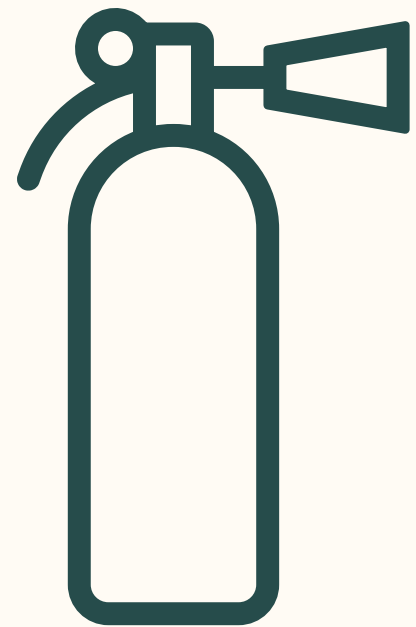# Remember to sign in!

Sign in sheet beside the tea and coffee

Character Assignment

- Everyone will be given a character card: Avery, Blake, Charlie or Drew

- Keep these characters in mind throughout training – there will be updates!

Fire Safety & Toilets

Agenda

1
- Introducing S2S
- Orientation

2
- Mentor role throughout the year

3
- Supports
- Active listening

Content Indicator

Heavy Topic

- Some topics may be heavier than others. We don't want to catch you by surprise.

- We will include the following symbol as an indication that some heavier topics are coming up!

- These aren't triggering conversations; we just want everyone to be mindful!

Section 1

Agenda

Introducing S2S:

- Mentor Role
- Odyssey
- Accountable Space 🏋️ Heavy Topic
- Diversity 🏋️ Heavy Topic

Orientation:

- Icebreaker
- Q&A
- Encouraging questions
- Library tour
- Campus tour
- Why you?

Mentor Role Description

S2S Student2Student

Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Key Responsibilities

As an S2S Mentor you play a crucial role at orientation, as well as offering guidance and support to mentees throughout the academic year.

During Orientation:
- Run an Icebreaker session
- Give a guided campus tour
- Have a Q&A session

During the year:
- Send weekly emails to mentees
- Organise 5 group meet-ups per term
- Log activity on Odyssey portal

An S2S Mentor is a student who volunteers to provide guidance and support to a group of incoming undergraduate 1st year students. As a mentor, you will be one of the first students to welcome them to campus and help them feel included and like they belong.

Requirements

- Attend a 4hr in-person training.
- Complete a Blackboard module over the summer.
- Be available for an orientation session in September during Freshers' Week.
- Contribute 1-3hrs per week during the academic year.
- Apply for Garda vetting clearance (subject to group membership).
- Attend meetings with Head Mentors.
- Liaise with S2S staff.
- Log all your activity on our volunteer portal.

Benefits

- Full training (one in-person 4hr training and one online module).
- Mentor buddy to work with.
- Excellent experience in leadership, teamwork and active listening.
- References based on logged activity and involvement.
- Support from Head Mentors, Committee, and Staff.
- Strong social network and community.
- The chance to make a difference in a student's transition to Trinity.

For more information visit our website:

www.tcd.ie/student2student/

Odyssey

Log your activity

- **www.s2svolunteer.tcd.ie**
- Add a log and mention what you hope to learn from today's training

Accountable Space

What do you need for an accountable space?

- Log in to **padlet.com/TCDS2S/accountable**
- Anonymously post what you would need for this to be an accountable space

SPACE GUIDELINES: A COMPARISON

incl. FCTR
INCLUSION FACTOR

Safe Space Guidelines ✗	Brave Space Guidelines ✗	Accountable Space Guidelines ✓
Impossible for organizations to anticipate participants' evolving triggers.	An unbalanced onus of bravery of marginalized communities to maintain bravery while sharing lived experiences to ensure allies can grow and learn from it.	Places an equal amount of onus for all to behave equitably and inclusively to foster a deeper understanding of diverse lived experiences in REAL-TIME.
Impossible to guarantee complete safety since we cannot control people's behaviours or actions to embed DE&I principles in their actions during and after the conversation.	Negates the daily bravery marginalized communities need to display to navigate workplaces and society. Also, it does not lighten marginalized communities' "burden of bravery."	Creates a REAL-TIME opportunity for EVERYONE in the discussion to challenge the conditions that are oppressing marginalized communities by demonstrating accountable and equitable behaviours and actions.
It does not allow allies and non-marginalized people to show allyship in action by following a set of guidelines to support accountable conversations that foster inclusion and equity.	It does not allow allies and non-marginalized people to show allyship in action by following a set of guidelines to support accountable conversations that foster inclusion and equity.	Intent and impact are rooted within accountability to promote actions, thoughts, and behaviours that are equitable and inclusive of marginalized communities.

