

## “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

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



## 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

- 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
- Enhance your own coaching, modeling, feedback and leadership skills.
- 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



## 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
- Enhance your own coaching, modeling, feedback and leadership skills.
- Broaden your experiences and learn new and different styles, and perspectives.

2. Check at least 4 benefits of finding and working with a mentor:

- 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
- 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
- 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

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



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

#### Audience Response

- I did! I did!
- Saw it, but it didn't spark my interest
- 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



## 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

- Your mentor’s value set should be in line with your own
- Being involved in a professional organization is a good way to meet a potential mentor
- A professional mentor for a pharmacist must be another pharmacist
- 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



Thank you!



## 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

