

ABSTRACT

Presented thesis deals with conversations that arise within the online mentoring counseling center "S barvou ven". Mainly young people going through the process of coming out are the target group of counseling center. In the theoretical part of thesis, I describe the counseling center, the social atmosphere that prevails around the issue of people with minority sexual orientation, clarify what a mentoring relationship is and its importance in the lives of adolescents and describe the process of coming out. The empirical part deals with the qualitative analysis of nineteen conversations. The results of the analysis showed that clients entering the counseling center use the conversation with the mentor to meet various needs, from the need to share their feelings or experiences to the desire to find their "friend" or partner in the mentor. The results of the second part of the analysis provide an indicative overview of the client's needs, as well as when and why their needs could or could not be met. The results also show how mentors work with needs which clients can not consciously describe. Last but not least, the results overview shows that mentors use a wide range of questions, offer information or provide clients, for example, a sense of belonging or hope, or offer their own experience.