Diversity and Inclusion

Heavy Topic

Awareness: Acknowledge your limitations but focus on your strength.

Acceptance: You can't see a person if you try to overlook their differences.

Determination: Bias takes time and practice to recognise and to address. You will make mistakes.

Focus: Focus on what is being said in the moment. Listen actively.

Harmony: When the 4 tips above come together you can approach anyone calmly with compassion, and they will feel it!

Orientation

- Icebreakers
- Q&A
- Campus Tour
- Library Tour

Icebreaker

- Name

- Pronouns

- Why you want to volunteer

- Anything you're happy to share that people might not know about you straight away

- Last song/piece of music you remember listening to

Q&A

- Reflect on what your biggest problem/concern was when you started College

- In your group, agree what your top question/concern was

- One person from each group logs their question/concern on **www.padlet.com/TCDS2S/new2TCD**
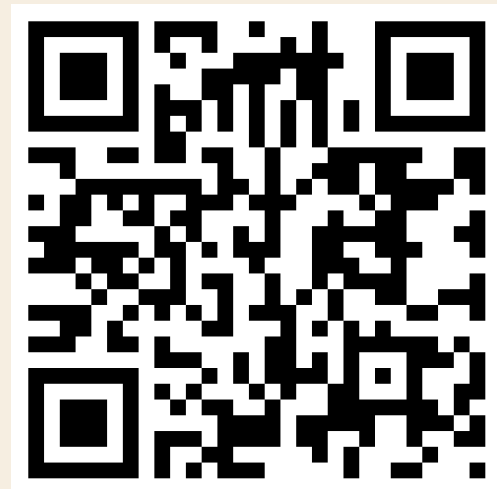
Encouraging Questions

- Don't ask if they have any questions, ask **what** questions they have.

- Be appreciative of questions, and enthusiastic about answering them.

- Use slips of paper/Post Its/a Padlet or another online tool.

The Library of Trinity College Dublin
My Library's Top Tips
2024/2025
Undergraduate Degree Students
Certificate & TAP Foundation Students

1. **SEARCH** for books or articles from your reading list using the Library's catalogue, Stella Search

2. **CONTACT** your Subject Librarian for expert searching advice

3. **BORROW** up to 10 books at a time

4. **REQUEST** books from storage using our *Click and Collect* service in Stella Search

5. **USE** the Self-Service Kiosks to borrow or return books

6. **PRINT/COPY/SCAN** on any printer (service managed by Datapac). ID code = your student number; PIN e-mailed when you register with TCD

7. **ATTEND** any of our training sessions - Library HITS - and brush up on your research skills

8. **ASK LIBRARY STAFF FOR HELP** by e-mail to library@tcd.ie, our *Chat with us* service on the Library website or in-person at our Service Counters

www.tcd.ie/library | library@tcd.ie. Find tcdlibrary on: ✕ f ⃝

© The Library of Trinity College Dublin 2024

Library Tour

- What do you need to know about your library to deliver a good tour?

- Log your answers on: **www.padlet.com/TCDS2S/Libraries**

Campus Tour

- Go to **https://tcdsensemap.ie**
- Identify key places
- Find 3 unique places

Know some info not there?
Submit a tip to TCD Sense

Story Time!

Mentor Trainer Orientation Experience

Why You?

It's **not** just me, and I am **not alone** in this

I **can** do this

The steps I have to take feel smaller

I know I don't have to be right or perfect

Character Update

Orientation

Avery

You thought about going to your orientation meetup, but it clashed with a Freshers' club night a lot of your mates were going to, so you skipped the S2S session.

