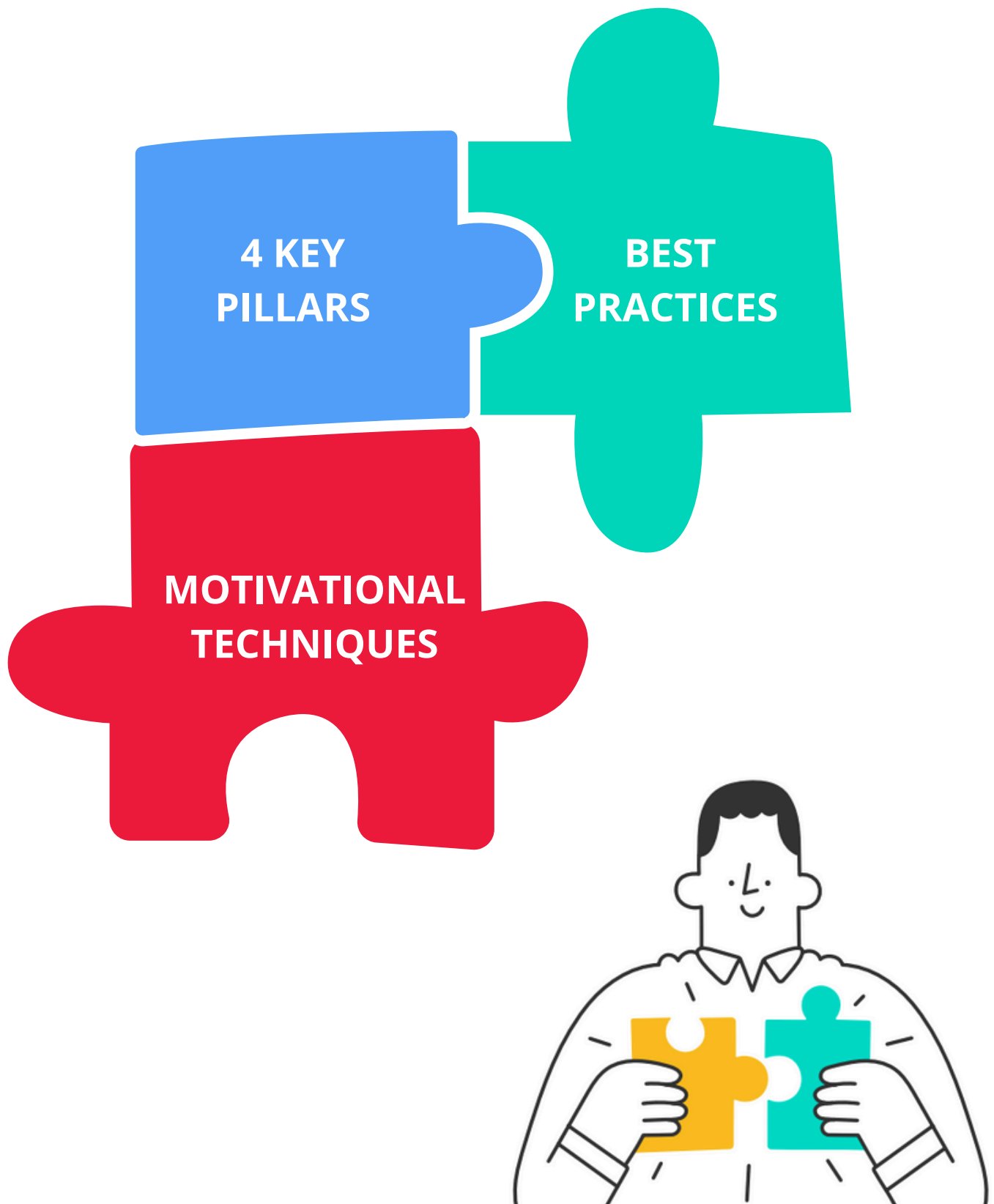
Maintaining professional boundaries is essential to ensure that the mentoring relationship remains focused and beneficial. Boundaries help to prevent conflicts of interest and inappropriate interactions that can harm both the mentor and mentee. Do not make personal requests of the mentees nor exert your own beliefs and values.

