

Mentor's Handbook

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Introduction to Great Learning

Great Learning is an ed-tech company that offers programs in career critical digital competencies. With a mission to [Enable Career Success in the Digital Economy](#) and make professionals future ready. We offer programs in career critical competencies such as Analytics, Data Science, Big Data, Machine Learning, Artificial Intelligence, Cloud Computing, DevOps, Full Stack Development and many more.

Great Learning offers industry-relevant programs across a wide set of domains with over 20,000 learners from 70 countries. Our programs are taken by thousands of professionals globally who build competencies in these emerging areas to secure and grow their careers. At Great Learning, our focus is on creating industry relevant programs and crafting learning experiences that help candidates learn, apply and demonstrate capabilities in areas that are driving the future.

Great Learning model of imparting learning outcomes is a unique combination of many different aspects required to ensure high quality learning outcomes, including but not limited to structured learning journey, personalized learning support and mentored learning sessions.

Program Overview

Purpose

Enabling career success in the Digital Economy for working professionals.

Key Learning Outcomes:

1. Ability to work with data
2. Applied knowledge of analytical techniques - the what, when and how
3. Ability to interpret output and convey the story
4. Ability to problem solve

Given that Great Learning's objective is to help professionals upskill their capabilities, our programs are delivered online in order to maximise the efficiency of the learning delivery so that the geographical location of a learner is not a hindrance for their ability to learn.

Additionally, the online delivery also allows professionals to continue working at their current job without having to take unpaid time off from working, since they can continue to take our course sessions anywhere at any time.

Since 2019, we have also expanded our programs internationally, meaning that we have learners as well as mentors from geographies around the world, creating a dynamic learning environment with many different and varied perspectives.

Structure

Great Learning's programs are completely delivered online.

The key components of the learning journey of our programs are:

1. Learning Material
2. Mentored Learning Sessions
3. Assessments and Hands-on Projects

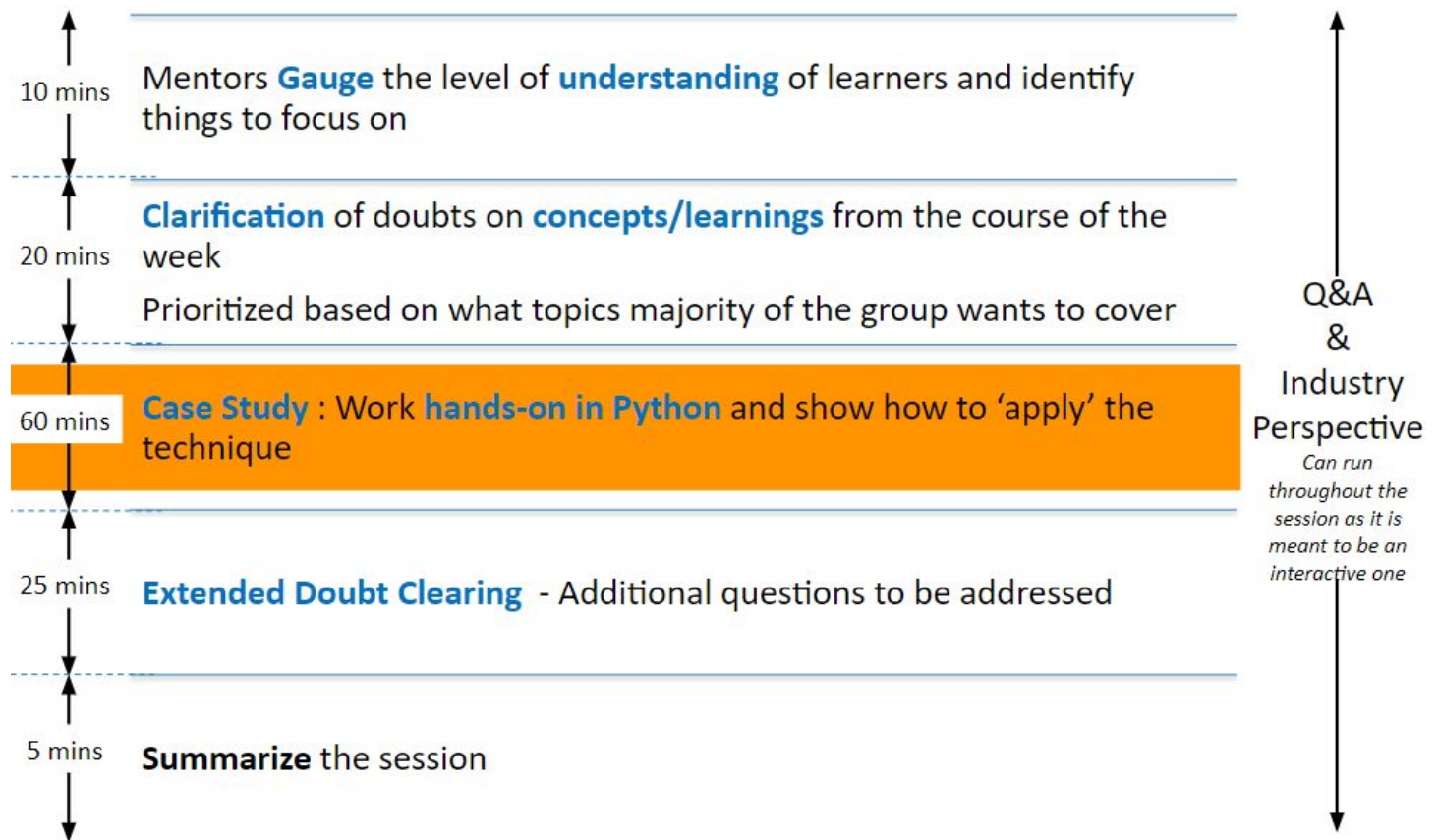
The first component of the online delivery is **learning material**, such as recorded video lectures and complementary reading materials, made available to the learners at the beginning of each week.