Blake

Your Mentor group is quite large, and you found it difficult to hear what was being said, especially on the campus tour. Everyone spoke very quickly in the icebreaker, and you stayed quiet because you weren't sure what was going on. One of the Mentors came up to you before the end and made sure you were OK, and that really helped.
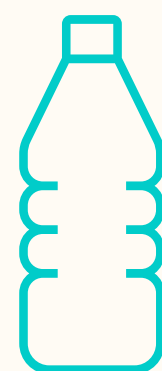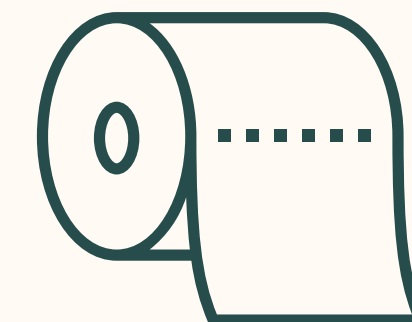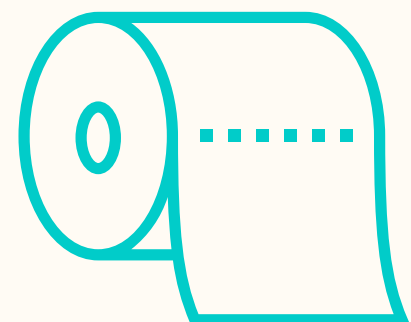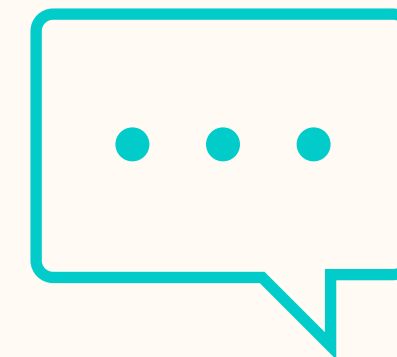
Charlie

Your friend said they'd be your Mentor buddy for the year, but they didn't complete their Blackboard module and have been made withdrawn. You are now paired with two people you don't know well, and they pretty much ran orientation without your input.

Drew

You have a group of 15 mentees, but only 4 turned up for orientation. You really enjoyed your session with your group but wish there had been more people there. You're worried that all the meetups you've planned won't work out now.

Break

See you in 10 minutes!

Section 2

Agenda

- Communication
- Meet-ups
- Inclusive events

- Character update

- Conflict resolution 🏋️ Heavy Topic
- Suicidality or risk of harm 🏋️ Heavy Topic
- Supports available

Communicating with Mentees

Email

- Weekly emails, Trinity in 12 weeks
- Share helpful info, memes, recipes, workshops and deals
- Give plenty of notice about events
- Remember:

Send		
To	Your Buddy	
Cc	Your Head Mentors	
Bcc	Your Mentees	

Social Media

- Set up a private social media group (insta page, discord)
- In addition to your weekly emails
- Social media should **never** replace email

Emails in Action

Will you get responses?

Emails in Action

Take a look at some good examples of emails from Mentors this year

Hello from your S2S Mentors!

Welcome back to Week 13, oh how fast the time flies!

Trinity is hosting its first-ever Christmas Day this Friday, November 22nd! Are you as excited as I am?
Make sure to have your Christmas jumper ready to join the fun!
Now, to slightly dampen the holiday cheer, I have to remind you that exam timetables are out. You can find yours through your myTCD portal. But don't worry, we've got your back! Trinity in Twelve Weeks is focusing on Exam Preparation this week, with plenty of resources to help you feel ready, including: studying strategies, planning and practice, and time management among others! Don't forget to take a break from all the studying, and what better way than coming along to the fun events we have planned for ye!

Upcoming Events:

🎉 Pub Quiz: Mon Nov 18, 6pm, Moss Lane

🍕 Free Pizza: Fri Nov 22, 3–5pm, House 47

There'll be other S2S groups at these events so it's a great chance to make new friends! There's also a prize for the winners of the pub quiz 🏆
Moss Lane 18 & over, please bring ID.

Riddle Time!

I shimmer in winter like ice on a tree, But I'm made of proteins, not water, you see. In Antarctic fish, I'm quite the prize, Helping them live where most life would die. What am I?!

From your mentors:

🔵 Ann: sibia@tcd.ie
🔶 Tuba: alexist@tcd.ie
🔺 Emily: lavertye@tcd.ie
🔻 Insta: t.e.a.student2student

Answer: Antifreeze proteins

Dear Students,

Welcome back to another week of learning and discovery at our esteemed institution, Trinity College. A warm welcome to any new students who have recently joined us! We're thrilled to have you on board.

I trust you're settling in, but there is always more to master. Kindly read the following with care, as these tips will help you navigate your studies and the enchanted grounds.

1. The Library (Our Very Own Hogwarts Library):
No, there aren't any restricted sections, but the Library here is a place of boundless knowledge, much like Madam Pince's domain. Whether it's scrolls, books, or academic journals, you'll find it all. Remember: knowledge is power (and it's less dangerous than a cursed book)!

2. Printing (Accio Your Documents):
No need for summoning spells here! Simply top up your TCard and use the printing stations dotted around campus. Much like Professor Flitwick's charm work, it's simple once you've mastered it.

3. Your TCard (The Trinity Equivalent of a Marauder's Map):
This card will grant you access to all manner of places and services around campus – from the Library to the dining hall (alas, the food doesn't appear magically). If you haven't collected yours yet, I suggest you do so immediately.

