## "The Nuts and Bolts of Mentoring"

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The speaker has no conflict to disclose

### Describe your own experience with Mentoring

**Audience Participation** 

- a) Serve as an informal mentor quite frequently
- b) Tried it once
- c) Thinking about doing it
- d) What does the Trojan War have to do with Pharmacy?
- e) Use the force Luke

### Y

### **Terminology**

I am going to use the term protégé rather than mentee, because mentee sounds like an endangered species in Florida.



### **Public Perception**

- Hollywood: Obi-Wan Kenobi; Yoda; Mr. Miyagi
  - Acted in the interest of the "protégé"
  - Respected by peers
  - Part of a network- Jedi
  - No shortcuts to hard work
- But
  - Tried to control what people think
  - Only one right answer



## Who do you think was the best mentor?

**Audience Participation** 

a) Obi-Wan



b) Yoda



c) Mr. Miyagi



### My Vote

#### Mr. Miyagi

- Used excellent coaching, and feedback methods
- Stressed the fundamentals, and no shortcut to avoid hard work
- · Priority given to Daniel's interests
- Daniel was expected to make his own decisions and face the consequences
- Door was always open
- Had his priorities straight- fighting was the last resort.
- Importance of Balance
- I liked the movie a lot more!



## Should you be a Mentor? What are the advantages to you?

Audience Participation- which answer is **not** correct

- a) Gain personal satisfaction from enriching pharmacist experiences.
- b) Give back to our profession through development of students, residents and new practitioners and by supporting their personal and professional growth.
- c) You get to tell people what to think
- d) Enhance your own coaching, modeling, feedback and leadership skills.
- e) Broaden your experiences and learn new and different styles, and perspectives.

### My opinion

- A mentor Explains options rather than provides answers.
- A mentor is available at critical moments (protégé perspective) takes a genuine and benevolent interest, gives encouragement and advice about various options when needed.
- A mentor does not attempt to control the protégé.

## Be open to opportunities to serve as a mentor

- Your door is always open
  - At work
  - At ICHP meetings
  - At National meetings
  - Cold calls and drop ins are welcome
- · Look for friends in low places
  - At Work, at ICHP and ASHP Meetings

### Perspectives

- No place for selfish aims (ax to grind)
- Do it for the right reasons to help someone else without direct personal benefit
- Give someone a boost, light their candle and send them off
- Statements like: You don't, you always, you never, its people like you- they don't belong here.

### Audience Responses



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### Post Test Questions

- 1. Check at least 4 benefits of serving as a mentor:
  - Gain personal satisfaction from enriching pharmacist experiences.
  - Give back to our profession through development of students, residents and new practitioners and by supporting their personal and professional growth.
  - You get to tell people what to think
  - An opportunity to clone yourself
  - o Enhance your own coaching, modeling, feedback and leadership skills.
  - o Broaden your experiences and learn new and different styles, and perspectives.
- 2. Check at least 4 benefits of finding and working with a mentor:
  - o Gain a personal understanding of leadership in pharmacy
  - Skip doing the hard work required to be successful
  - Be told what to think
  - Learn the application of leadership skills in the workplace and also with patients through the experiences of leaders with varied backgrounds.
  - Gain access to the experiences of professionals for guidance in time management, communication and networking.
  - Develop skills and knowledge to become future mentors.
- 3. Identify at least 5 characteristics of a good mentor:
  - Explains options rather than provides answers
  - o Give the right answer without wasting time on discussions
  - Want to control what people think
  - Willing to prioritize interests from the perspective of the mentee
  - o Active in professional organizations
  - Part of an effective network
  - Respected by peers

## The Nuts and Bolts of Mentoring

Finding the Right Fit



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The speaker has no conflict to disclose.

### What has been your interaction with mentors?

#### Audience Response

- a. Regularly seek guidance from several mentors frequently
- b. Have one mentor I rely on quite frequently
- c. Have interacted with a mentor at least once
- d. What is a mentor?
- e. I don't need a mentor I know it all!

Y

Who has read the article on Mentoring in the May/June KeePosted?

### Audience Response

- a) I did! I did!
- b) Saw it, but it didn't spark my interest
- c) What is KeePosted?





### Let's Get Started

#### Get to know yourself

- What have I already mastered?
- In what areas would I like to grow?
  - Professional
  - Social
  - Spiritual
  - Emotional
  - Physical



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### Why do you need a mentor?

Life does not intend for us to go at it alone!

- · Cope with transition
- · Learn from another's experience
- · Diversify your own experiences



### Where to find a mentor

- · Organizational meetings
- · Community events
- · Young professional networks



- Ask for a referral from a former mentor or supervisor
- *Tip*: Having a direct supervisor as a mentor may restrict growth opportunities diversify.

### On the Web

- List-serves
- ASHP Mentor Exchange



- Under "networking" in the new practitioners site
- Free benefit to all ASHP members
- View profiles of potential mentors
- Virtual mentoring via e-mail

*Tip*: check out ASHP's "Mentee Resource" site for more resources.



### Know what you're looking for

- · Personality type
- Values
- Respect
- Strengths
- Weaknesses

Helpful Hint: Think about what worked for you in previous mentoring relationships.



### Which one of the following statements about mentors is FALSE.

Audience Response

- a) Your mentor's value set should be in line with your own
- b) Being involved in a professional organization is a good way to meet a potential mentor
- c) A professional mentor for a pharmacist must be another pharmacist
- d) ASHP's New Practitioner's Network has online mentoring resources



### Thinking outside the box





### You may seek a mentor outside the profession to...

- Discover ways problems are approached in different environments
- Gain perspectives on human resource challenges
- Find creative ways to market pharmacy services
- Diversify your own experiences

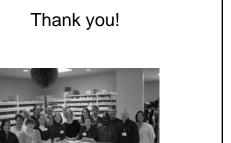


### Maintaining the relationship

Expect as a mentee that you will manage the relationship...

- · Share goals up front
- · Find the best way to communicate
- Set feedback expectations
- · Be appreciative





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# Additional Resources ASHP Recommends:

- Crisp: Making the Most of Being Mentored: How to Grow from a Mentoring Partnership by Gordon F Shea
- Power Mentoring: How successful Mentors and Protégés Get the Most Out of Their Relationships by Ellen A. Ensher and Susan E. Murphy
- White and Tryon. How to find and succeed as a mentor. Am J Health Syst Pharm. June 2007; 64: 1258-1259

