“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

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
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
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!

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

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
Thank you!
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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