





A mentoring program  
for everyone who loves business  
and wants to grow their company.

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Program is realized by

*opero*

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# Program & Mentoring Guide

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# Welcome to DoToho!

We are delighted that you have become part of a community of entrepreneurs, mentors, and experts from across the Czech Republic who are moving forward with us. At DoToho!, we help small and medium-sized businesses find the tools that will take their company to the next level. We place great emphasis on practical experience, knowledge, and personal development.

We will help you tackle challenges, clarify your vision, discover new opportunities, innovate, and kick-start growth — tailored precisely to your needs. We look forward to seeing how far we can go together!

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# How the Program Works

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## Getting the Most Out of the Program

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On the website [www.dotoho.pro](http://www.dotoho.pro), you can log in to the member portal, where you will find all the benefits available to programme participants. Your login credentials and setup instructions have been sent to your email address.

Within the DoToho! programme, in addition to one-on-one meetings with your mentor, you can also take advantage of consultations with experts, workshops, networking events, and other exclusive services.

Join the closed LinkedIn group and the DoToho! WhatsApp community. There you can meet other participants, find a trusted partner, customer, or supplier, seek advice, and share tips, experiences, or even your business failures — because those are part of the journey too.

Follow us on social media for all the latest news and updates from the programme.



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## Experts



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Throughout the programme, you can arrange consultations on specific topics with hundreds of DoToho! experts.

You can contact them through the Our Specialists – Experts section on the website using a simple contact form.

If you cannot find an expert in the area where you need guidance, please contact our Community Manager, Marek.

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## Workshops



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Once logged in to the website, you can reserve a place at seminars led by specialists covering business topics relevant to every aspect of running a company.

We hold these both online and in person at our business hub, Opero, in Prague.

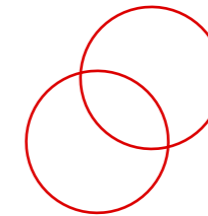
Check the Events section for the latest dates.

TIP: You can also register your employees!

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## Networking



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Expand your network of contacts.

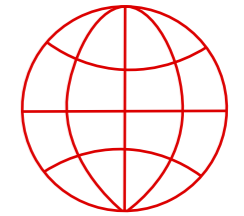
Events with Opero members, as well as participants, mentors, and experts from the DoToho! and Ment2Grow programmes, are an ideal opportunity to make valuable connections and establish new partnerships.

See the Events section for upcoming dates.

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## Library



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If you are unable to attend events in person, or if you need to address a specific problem, you can make use of the digital library.

It is full of inspiring recordings from our business seminars, podcasts, and blogs for small and medium-sized enterprises.

You can find it on the website.

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## Mastermind Clubhouse



A Mastermind group where you can share your experiences and challenges, find out what other entrepreneurs are working on and how they are approaching it, and get answers to questions that are pressing for you.

Sessions run for 4 hours and feature a facilitated discussion on topics that resonate, in an informal and confidential atmosphere.

Check the Events section for upcoming dates.

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## Business Process Shadowing



Walk through the processes of another business owner and see how they run their company — at their premises and with the opportunity to ask questions you have not been able to find clear answers to.

Contact our Community Manager, Marek, if you are interested in arranging a shadowing visit.

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## Relevant Contact Introductions



Looking for a specific business contact?

We can connect you with 1,000+ successful Czech entrepreneurs, managers, and experts who can provide the products or services you need.

Contact Marek if you would like an introduction.

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## WhatsApp Community



Make use of your access to the exclusive community of our current participants and alumni on WhatsApp.

Here you can find trusted contacts, seek advice, share your progress, or find inspiration.

You will find the link in your member newsletter, or you can contact Marek directly.

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## **Tips for Participants (Mentees)**

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**We Recommend  
Writing Down Your  
Answers**

**What do I want to achieve through this program?**

**What benefit will this bring to me and my company?**

**How will I measure my success?**

**What will make me feel that it has been worthwhile?**

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## The First Meeting

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The participant (mentee) should proactively reach out to the mentor and arrange a meeting together, with sufficient notice — ideally within 14 days of being matched.