4. Travel & Transport (Floo Network Optional):
Muggles have their own ways of travelling. Make use of Dublin's transport system with a student Leap Card, and for those brave enough to take to the streets, cycling is quite a popular option!

5. Getting to Know the Campus (Finding Hidden Passageways):
While Trinity may not have the Room of Requirement, it does have its share of hidden gems – from quiet study spots to beautiful gardens. Make it a point to explore, and if you come across anything particularly interesting, do let me know.

For more details about everything mentioned above, you can find all the information you need here.

PIZZA PARTY

Hi Everyone

We have an confirmed date and day for you guys to look forward to

TCD Building @ 11:45 Thursday the 10th be ready or be donuted and slapped in your face with a pizza slice (just joking or am I)

Information for you

Tabling event:
No need to bring lunch as we will be bringing lunch to you guys we look forward to seeing everyone who can make it we are following up from our meeting in Barbra's class

Meme Theme: Event Memes

Meet-ups

Let's chat in groups

'Talk around' style

- What events would you have liked as a mentee?
- What event would you organise for mentees?
- Pick your favourite and share with room

Inclusive Events

Alternate times and days	Alternate alcohol and non-alcohol events	Always include some free events – you can be reimbursed for some minor activities	Don't promote empty events	Start smaller – aim bigger	Combine with other S2S groups	Piggy back on society, school and larger S2S events	Include the study skills!

Story Time!

Mentor Trainer Event Examples

Character Update
First Reading Week

Avery
Your Mentor has sent a few emails, and you saw some of them involved a pizza meetup and a coffee meetup. You didn't go because you haven't met your group yet, so you feel like this is for the rest of them more than it's for you. Your friend group has started to disperse though, and you would like to meet new people.

Blake
You've been reading all of your Mentors' emails and following links to Trinity in 12 weeks and have found the information really useful. You did get an invite to a check-in session with your Mentors, but it arrived the day before the event and clashed with a lecture, so you couldn't go.

Charlie
Your Mentor buddies seem to be making lots of decisions without you and letting you know at the last minute. You get the feeling they don't really want a third member of the group, and you're tempted just to leave them to it.

Drew
Your group have stopped coming to meetups and aren't replying to doodle polls or emails. You set-up an Instagram group but you are the only person posting to it. You're not sure if it's worth continuing.

Conflict Resolution

Time to role play

Heavy Topic

Accountability

Accountability is the antithesis of blame

Think about what you really need from this conversation – what is your end goal?

Use an "I" statement to take ownership – without adding a "but you"…

Harriet Lerner – The Dance of Anger
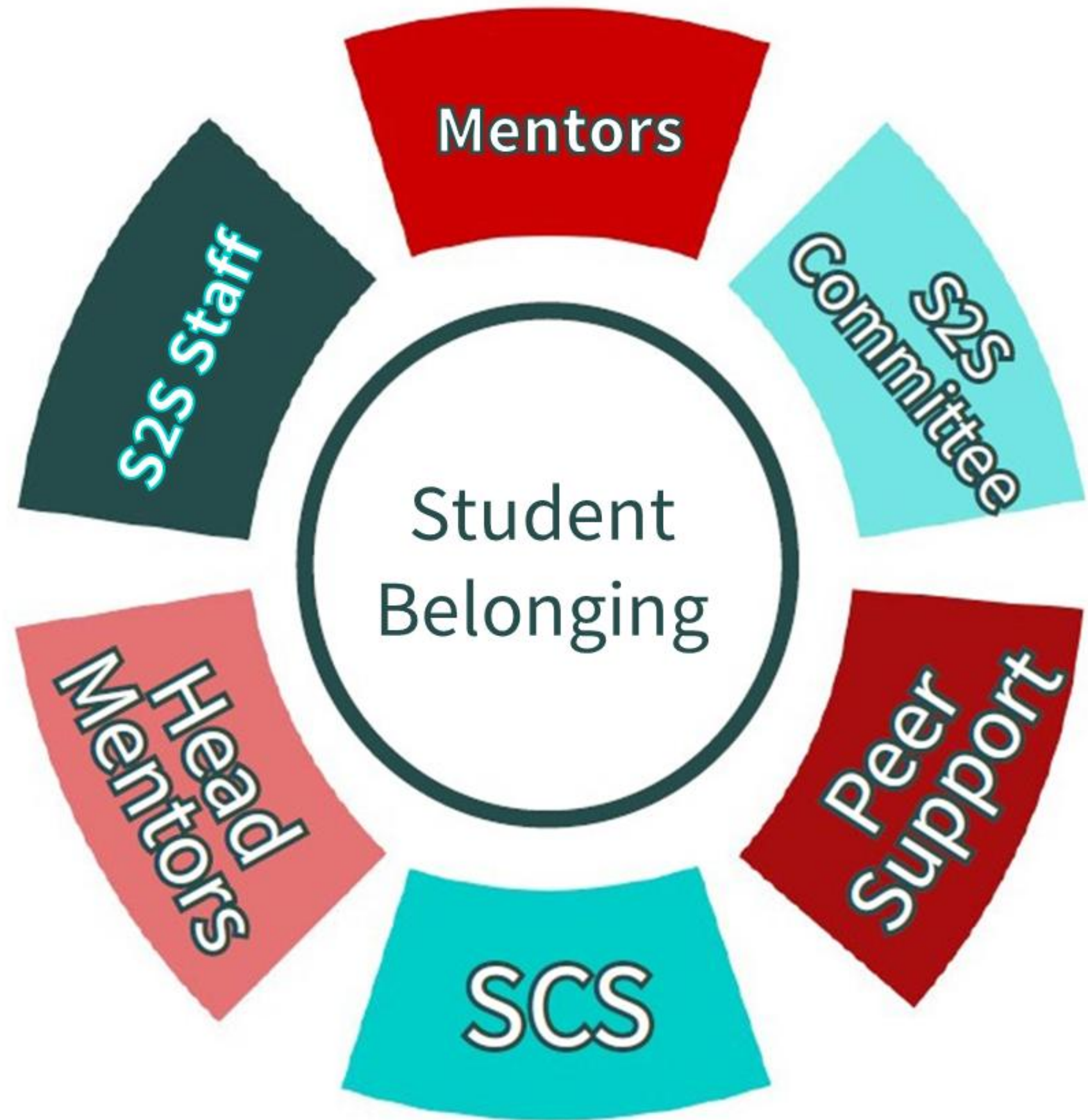
Signs to look out for