5

## Accountability

Accountability ensures that both mentors and mentees take responsibility for their actions and the outcomes of their mentoring relationship. It involves setting clear expectations, providing feedback, and addressing any issues or concerns constructively.

# CORE PRACTICES FOR EFFECTIVE MENTORSHIP



# **CORE PRACTICES FOR EFFECTIVE MENTORSHIP**

## **4 KEY PILLARS**





# CORE PRACTICES FOR EFFECTIVE MENTORSHIP

## 4 KEY PILLARS

### Open

Authentic mentoring relationships foster greater trust and rapport, creating a safe environment for mentees to share their thoughts, challenges, and aspirations.

### Support

Being available, offering encouragement, and providing resources when needed. Mentors must be consistent in their support to help mentees feel secure, guided, and capable of achieving their goals.

### Empathy

Understanding and relating to the emotional experiences of mentees allows connection on a deeper level, making them feel understood and supported in their personal and professional growth.

### Guidance

Help mentees navigate personal, academic, and career paths by offering advice, sharing knowledge, and providing insights based on experience. Effective guidance balances offering direction while allowing mentees to maintain autonomy in decision-making.

# CORE PRACTICES FOR EFFECTIVE MENTORSHIP

## BEST PRACTICES

Best practices for mentoring are a set of recommended actions or strategies that can enhance the effectiveness and quality of the mentoring relationship.



# CORE PRACTICES FOR EFFECTIVE MENTORSHIP

## MOTIVATIONAL TECHNIQUES

Effective mentoring hinges on the ability to inspire and motivate mentees, especially as they navigate key transitional periods in life. Motivational techniques grounded in research can enhance mentees' self-efficacy, goal-setting, and resilience.

### Goal Setting and Visualization

1

Setting specific, attainable goals increases motivation and focus in young people. Mentors should guide mentees to break down long-term goals into smaller, manageable steps. This fosters a sense of achievement at every milestone, reinforcing motivation.

### Leveraging Strengths-Based Mentoring

2

Focusing on a mentee's strengths rather than their weaknesses fosters a positive self-concept and builds confidence, leading to greater motivation to pursue goals. Mentors can do this by identifying and amplifying strengths and guiding through strength-based reflection.

# CORE PRACTICES FOR EFFECTIVE MENTORSHIP

## MOTIVATIONAL TECHNIQUES

3

### **Fostering a Growth Mindset**

Encouraging a growth mindset—where the mentee believes that abilities and intelligence can be developed through effort—has a profound impact on motivation and perseverance. Mentors can apply this by praising effort, not talent and by reframing setbacks as opportunities.