Agree together on a meeting schedule. How often do you want to meet? How long will the sessions be, and where will they take place? Do you prefer in-person meetings, online calls, or a combination of both? It is entirely up to you.

Responsibility for scheduling meetings, tracking progress, and following through on the plan rests with the participant. If the mentee–mentor connection is not working, it is important to inform the DoToho! Community Manager.

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## Your First Session Is Done — What Now?

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Call our Community Manager, Marek, and share with him how the first meeting went and whether it met your expectations.



**Marek Hodek**  
**Community Manager**

+420 724 317 145

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## Questions to Reflect on as You Progress

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- What are my strengths and talents? What am I very good at? What do I enjoy doing? Where can I add the greatest value?
- Which areas deserve improvement or development? What do I struggle with? What do I dislike doing? What do I want to learn?
- Is mentoring helping me achieve my goal? How do I know?
- What knowledge do I want to gain from the mentor and from the experts?



**We Recommend  
Writing Down Your  
Answers**

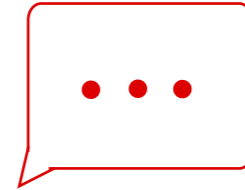
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## How to Handle Common Situations

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### No Response After Your First Meeting



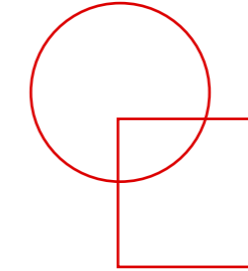
You have had your first meeting, everything went well, but your mentor or mentee is not getting back to you? Remind them.

It may simply be that your email or message got lost — feel free to call or write again.

If that does not work, contact our team; we will be happy to help you resolve the situation and find out what happened.

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### You Don't Feel It's the Right Fit



You have had your first meeting and feel it may not be an ideal match? Contact us as soon as possible.

We do our best to match pairs with maximum mutual understanding. However, it is not uncommon to feel that the chemistry or working dynamic is not quite right, and it may be better to find a new pairing. It is important that you let us know.

We will be very happy to help you understand what happened and find you a new mentor.

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## Recommended Approach to Mentoring

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**For mentoring to be effective, it should move through three phases.**

**Each phase builds on the previous one, and each involves responsibilities for both the mentor and the mentee.**

**Please note that there is no single correct path in mentoring — this framework is simply a recommended starting point for building a strong mutual relationship.**

### Phase 1

## Exploration

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During this phase, the mentor will ask open-ended questions and identify where there is room for improvement.

The participant should not come to sessions expecting the mentor to provide direct answers.

The primary aim of the entire process is development and feedback, achieved by gradually working through problems and forming your own conclusions.

To get the maximum benefit from this phase, you must be open, honest, and willing to face challenges.

### Phase 2

## A Fresh Perspective

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After successfully completing the first phase, you will likely have gained a new perspective — this may be a subtle shift, or it may represent a complete change in thinking.

During this phase, the mentor will work with you to process everything you have learned so far, regardless of how much your thinking has changed — because this could influence your future decisions.

### Phase 3

## Action

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Once you have successfully gained a new perspective, in this final phase you will agree on the steps that need to be taken.

The mentor will work with you to explore possible paths towards your stated goals.

To ensure maximum forward momentum, all agreed steps should be recorded.

Progress towards goals should be monitored regularly, and if goals are not being met, it is important to identify what is standing in the way.

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# The Mentor's Perspective on the Relationship

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## The Role of a Mentor

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### **Builds and Guides the Relationship**

The relationship should be open and honest. Mutual communication does not have to take the form of formal meetings only — it can also take the form of a friendly, informal conversation.

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### **Encourages and Supports**

We recommend giving each other feedback throughout the mentoring process.

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### **Teaches Through Shared Experience**

The mentor reflects on what they would have wanted to know when starting out in their own career and draws on their personal experiences.

