

Good practice in mentoring



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THE GOOD MENTORING TOOLKIT



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What is good about

THE GOOD MENTORING TOOLKIT?

Good practice

- Setting
- Mentee perspective
- Mentor perspective
- Organisational perspective

Setting

- Agree ground rules
- Agree contract
- Set out employment terms
- Draw up 'job descriptor'
- Publicise scheme, attract recruits
- Promote value and purpose of mentoring

Mentee perspective

- Clarify expectations - agree definition
- Thoughtful matching mentor-mentee
- Documentation explicit: contract, diary sheet, record etc
- Initial training
- Scheme overview
- Evaluation / reshaping relationship

Mentor perspective

- Clarify expectations - agree definition
- Thoughtful matching mentor-mentee
- Documentation explicit
- Job description, based on KSF
- Initial / ongoing training and support
- Provide evidence that competent
- Evaluation / reshaping relationship / Scheme

Organisational perspective

- Documentation explicit
- Relevant training programmes
- Scheme: ongoing training / support for mentors
- Monitoring quality of mentors
- Evaluation / revision to Scheme
- Evidence of benefits for sponsors?

Template for job description of mentor based on NHS Knowledge and Skills Framework

Main Purpose

To act as a mentor in accordance with definition: a 'process whereby the mentor guides the mentee in the development and re-examination of their own ideas, learning, and personal and professional development.'
(SCOPME (1998) *Supporting doctors and dentists at work. An enquiry into mentoring.*)

Core competencies - in relation to mentoring

1. Consistently practise good communication skills
2. Develop own and others' knowledge and practice across professional and organisational boundaries
3. Promote others' health and safety and security

Core competencies, KSF (continued)

4. Develop and improve NHS services through mentoring
5. Demonstrate personal commitment to quality improvement, offering others advice and support
6. Enable others to exercise their rights, and promote equal opportunities and diversity

Core competencies, KSF (continued)

7. Promotion of self-care and peer support
8. Develop and sustain partnership and teamworking
9. Lead others in the development of knowledge, ideas and work practice.
10. Identify and negotiate protected time for mentoring

Audit Table - Communication

Aspect of communication	How expert are you?	How frequently
Good interpersonal communication		
Active listening		
Establish rapport		
Non-verbal language		
Constructive feedback		
Manage conflict		
Challenge beliefs		

Audit Table - equality, diversity and rights

Aspect	How expert are you	How frequently?
Understand equal opportunity / demonstrate best practice		
Use awareness of <i>own</i> values, beliefs and attitudes in constructive manner		
Provide feedback free of bias and prejudice		
Be open and transparent		
Maintain confidentiality		

Good Practice in Mentoring

Key words:

- Consistent good practice
- Well matched pairs
- Competent mentors
- Monitor quality
- Evaluation