4

### **Encouraging Self-Determination Through Autonomy**

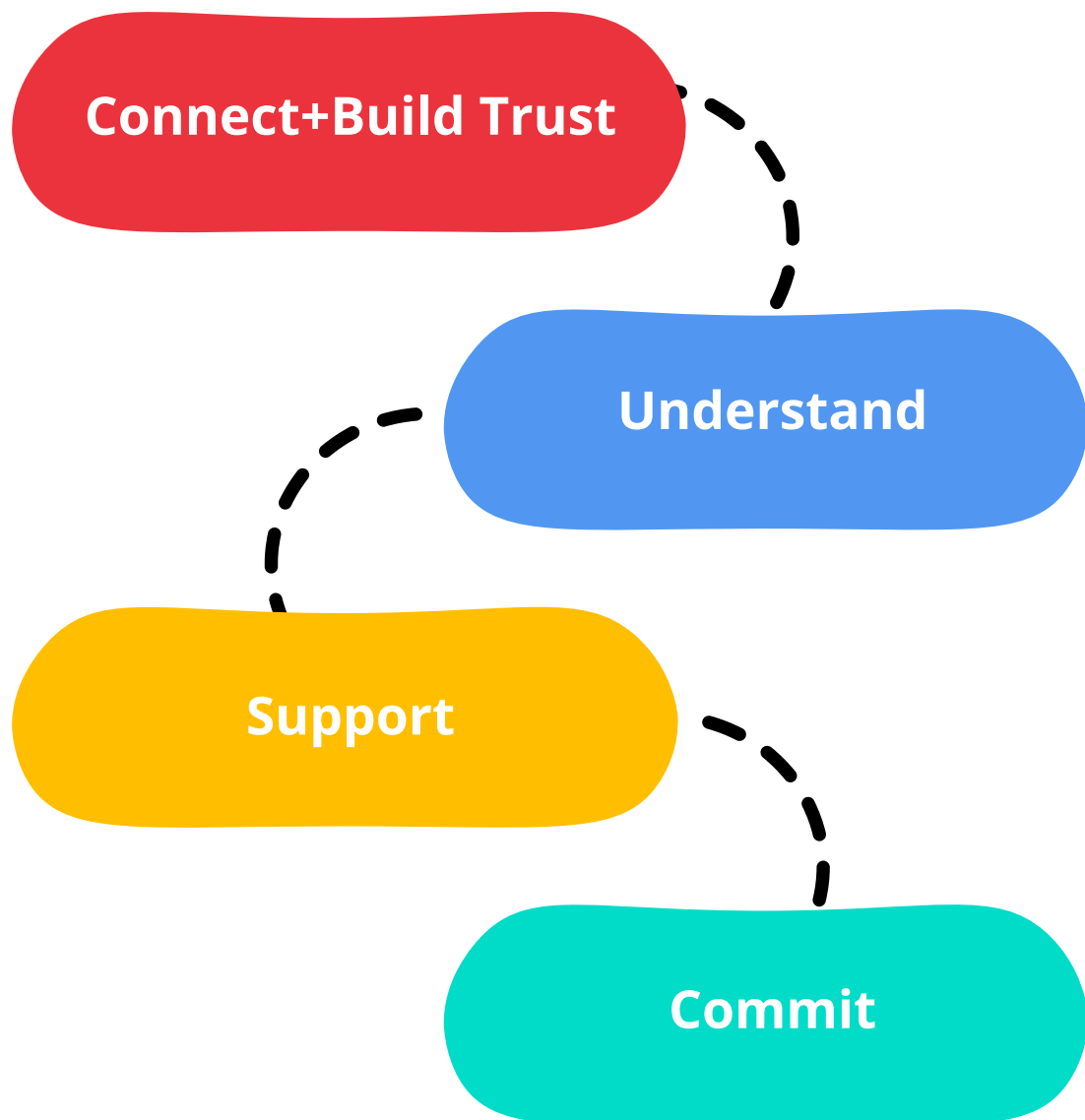
When mentees feel ownership over their decisions and goals, they are more likely to stay motivated and engaged. Allowing mentees to make choices about their learning and development paths as well as encouraging mentees to think critically about how they might solve problems on their own can cultivate this.

5

### **Using Positive Reinforcement and Optimistic Feedback**

Positive reinforcement helps build confidence and reinforces desired behaviors while optimistic feedback, when delivered sincerely, boosts self-esteem and encourages continued effort. Always acknowledge mentees' accomplishments immediately and provide specific feedback on what they did well.