- Change in appearance
- Social withdrawal
- Concern from classmates
- Direct disclosure of suicide ideation
- Distressing social media posts
- Low mood
- Tearfulness

What do I do next?

- **It's better to ask and be wrong than to not ask and be right**
- If in doubt, make the referral
- Accompany them, or note where they are and where they go
- **Always** come and talk to us afterwards

Suicidality or Risk of Harm

Heavy Topic

Supports For You

Supports

SCS — Student Counselling Services — Mental Health

S2S — Student2Student — Social Belonging

SLD — Student Learning Development — Learning Development

Counselling, Learning Development, and S2S Wheel of Supports

Support & Needs Assessment Planning · Mentoring Programme · Support Groups · Learning Support Consults · Silvercloud Online Modules with Therapist · Peer Support · Coping Skills Sessions · Academic Skills Workshops · External Referral · House 47 Student Space · Short-term Individual Therapy · Online Learning Resources

S2S Peer Supporters

Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Need a Chat?

S2S Peer Supporters are available for 1:1 listening support.

Request a Meet-up:

📷 Scan the QR

✉ Email student2student@tcd.ie

🌐 Visit www.tcd.ie/student2student/peer-support/

Head Mentors

Your go to guys!

Think of them as your Mentors.
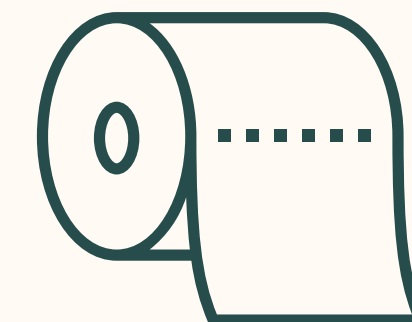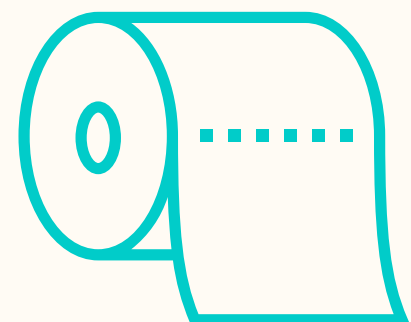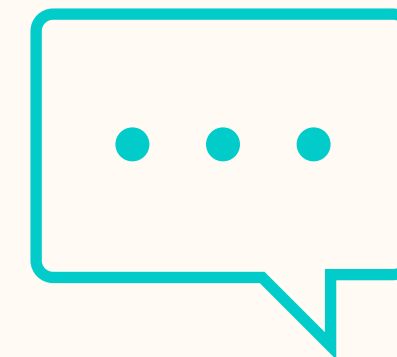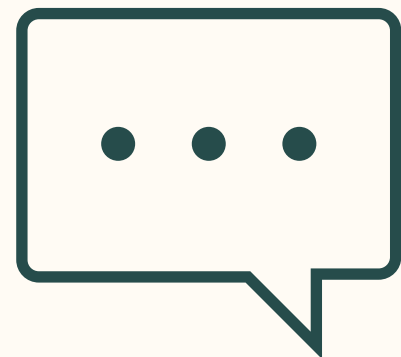Any issue, concern, extra support, guidance, they are here to support you.