During the remainder of the week, learners are responsible for going over the learning material created for them by the faculty, in order to be ready for the other second component of the learning process, which is online mentoring sessions.

The **mentored learning sessions** are two-hour sessions held every weekend to complement the learning material released to the learners at the beginning of each week. These sessions are run by industry professionals who are data scientists themselves with experience and expertise in the field. The purpose of these sessions is to give a business

perspective to the theoretical material that the learners have gone over, in order to also make them ready for business world challenges, and not just adept in the theoretical framework of data science.

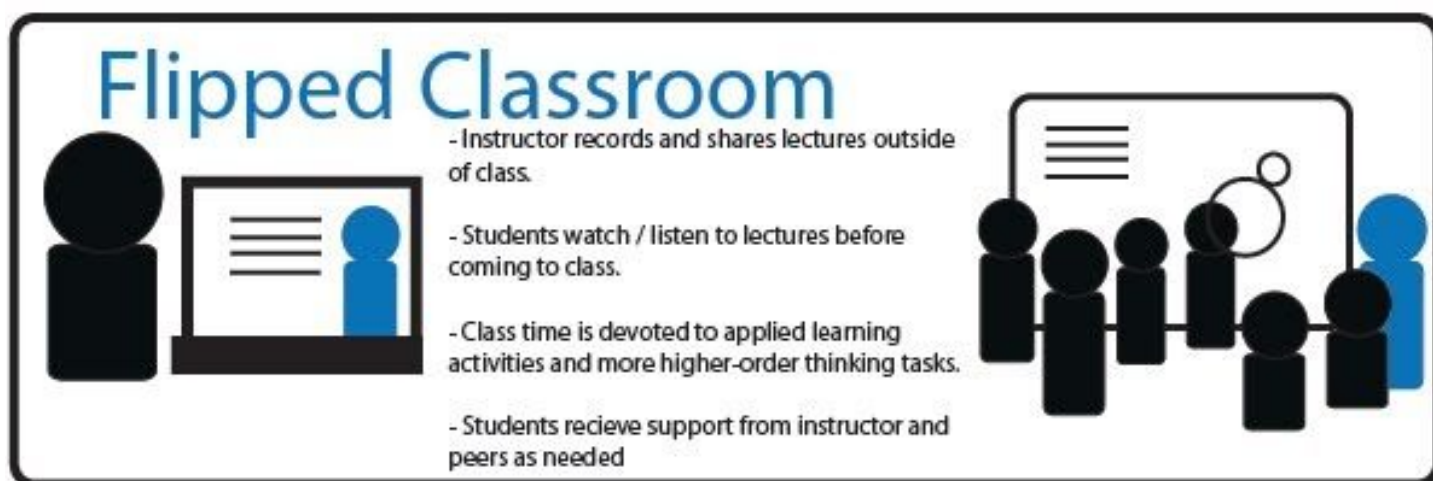
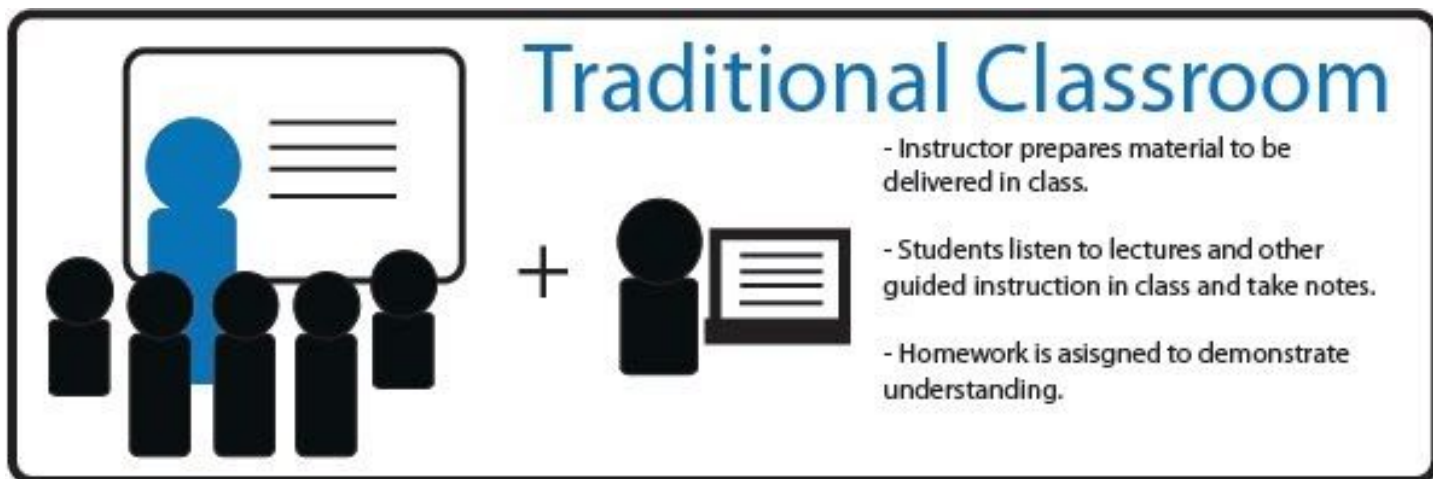
Break up of a two hour mentored learning session:



The last component of the learning process includes **quizzes** and other **projects** which are evaluation-centered in order to assess if the learning has been successfully delivered to the learners, and they are comfortable understanding as well as applying the data science concepts as well as business perspectives they have learned during the course.

Learning Approach

Our online delivery model relies on a **Flipped Classroom Approach**, whereby learners acknowledge that they are responsible for going through the learning materials independently before coming to the mentored learning sessions. We believe this approach is successful in delivering the knowledge to learners because when learners come prepared for a mentored learning session, the interactive session is able to go much further than