# STEPS TO A MENTORING SESSION



# STEPS TO A MENTORING SESSION

1

## CONNECT + BUILD TRUST

Preparation before each meeting

Start with casual conversation to establish rapport and put both mentor and mentee at ease

2

## UNDERSTAND

Communicate the progress, goals, expectations, challenges and concerns

Listen attentively and provide thoughtful responses and suggestions

Encourage the mentee to think critically and consider various perspectives

3

## SUPPORT

Share relevant insights, advice, and resources

Provide guidance on specific actions or strategies they can implement

Offer constructive feedback to help the mentee

4

## COMMIT

Stay consistent

Confirm any action items or responsibilities for both the mentor and mentee

Closure and feedback

# NAVIGATING SENSITIVE SITUATIONS

## Identifying Signs of Distress

### Situations Requiring Referrals For Support

Delicate Topics

Issues of Concern

Crises Requiring Intervention

### Referring Mentee to Further Support

# NAVIGATING SENSITIVE SITUATIONS

## Identifying Signs of Distress

Mentors play a pivotal role in recognizing signs of distress in their mentees, especially those in transitional life phases like completing studies and entering the workforce. Being attuned to these signs can enable timely support and intervention.

### 1. CHANGES IN BEHAVIOUR

Significant shifts in behaviour can be indicators of emotional or psychological distress such as anxiety or depression. Some examples of such shifts are **Social Withdrawals, Irritability or Mood Swings and Declining Performance.**

### 2. PHYSICAL SYMPTOMS

Stress and mental health issues often manifest physically. Pay attention to **Fatigue or Lethargy, Changes in Appearance and Frequent Ailments.**

### 3. VERBAL CUES

Mentees may indirectly express their struggles through what they say, or fail to say. Listen for **Self-deprecating Comments** and statements **Expressing Overwhelm and Ambiguity or Avoidance.**

### 4. SOCIAL INTERACTIONS

Social behaviour such as **Disengagement, Social Withdrawals and Conflict with Peers or Family** offers key clues about a mentee's emotional well-being and signal internal struggles.



# NAVIGATING SENSITIVE SITUATIONS

## Situations Requiring Referrals For Support (Delicate Topics)

Should be discussed only when initiated by the mentee.

Confidentiality takes on greater importance with these topics.

Examples of delicate topics:

Identity issues:  
cultural, sexual etc

Behaviour

Sex

Hygiene

Self-image/  
Personal insecurities

Peer pressure

# NAVIGATING SENSITIVE SITUATIONS

## Situations Requiring Referrals For Support (Issues of Concern)

These have lifelong implications for the mentee, and therefore the mentor needs to report them to the organisation.

Mentors and mentoring programs should not focus too heavily on changing behaviour when issues such as these arise.

Examples of such issues for concern:

Verbal harassment: sexual,  
racial, bullying, others

Gang  
affiliation

Unsafe sex

Depression

Delinquent  
behaviour

Substance abuse

# NAVIGATING SENSITIVE SITUATIONS

## Situations Requiring Referrals For Support (Crisis Requiring Intervention)

Mentors should **never** be expected to handle these alone

Report immediately to programme coordinator

Examples of crises requiring intervention:



# NAVIGATING SENSITIVE SITUATIONS

## Referring Mentee to Further Support

Referring mentees to additional support is an essential part of helping them confidently navigate difficult situations. As a mentor, your role is not only to offer guidance but also to empower mentees by ensuring they feel comfortable and in control of their decisions.

1

### Put the mentee at ease

Stay calm, be attentive through body language, and avoid judgmental statements. Acknowledge your own emotions if needed and reassure the mentee their confidentiality is respected. Allow them to speak at their own pace without prying or forcing issues, and refrain from involving their family in discipline.

2

### Honour the right to self-determination

Focus on the mentee's feelings before jumping to problem-solving. Ask what they would like to do and how you can help. If you're uncomfortable with their choice, reflect on why before expressing it. Gently explain if their request isn't possible, and explore alternative solutions. Encourage critical thinking with questions like, "What do you think?"

3

### Problem solve and offer resources

Know your role as a mentor and be honest if confidentiality can't be maintained. Suggest involving a supervisor if unsure, and offer to talk to relevant agencies together if needed. Provide information on resources, brainstorm solutions creatively, and offer to accompany the mentee if they feel uncomfortable. Work collaboratively as a team and follow through on all commitments.