They will keep in touch with you, your job as a Mentor is to stay connected to them.

They meet with S2S Staff every month to share updates.

Break

See you in 10 minutes!

Section 3

Agenda
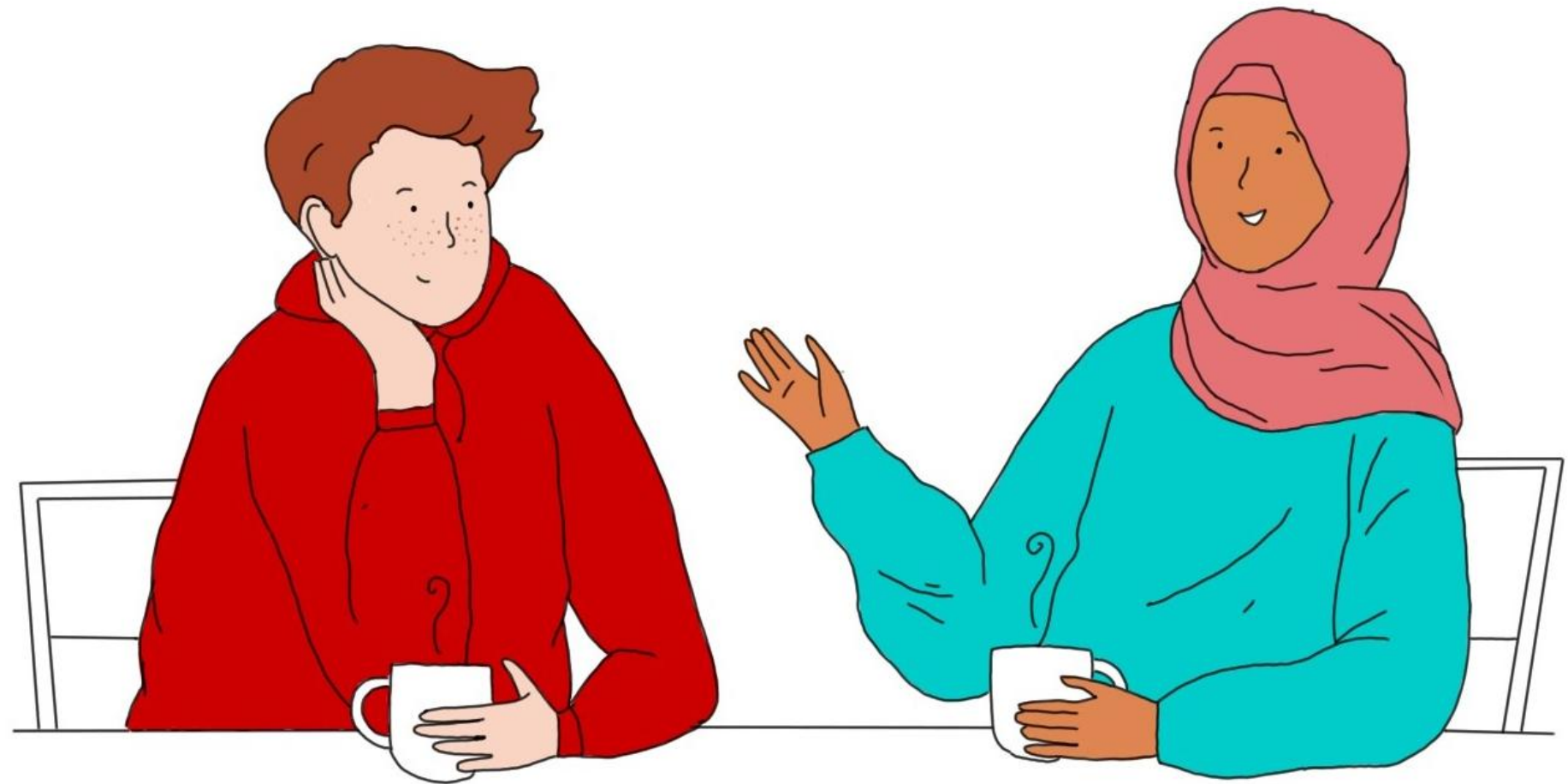
- Emotional support
- Help someone feel heard
- Active listening
- Signposting
- Referral — Heavy Topic
- Boundaries
- Critical protocols — Heavy Topic

- Quiz

- Character update

- What's next
- Logging activity

Example Time!