just explaining theory. Learner preparation with concepts allows mentors to delve deeper into their own industry perspective of the practical applications of each concept. Additionally, this model also allows for learners themselves to probe the mentor about insightful questions, creating a more fruitful dialogue for the learning journey overall.



Being a Mentor

A **mentor** is a person or friend who guides a less experienced person by building trust and modeling positive behaviors. An effective **mentor** understands that his or her role is to be dependable, engaged, authentic, and tuned into the needs of the learner.

Why Mentor?

Great Learning's most successful mentors are those who are truly passionate about the exchange of ideas, knowledge and personal learning they themselves have been able to engage with, being involved in our programs. Some key points that we typically like to highlight are:

1. **Learn by mentoring** - Continuous learning by interacting with learners to stay updated on the latest industry trends, topics gaining traction and techniques
2. **Network with industry leaders** - Engage with learners who already have leadership experience in different sectors, each with their own skill set from different demographics
3. **Empower leaders** - Impact the lives of learners and empower them for career success, leveraging your knowledge and experience
4. **Keep up to date with the latest in AI** - Access top quality educational content, including videos and readings, designed by leading academicians from the University of Texas at Austin

5. **Gratitude** - The gratitude and appreciation of the learners for enabling them throughout their journey is something mentors cherish for a long time.