# RESOURCES

SupportGoWhere is a centralized platform for Singaporeans to find support schemes and services. It offers information on various assistance programs across multiple sectors, such as financial aid, employment, and health. Users can easily search for and access the help they need, ensuring they can find relevant support efficiently and effectively.

**SupportGoWhere**  
<https://supportgowhere.life.gov.sg/>

The screenshot displays the SupportGoWhere website interface. At the top, the browser address bar shows 'supportgowhere.life.gov.sg'. Below the header, a 'Browse by categories' section invites users to 'Select a category to view schemes and services'. It features a grid of ten category tiles, each with an icon and a label: 'BUDGET 2024' (marked as NEW), 'Children & Youth', 'Families & Parenting', 'Seniors', 'Mental Health', 'Financial Support', 'Disability Support', 'Health & Medical', 'Housing & Shelter', and 'Work & Learning'. Below the categories, there are 'Filters' and 'Sort By' options. A message indicates '36 services found'. The main content area displays a grid of service cards. Each card includes an icon, a title, a brief description, and a bookmark icon. The visible services are: Youth Integrated Team (YIT), Youth Community Outreach Team (CREST-Youth), Youth GO! Programme, Early Intervention Programme for Infants and Children - P (EIPIC-P), Babes Pregnancy Crisis Support, Special Education (SPED) School (Autism Spectrum Disorder with intellectual impairment), and three additional Special Education (SPED) School cards.

# RESOURCES

## On career

**SkillsFuture Singapore (SSG)**  
<https://content.mycareersfuture.gov.sg/>










**Workforce Singapore (WSG)**  
<https://www.wsg.gov.sg/>

**my careersfuture** [Switch to Employer](#) [Search Jobs](#) [Seek Career Advice](#) [Boost Your Career](#) **NEW!**

**JOB SEARCH** [Browse Articles](#) **TALENT DEVELOPMENT** [Browse Articles](#) **CAREER STAGE** [Browse Articles](#) **CAREER EVENTS & SERVICES** [ABOUT US](#) [GET CAREER GUIDANCE & JOB ADVICE HERE](#) [Q](#)

**workipedia**  
by McGraw-Hill

### Resources for every career stage

|   |  |   |
|---|--|---|
|  <b>Tips for new entrants joining the workforce</b>  |  <b>Advice for managing your mid-career development</b>   |  <b>Insights for mature workers to stay relevant</b>   |
|  <b>3 Ways to Embrace Imperfections for Growth</b><br><a href="#">Article</a> ⌚ 5 minute read |  <b>Career Confessions: How a Former Musician Found His Harmony in Cybersecurity</b><br><a href="#">Video</a> ⌚ 12 minute read |  <b>6 Tips Mature Workers Can Use to Reinvent Their Careers</b><br><a href="#">Article</a> ⌚ 5 minute read |
|  <b>25 Soft Skills That Will Make Your Resume Stand Out</b>                                  |  <b>Juggling Study with Work Mid-Career Can Be Tough. Here's Some Advice (PODCAST)</b>  |  <b>Career Confessions: Grit, Gratitude and Gumption Helped Him Overcome His...</b>                       |

**Discover On My Way (DOMW) by NYC**  
<https://discover.nyc.gov.sg/>

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**Figure out what to study or future career goals with On My Way**

Learn about the different jobs and industries, connect with schooling seniors and industry professionals and get a taster of various job roles.