Mentor Trainer Emotional Support Examples

Feeling Heard

- Body language
- Eye contact
- Distractions
- Time
- Poor advice
- Sympathy vs Empathy

Feeling Heard

"you're an alien"

Reflection

"So, you're under financial pressure, but worried about whether you need a work permit to get a job"

Summary

"You're from another planet"
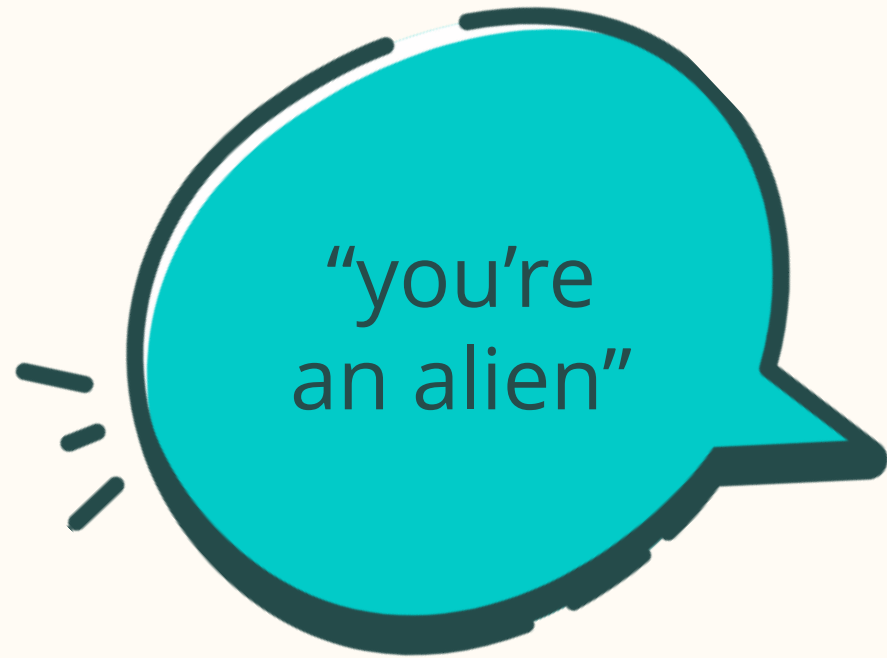
Paraphrase

Feeling Heard

- Open question?

- Closed question?

- Hypothetical question?

- Leading question?

- Judgemental question?

- Inappropriate question?

Active Listening

Let's Practice in pairs
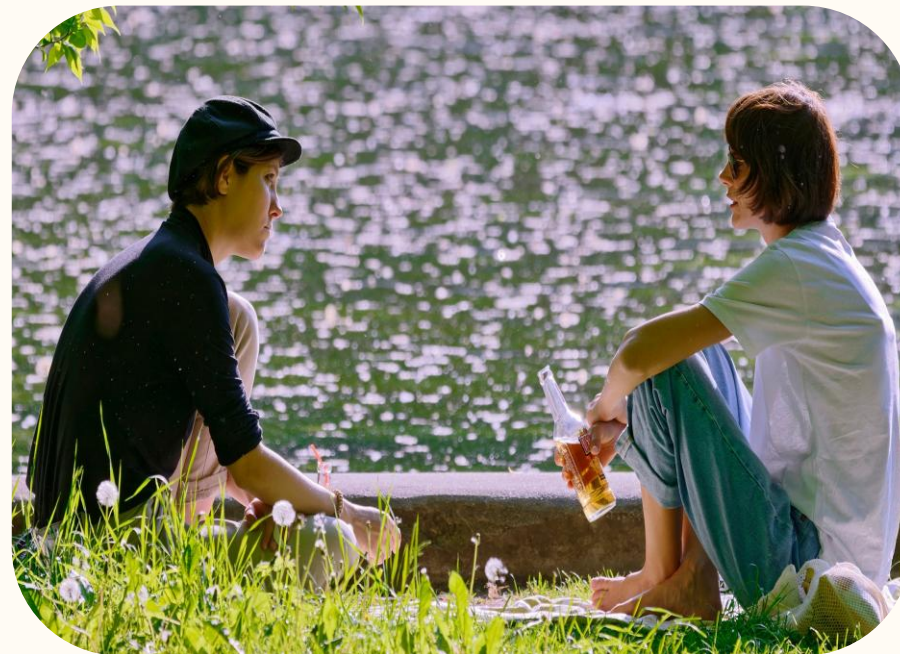
Person A:

Talk for 2 minutes about something you are looking forward to do at the weekend.