What is Mentoring?

Given the structure of the programs offered by Great Learning, being a mentor with GL entails conducting weekly sessions with a group of around 15 learners, known as Mentored Learning Sessions.

These sessions are designed to:

1. Complement the learning material that learners have already studied during the week
2. Focus on familiarising learners with hands-on applications of concepts
3. Highlight a mentors' own particular industry experiences rather than just going over the theory

My Role as a Mentor

1. As a mentor, your primary role is to provide guidance and support to your learner based on their learning needs
2. Our mentoring sessions are not one-on-one, but rather an interactive learning space where each mentor interacts with a group of learners, which is important to keep in mind while finding your own mentoring style
3. As a mentor with GL, you are expected to be interactive, approachable and reliable as an industry professional for aspiring data scientists
4. Some key points to always consider include
 - a. drawing on your own industry knowledge
 - b. being honest about practical applications of theoretical concepts
 - c. admitting to learners when you are not sure how to answer their questions at a given moment and getting back to them with the answer at the earliest
 - d. earning the respect of learners by treating them as equals in a professional setting
 - e. creating an atmosphere of curiosity by encouraging questions and paying heed to their concerns
5. Each session is two hours in duration, it is very important to stick to the time limits specified in the session plan for the week for different sections. Also, mentors are expected to wrap up the session within two hours as the learners have taken time out of their personal/professional commitments to be available for the weekly sessions

How to prepare for the first session

1. **Start preparing** at least a week prior to the session by going through the material provided (session plans, presentations, codes and datasets)
2. **Watch** the recording of previous session available on Olympus
3. **Connect** with the program office in case of any concerns regarding the content
4. In the first session do keep in mind the following points:
 - a. Open the session by introducing yourself
 - b. Start with an icebreaker where each learner introduces themselves, and remember the details
 - c. If learners have a background in programming, you can make analogies between Python/R and whichever language they do know prior (such as dplyr, SQL, and so on)
 - d. Personalize the mentoring and examples you give according to the industries and needs of the batch
5. For the first module in particular, focus on the details of the Python/R environment and scripts

How to go about preparing for sessions on a weekly basis

What	Why
Prepare well in advance before the session by downloading the mentor preparation material (session plans, presentations, scripts, and datasets)	Prior preparation always ensures a smoother and more successful delivery of the session. Even if you are very familiar with a particular topic, it is always recommended to be prepared with the content that is shared with you so that you are also cognizant of exactly how to present the information.
Make sure to run the codes/scripts before the session and ensure that there are no errors and all expected outputs are getting generated	Finding any errors in the code during the session itself may cause hold ups to the overall flow of the session and result in a deviation from the agenda and time structure
Watch the recording of previous session	This will give you a sense of how the sessions are executed, the pace of delivery as well as the level of learner interaction
Refactor the scripts (optional) - Add commentary and edit bits as per your own experience and comfort level	We encourage this among mentors so that they are also able to learn and contribute to our programs as they see fit and make this a truly collaborative knowledge-sharing effort

Research any concepts that you're not confident on and make sure you have a strong grasp of them before the session



How to be a Great Mentor

Having observed some traits of successful mentors with Great Learning, the following are some pointers that could prove to be helpful as you step into the role of mentoring with us:

