



## **Conversational English Guidelines and Expectations, Roles, and FAQ**

### **Why Conversational English for our students?**

Conversational English is important to help our students gain confidence in their English skills. Most of our students can read and write English very well. But at times, they lack the confidence to speak English out of concern they are not pronouncing words correctly. English is becoming the global language of many companies in BiH, as they have clients around the world. Speaking English with confidence will increase the employability of our students.

If you want to support and empower our students (they are pretty amazing), please read the guidelines and frequently asked questions below, then complete and submit the application form [here](#).

### **Are there guidelines?**

Yes, and they are set up to help you succeed in your generous offer of help as a mentor!

These guidelines were developed to assist you in forming positive relationships that will impact you and your mentee. They are based on our experiences since 1995, serving, training, and learning with a deep investment and understanding of the culture in Bosnia and Herzegovina. These guidelines apply to communication with any current student met through a Jericho-sponsored function such as Student Leadership Seminars, Fundraising events in the U.S. and BiH, U.S. Internship, Professional Mentoring, and Conversational English.

As a certified 501(c)3 nonprofit organization, the Jericho Foundation has policies and procedures to maintain this status, uphold our values and mission, and ensure our student's well-being. We ask you to respect and follow these guidelines during all modes of communication and interaction with any students in the Jericho program. We always work to treat our students equally and fairly. They all know each other, so news of disparate treatment or favoritism can spread quickly between students. Our guidelines can help you avoid these kinds of problems.

If you aren't sure about something related to communication and interactions with a Jericho student, please ASK a Jericho leader, who will explain our policies and help you resolve any issues you may face. [jericho@jerichofoundation.org](mailto:jericho@jerichofoundation.org)

Please read through the Guidelines and Expectations and Frequently Asked Questions sections below, then complete the application form to get started.

*We can't wait to see how you can help makes a difference for one of our amazing students!*

## **Conversation English Mentoring Timeline and Expectations**

1. You complete the online application [here](#).
2. Our staff aligns your background, experience, and interests with a like-minded student.
3. You and your mentee receive an email with all contact information introducing you to each other and your Jericho Foundation contact person.
4. You receive a CV/resume, letter of introduction, short video, and LinkedIn profile link for your student mentee, if available.
5. You might receive a request for a social media friendship from your mentee/student. Whether you accept is a decision we leave to you. If you connect on social media, please maintain your mentoring correspondence via email and videoconferencing.
  - If you often post personal/family information on social media, we suggest you restrict what the student can see. We can explain that process if you need help.
  - Many of our students have difficult economic situations, so seeing a lot of cars, boats, vacations, etc., can be difficult for them to process.
6. You should spend at least an hour a month communicating with your mentee face-to-face via teleconference software or chats and emails.
7. You should expect to remain in contact with your mentee for at least one university year.
8. You will provide a brief email message every 3 months to your Jericho Foundation contact person outlining your successes and challenges. Of course, you should contact your support person any time you have questions or concerns.

## **Conversational English Mentoring Roles You May Fill**

- Help your mentee strengthen their English speaking skills.
- Walk the talk and demonstrate the behaviors necessary for success-being on time and prepared for meetings.
- Celebrate the successes of your mentee.
- Provide a safe environment where the mentee can make mistakes without losing credibility.
- Enhance the mentee's self-esteem through supportive, non-judgmental discussions.
- Encourage your mentee to reflect on and embrace failure as an essential step in learning.

## Frequently Asked Questions

1. **I live in the U.S. and don't know much about BiH. Will this be an issue?** No. We believe it's one of the program's strengths. One of the primary goals of our mentoring program is to provide a global perspective for our students and expose them to as much diversity as possible.
2. **Why do you suggest videoconferencing for mentoring meetings?** Our students benefit from live conversations with video to enjoy the richest level of communication, practice their English-speaking skills, and learn to read body language through facial expressions.
3. **What platform should be used to communicate online?** It is important that this decision be made between you and your mentee during the introductory email phase. Find out what applications you both prefer, then agree on the platform. A few recommended platforms are Zoom, Skype, Viber, and What's App. For iPhone users, FaceTime is another option.
4. **What type of topics would be good to talk about?** Ask the student what they like about their major, favorite subject, favorite professor, etc. Share your university experience: why you picked your degree. Share about your career journey and your personal knowledge about your industry.
5. **What type of topics should I avoid?** Avoid topics such as the war, student's or family's financial situation, religion, dating relationships, politics, or visiting the U.S. (visas are required and are very tricky to obtain). Be cautious about sharing details about your financial successes, the costs of activities, or the costs of material goods here in the U.S. Our students come from a lower socioeconomic level. Discussions about financial topics may be uncomfortable for them and you.
6. **What do I do if my mentee is not making contact or engaging?** Please notify the Foundation immediately, and we will try to resolve the issue.
7. **How long should I plan to remain in the mentorship role?** We hope you will maintain regular contact with your mentee/student throughout their university and professional years. You might find a lifelong friendship!
8. **Can I visit my student/mentee?** You can visit a student by joining us on a Jericho-sponsored trip to BiH or attending a Jericho-sponsored event at which students are present here in the U.S. Many supporters have had opportunities to build deeper relationships with students by meeting them and their families and seeing where they live. Let us know when you would like to join us on one of these trips.
9. **Can I send physical/tangible gifts to a student?** No, we ask that you refrain from giving any gifts to students.
10. **Can I give a financial gift to a student?** Yes, you can contribute to their educational fund through the Jericho Foundation. Please visit our website at

[jerichofoundation.org/give](http://jerichofoundation.org/give). Please refrain from giving financial gifts directly to a student or their family. Word quickly spreads between students about gifts received and hard feelings can result if all students don't receive the same support.

11. **Can I pay for a current Jericho Foundation student to visit me in the U.S. or while traveling abroad?** No, but once the student has graduated and left the Jericho Foundation program, you may choose to visit them in BiH or the U.S.

Please click [here](#) to fill out your application form and get the matching process started.