Person B:

You are to not speak but listen. Use body language to convey your understanding.

Active Listening

Let's Practice in pairs (again)

Person B:

Talk for 2 minutes about the aspect of mentoring you are most nervous about.

Person A:

Use reflection, paraphrases, summaries, open questions and hypothetical questions.

Signposting

Looking at other sources of support with someone (ideally at least 2 or 3) and helping them to decide if/what they would like to try

Referral

Knowing that someone is in need of more help and leading them there directly

Signposting vs Referral

Referral

Heavy Topic

- Helping someone access necessary support, e.g. Tutor, Peer Supporter, Dignity, Respect & Consent, Counselling, GP.

- Don't get of your depth.

- Personal comes first!

- Be honest.

- Go with them.

- It's a sign of strength – never weakness.

- You're still their mentor.

Ralph: astleyr@tcd.ie

Emergencies: 085 7833 548

Signposting vs Referral

Let's Put it in Practice

- In groups take a look at the scenarios on the laminate pieces of paper

- Decide in your group: is this a signpost or a referral?

Boundaries

Time to line up!

- I should answer a mentee if they message me late at night
- It's part of my role to proof-read
- If they ask for a 1:1 meeting, it should be in office hours (10am-5pm)
- If something is playing on my mind, I should talk about it
- I can share what I've heard with other S2S volunteers
- It's OK to hook up with a mentee

Heavy Topic

Critical Protocols

Let's discuss in 2 groups

- Why might these scenarios hit on specific legislation?
- What should you do?

Group 1

You are emailed by someone claiming to be a mentee's parent. They say they are worried about their child and want to know if they've engaged with their Mentor – apparently, they say they have, but the parent doesn't believe them.

Group 2

During a 1:1 a mentee mentions that a teacher in their school behaved inappropriately with some of the pupils there, and that they have trust issues as a response.

What would you do if...

Group 1

You have arranged 2 consecutive meetups, including one with free pizza and none of your mentees have showed up.

Group 2

During Orientation there were Mentors who didn't turn up, and you are now mentoring a much larger group (35 students and 3 Mentors) which combines two groups

Let's discuss in groups (different groups this time!)

- What do you think/feel?

- What would you do?

- Who would you get support from?

Character Update

End of Year

Avery

The second semester got really tough. None of the people you knew from school are in touch anymore. You didn't do great in December exams, so when your mentor emailed about an exam workshop in March you went. You got talking to them, and they introduced you to other people in your course. You decided to train as a Mentor yourself and made a couple of friends in the training room that you really enjoy hanging out with.

Blake

You started to think you'd made a mistake coming to Dublin, but you got a really encouraging email from your mentor and decided to ask if they had time for a one-to-one. They signposted you to some great resources like the Global Room and you ended up meeting them a few more times and just chatting about life in Dublin. They really helped you to understand how Trinity works, and you count them as a friend.

Charlie

You got in touch with your Head Mentors, and they encouraged you to keep going, They offered you a new group, but you ended up talking to one mentee in particular who had been struggling to feel at home in Dublin and seemed to enjoy chatting to you. So, you kept going with the group you were in and ended up making good friends with the international mentee who reached out to you. You're thinking about asking them to be your Mentor buddy next year, if they decide to train.

Drew

You reached out to your Head Mentors, and they suggested merging with another group who'd been struggling to get attendance at events. With the larger numbers, and more opportunities to meet people, mentees started to turn up. You held a particularly well attended exam tips session, where one of the mentees from your original group that you'd never met before got talking to you, and seemed to get a lot out of the event. This made you feel like your time hadn't been entirely wasted.

Quiz

1. Should you put your group's email addresses in the "TO", "CC" or "BCC" bar?
2. Orientation includes a campus tour, library tour, Q&A and what else?
3. If you have any difficulty with your Mentor buddy or buddies, who should you talk to?
4. Should you set up a WhatsApp group?
5. Is it better to offer a mentee empathy, or sympathy?
6. Should Mentors give advice?
7. Who should always take priority; your mentees, your Head Mentors, the S2S staff, or you?

What's next?

Blackboard module during summer and mentor matching updates

Meeting your Mentees at Orientation

Keep an eye on emails, double check S2S is marked as 'safe' and not landing in Junk

Read the Handbook – **everything** is in there!

Any Questions?

Thank You!

Let us know what you think →

S2S
Student2Student

Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

@tcds2s