1. **Structured Delivery of Sessions:** Follow the structure and adhere to the clearly set agenda in the session plan. This is because learners prefer to know exactly what the session is going to cover so they can also follow through in a structured way. However, it is also important to always gauge the level of understanding among the learner group and slightly tweak the pace of the delivery accordingly.
 - a. **Time Management:** You will be having the session plan to help you and manage your time. No need to rush, since usually you have enough time to complete everything in time. If a learner asks an out-of-topic question, keep it to the end and come back to it only if you have the time. If a learner isn't convinced by your answer, rephrase it to a series of questions that you pose to the learner, and they will come to the conclusion themselves.
2. **Interactive Sessions:** Answering learner queries along with the presentation of the material, while knowing how to manage responding in a way so as to not spend an excessive amount of time on query-handling which may result in deviation from the overall agenda.
3. **Maintaining a Demeanor of Friendly Professionalism:** It is critical to remember that these sessions are conducted in a professional setting, meaning that the mentor and learners have to all maintain a professional decorum and not engage in behaviors they would not engage in at the office. However, mentors are encouraged to also be amicable and approachable for learners, rather than having an air of intimidation and stern professionalism.
4. **Drawing on Mentors own Industry Experiences:** The expectation from GL mentors is not to delve too deeply into the content that learners have already covered during the week. It is our expectation from the learners to cover the theoretical content in their own time, before the mentored learning sessions, to then ask conceptual or industry specific queries about the applications of the particular theory. In order for a mentor to truly be successful and meaningful for learners, the mentor must draw on their own learning and experience from being in the industry. As a mentor, you are advised to repeat the theory only in explicitly required by the learners.
5. **Using Examples:** Some learners may not have as much data science experience and knowledge as others. Hence, it is important for mentors to refrain from overly technical terminology. It is a good practice to break down concepts in easy-to-understand ways, while also using apt examples.

Performance Evaluation

Learners will provide feedback after every session. Quantitative feedback will be a rating out of 5 and there may also be qualitative feedback in the form of comments. You can access these from your Dashboard.

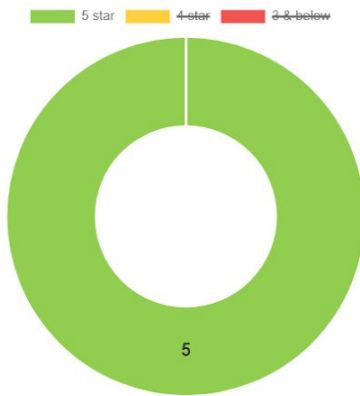
What is a good rating

Overall session ratings of over 4.6 is good. The expectation from mentors is to maintain a high quality level of sessions delivered to learners. Consistency of high ratings in sessions is expected.

5/5
No. of feedback

★★★★★
Course Rating: 5/5

Rating distribution



Parameter wise rating



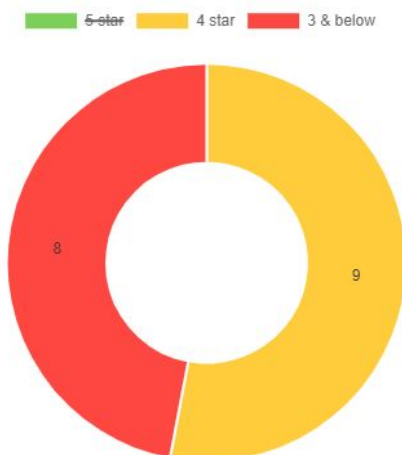
What happens when ratings are low

If a mentor is unable to deliver sessions with overall ratings above 4.0 for 2 continuous sessions, the program office will investigate why this is occurring. The program office will have a discussion with the mentor to understand if it is a mismatch between the mentor and the particular group, or if it is something about the mentor's expectations or style of delivery that needs to be adjusted according to learner expectations.