[Get started →](#)



# RESOURCES

## Hotlines for Crisis Support

|  |  |
|--|--|
| <b>Samaritans of Singapore (SOS)</b>           | <b>1800 221 4444<br/>(24-hr)</b>             |
| <b>Institute of Mental Health</b>              | <b>6389 2222<br/>(24-hr)</b>                 |
| <b>National CARE Hotline</b>                   | <b>1800-202-6868<br/>(8am to 12am)</b>       |
| <b>SAF Counselling Centre</b>                  | <b>1800 278 0022<br/>(24-hr)</b>             |
| <b>Youth Crisis Hotline</b>                    | <b>6252 6300<br/>(Mon-Sat,<br/>3pm-10pm)</b> |
| <b>Singapore Association for Mental Health</b> | <b>1800 283 7019</b>                         |
| <b>Silver Ribbon</b>                           | <b>6386 1928</b>                             |

# RESOURCES

## Hotlines for Addictions

|   |   |
|---|---|
| <b>All Addictions Helpline<br/>(National Addictions Management Service)</b> | <b>67326837<br/>(Mon-Sun, Public Holidays)<br/>8am-11pm)</b>      |
| <b>National Council on Problem Gambling</b>                                 | <b>1800 6 668 668<br/>(Mon-Sun, Public Holidays<br/>8am-11pm)</b> |

## Hotlines for Violence

|   |   |
|---|---|
| <b>Centre for Promoting Alternatives to Violence (PAVe)</b>   | <b>6555 0390<br/>(Mondays to Fridays:<br/>9.00am - 1.00pm,<br/>2.00pm - 6.00pm)</b>   |
| <b>Application of Personal Protection Order (PPO)</b>         | <b><u><a href="https://ifams.judiciary.gov.sg/sop/process/IFAMS/PersonalProtectionOrder/PpoForSelf#iFAMS">https://ifams.judiciary.gov.sg/sop/process/IFAMS/PersonalProtectionOrder/PpoForSelf#iFAMS</a></u></b> |
| <b>Association of Women for Action &amp; Research (AWARE)</b> | <b>1800 774 5935</b>  |
| <b>Men-in-Crisis Helpline (ADAM Association)</b>              | <b>1800-626 2626</b>  |



# RESOURCES

## Hotlines in general

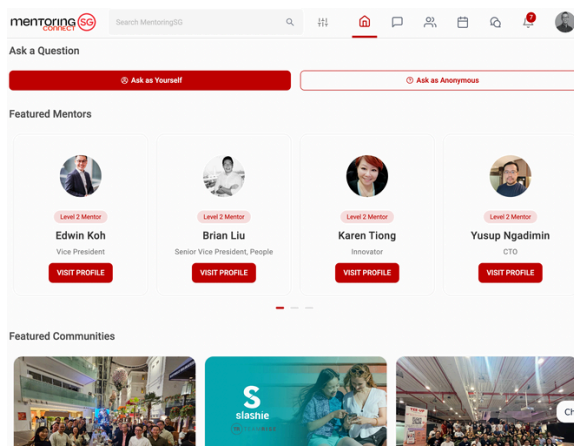
|   |                                     |
|---|-------------------------------------|
| <b>HIV/AIDS<br/>AIDS Information &amp; Counselling<br/>Hotline (by Action for AIDS)</b> | <b>6254 0212</b>                    |
| <b>Pregnancy Crisis Service</b>   | <b>6339 9770<br/>(24/7 hotline)</b> |
| <b>KK Women's Hospital</b>  | <b>6225 5554<br/>(24/7 hotline)</b> |
| <b>Singapore<br/>General Hospital</b>   | <b>6222 3322<br/>(24/7 hotline)</b> |
| <b>Debt Problems:<br/>Credit Counselling<br/>Singapore</b>                              | <b>6225 5227</b>                    |

# MENTORING OPPORTUNITIES IN SINGAPORE

Light touch engagement  
(Human libraries, career talks,  
flash mentoring)

Informal/social mentoring  
(Self-initiated mentoring  
relationships with seniors,  
peers, superiors)

Structured mentoring  
programs offered by  
organisations in  
Singapore



Mentoring SG Connect

# Contact Us

For enquiries, feedback on, or contributions to this Mentor Guide, please contact the Mentoring SG team at [mentoring.sg/contact-us](https://mentoring.sg/contact-us).



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