

# Mentor by ELEVATE

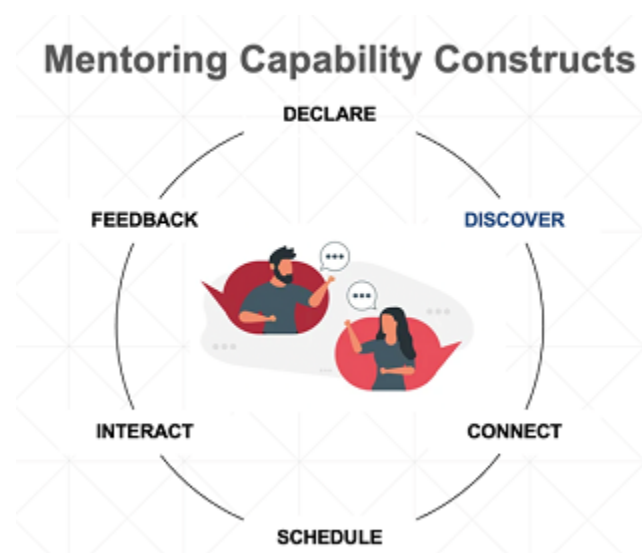
## Overview

**Mentor** is an open-source software capability offered by ELEVATE that is designed to facilitate synchronous interactions between learners and mentors to support professional growth and skill development across domains. It is also designed to let organisations easily kick-start and manage mentoring programs without the need for time-consuming setup of supporting technology. The capability can be deployed as a standalone application or integrated into existing learning management systems.

## Who Is This For?

- **Mentees:** Individuals seeking personal or professional development in specific fields, whether they are educators, healthcare workers, or professionals in any other domain.
- **Mentors:** Experienced professionals and subject-matter experts who are willing to share their knowledge and contribute to the growth of others.
- **Program Administrators:** Organizational leaders or managers responsible for designing and monitoring mentoring programs.

## How It Works



- **Mentor Discovery & Matching:** Mentors declare their areas of expertise, allowing mentees to search and find the right fit for their developmental needs. The system also uses an intelligent recommendation engine to automatically match mentees with mentors based on declared expertise and interests.
- **Multiple Mentoring Formats:**
  - **1:1 Mentoring:** A personalized approach where mentors work individually with mentees to curate a tailored learning plan that focuses on specific goals.
  - **Group Mentoring:** A mentor leads a session for a group of mentees, offering insights and engaging discussions. This format is ideal for capacity-building and broad skill-sharing.
  - **Flash Mentoring:** Quick, just-in-time mentoring for immediate support on specific issues or questions.
- **Feedback & Evaluation:** Both mentors and mentees can rate and provide feedback on interactions, helping to refine the mentoring process.
- **Comprehensive Reporting:** Administrators, mentors, and mentees can access progress reports, tracking the effectiveness and growth during the mentoring journey.

## Key Benefits

- **Empowerment through Mentoring:** Learners get access to expert professionals from around the world for guidance, feedback, and support on their improvement journeys. This opens up new learning opportunities for learners, particularly for those in underserved regions.
- **Synchronous, Real-time Learning:** Learners can engage with mentors in real-time through video conferencing that allows for collaborative problem solving, high-fidelity communication, personalized experiences, and prompt feedback.
- **Networking and Skill Development:** Learners can discover mentors across domains to help them create a customized growth trajectory, and build a professional network at the same time.
- **Learner-Driven:** Learners play an active role in setting the agenda for their mentoring sessions, ensuring that the learning is directly relevant to their needs.
- **Continuous Feedback & Improvement:** Mentors can provide regular feedback, guiding learners' progress and supporting their continuous improvement.
- **Peer Learning:** The system also offers tools for learners and mentors to collaborate with each other and create virtuous cycles of learning, improvement, and growth.

## Representative Use Cases

1. **Healthcare: ASHA Worker Mentoring**
  - ASHA (Accredited Social Health Activist) workers, key players in the public healthcare system in India, require continuous learning and support in their roles. ELEVATE's **Mentoring** capability enables ASHA workers to access online mentoring sessions with Auxiliary Nurse Midwives (ANMs), overcoming geographical and logistical barriers to training. ASHA workers can receive just-in-time mentoring for medical emergencies and other critical tasks.
2. **Education: Teacher Training**
  - Through the **National Mentoring Mission (NMM)**, educators can access mentoring programs that enhance their teaching skills, particularly in the areas of digital literacy. Teacher mentors help peers

become adept with modern teaching tools and platforms, enabling teachers to upskill and adapt to new pedagogies. ELEVATE's **Mentoring** capability supports scalable, decentralized mentoring for large cohorts of teachers.

## Adoptions:

### 1. Adopter: Tata STRIVE

Tata STRIVE, a philanthropic initiative by Tata Group, is empowering youth from underprivileged communities by providing quality skill training and mentorship to help them succeed in their entrepreneurial journey. Tata STRIVE adopted the '**Mentor**' building block of ELEVATE to address the need of capacity building through planned sessions and mentorships. By integrating this feature into their program, they were able to connect rural youth with experienced mentors from the corporate world. The mentoring platform allowed the program manager to schedule one-on-one or group sessions based on the specific needs of each youth. This approach ensured that the rural youth had access to expert guidance tailored to their individual business goals. This powerful blend of skill development and expert guidance enables youth to launch successful businesses, create local jobs, and fuel economic growth in their communities.

### 2. Adopter: Karmayogi Bharat

Karmayogi Bharat (KB), is the National Programme for the Capacity Building of Civil Servants in India. It uses the iGOT Karmayogi platform to upskill civil servants. KB acknowledged the fact that upskilling and mentoring go hand in hand which inspired them to adopt another ELEVATE building block- '**Mentor**' on the platform. This feature facilitates personalized, one-on-one mentoring for civil service officials, empowering them to enhance their competencies through contextualized guidance. The platform matches mentors and mentees based on specific goals, enabling regular mentoring sessions that focus on actionable advice, resource sharing, and progress tracking. By connecting civil servants with senior or retired officials, the 'Mentor' feature fosters meaningful interactions and guidance, strengthening the capacity and effectiveness of officials in their roles. ELEVATE has played a key role in helping Karmayogi Bharat continuously evolve and empower civil servants.