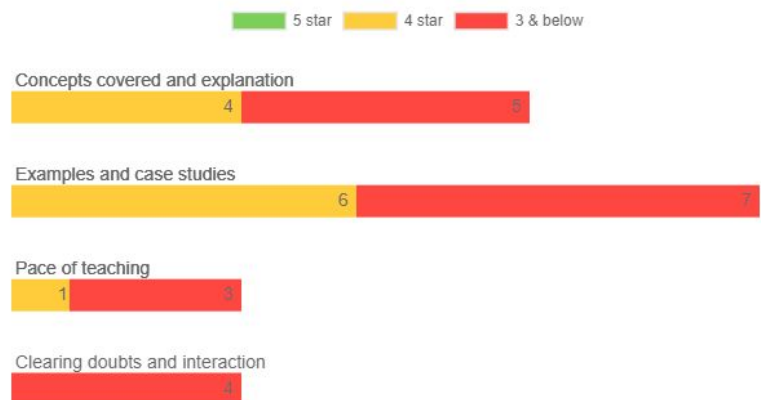
17/17
No. of feedback

★★★★☆
Session Rating: 3.05/5

Rating distribution



Parameter wise rating



My Learners

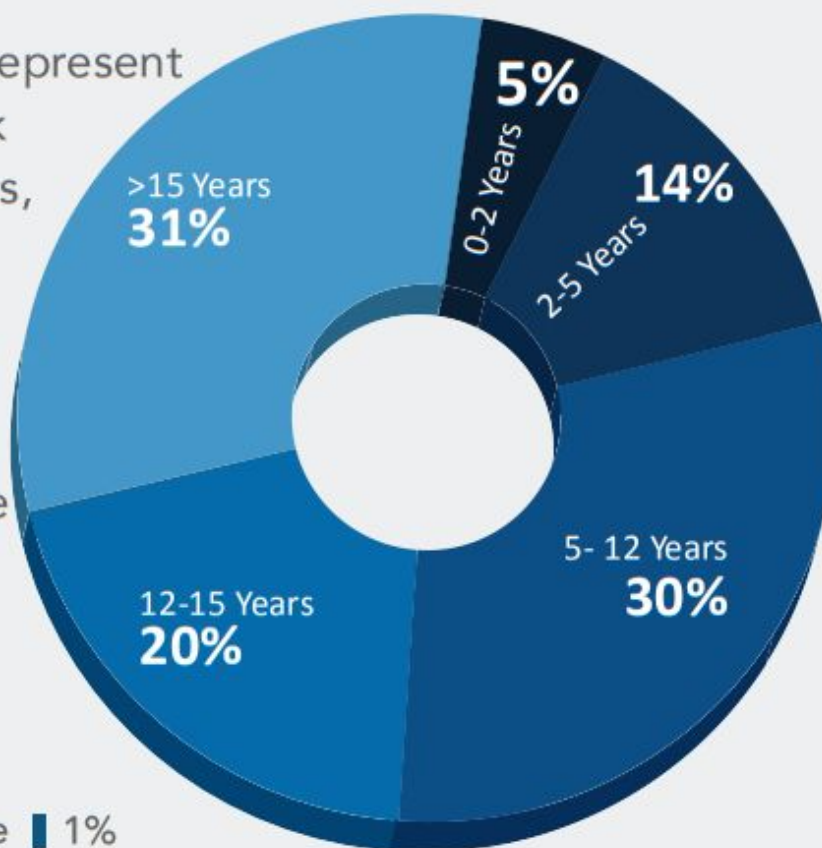
Mentorship is a learned activity, and developing effective mentoring relationships depends on mentor and Learners engaging in specific behaviors.

Expectations from the learner

Before the Session	During the Session	After the session
<ol style="list-style-type: none"> 1. Have the clarity on How to use Olympus 2. Go through the content provided: Online pre-recorded videos, extra reference reading materials, and also work on the graded quizzes on a weekly basis. This will help them understand theoretical concepts over the weekdays 	<ol style="list-style-type: none"> 1. Ask Questions if not able to understand any concepts 2. Participate actively in the conversation with the Mentor to make the session interactive 	<ol style="list-style-type: none"> 1. Revise the concepts taught in the session 2. In case of any doubts post it on discussion forums or Program Support 3. Implement the knowledge on different examples to get more clarity on the concept taught on a weekly basis

Past Learner Profiles

Each of the cohorts represent a diverse mix of work experience, industries, and geographies - guaranteeing a truly global and eclectic learning experience. Below is an indicative mix of where past learners have come from.



Introduction to Olympus

The Learning Management System used by Great Learning is Olympus. Olympus is a platform for sharing all the learning content with learners and mentors. It is advised that you periodically check your Olympus account for any updates and prepare for the upcoming sessions. Once you are newly on-boarded as a mentor, you will also find the onboarding material on Olympus itself and it is highly recommended that you also familiarise yourself with its other content and the overall interface.

It is strongly advised that mentors also go through the learner content and syllabus made available on Olympus before they start taking mentored learning sessions, just to ensure that they feel comfortable with the learning material. In case there are topics the mentor may need to brush up before delivering the session, they are encouraged to use the material on Olympus itself.

It is crucial that the mentor gets familiar with Olympus at least a week before they conduct their first mentored learning session. The specific content for each week's session will also be shared via Olympus to the mentor by the Program Manager, and taking some days before a session to go over the content always ensures a more successfully delivered session.

The following is list of links to learn more:

1. To confirm Olympus access: check [here](#)
2. How to navigate through Olympus: watch this [video](#)
3. Watch Mentor orientation [video](#) for best practices