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### **Responds to the Mentee's Needs**

At the end of each session, discuss conclusions as well as further possibilities and opportunities, to ensure that mentoring is working well for both parties.

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# The Foundations of a Successful Mentoring Relationship

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## **Desire / Willingness**

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This is where everything begins. Both parties must be firmly committed to participating in the mentoring process; otherwise it will never truly get off the ground. Without genuine commitment, the process could end up doing more harm than good.

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## **Chemistry**

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It is important that the mentor and mentee feel a natural connection. They should feel comfortable with each other and with their collaboration.

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## **Respect**

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Mentor and mentee have been matched on the basis of the mentee's expectations and potential, and the mentor's experience and achievements. Both parties need to be aware of each other's qualities and qualifications — this will be the cornerstone for growth and the development of mutual respect.

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## **Trust**

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A relationship built on trust provides the conditions for creativity, open-mindedness, and honest, deep conversations that drive change. Trust is a constantly evolving aspect that must be nurtured at every interaction. It is very fragile, and if it is threatened or broken, it can be very difficult to restore.

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## **Ability to Communicate Openly**

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If you are unable to communicate openly with each other, you will never be able to fully realise the potential of this relationship.

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## **Integrity as a Cornerstone**

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Both mentor and mentee should ensure that their words and actions are aligned, and should be vigilant not to betray their mutual trust — for example, by misusing information shared between them or by handling the relationship inappropriately. Honesty and adherence to moral and ethical principles are a prerequisite for a good relationship. It is equally important to keep in mind that the mentee cannot and should not seek to become a copy of the mentor — each person's uniqueness and individual approach must be respected.

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## **Commitment to Learning**

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Throughout this process, the mentor will not only be passing on information and experience to the mentee — they will also learn a great deal about themselves. Often, the key is not to have an answer to every question, but rather to be able to ask the questions that shape the right answers. The decision to learn is precisely what elevates this process to the highest level.

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## **Your Own Pace**

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Do not rush. Everyone learns and absorbs information at a different pace and in different ways. Be kind to yourself in this regard and follow your instincts. Do not allow yourself to be pushed into someone else's timeline.

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**Enjoy it! It is a wonderful journey.**

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# Code of Ethics

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## Code of Ethics

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**Although reading the following may seem like a formality, the code of ethics is the cornerstone of building a quality, trust-based relationship.**

**We recognise the importance of supporting a safe space for both mentees and mentors, and we encourage everyone to adhere to these principles and guidelines.**

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1. Maintain the strictest level of confidentiality with all information, unless disclosure is required by law. Ensure that the other party understands the limits of confidentiality.
  2. The mentor should carefully explain and endeavour to ensure that the participant understands the nature of mentoring before or at the first meeting.
  3. Ensure that a clear agreement on mentoring services is established before the mentoring relationship begins, and that this agreement is adhered to. The agreement covers the roles, responsibilities, and rights of all parties involved.
  4. Refrain from unlawful discrimination in professional activities, including on the grounds of age, race, gender identity, ethnic origin, sexual orientation, religion, national origin, or disability.
  5. Always endeavour to recognise personal issues that could disrupt the mentoring relationship. Immediately identify the steps to be taken, including whether it is appropriate to suspend or end the mentoring relationship, whenever the facts and circumstances require it.
  6. Strive to be aware of any conflict or potential conflict of interest. Openly disclose any such conflict and, should one arise, offer to withdraw from the collaboration. Set boundaries and review potential conflicts of interest among the parties involved. (Conflict of interest: A situation in which a participant has a private or personal interest sufficient to influence the objective of their role.)
  7. The participant has the right to have their decision to end the mentoring relationship respected at any point during the process.
  8. The mentor should encourage the mentee to make a change if they believe another mentor or other resource would serve them better. The mentor and mentee jointly decide which expert the mentee should approach if it is appropriate to draw on a specific area of expertise during the mentoring process.
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**DoToho!**

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**We are delighted that  
you have decided to join the  
program. Now let's get to it  
— DoToho!**

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[www.dotoho.pro](http://www.dotoho.pro)