



Section 1 Introduction

The Power of Mentoring

Caring mentors who provide encouragement and support can help nurses navigate the challenges of leadership in the nursing profession. A mentor is a good listener, who can offer advice and friendship in a trusted relationship.

Mentoring offers nurses the opportunity for:

- professional and personal satisfaction
- socialization
- career growth, including certification
- increased knowledge and understanding of shared governance
- new challenges and opportunities

Mentors are often surprised by how much they also will benefit from the mentoring relationship.

About the Nurse Mentoring Toolkit

The Nurse Mentoring Toolkit is designed for nurses and can be used in new or established mentoring programs. This toolkit includes resources that support mentor program coordinators, mentors and mentees. Best practices, questions to jump start discussions, resources, checklists and activities are contained in this practical, how-to mentoring guide.

The toolkit was developed as part of a OneKC WIRED (Workforce Innovation to Regional Economic Development) grant. The Kansas City Metropolitan Healthcare Council is the coordinating organization, and members of the Collegiate Nurse Educators of Greater Kansas City and Kansas Area Nurse Executives serve on advisory committees for the WIRED health care workforce initiatives.

The toolkit is divided into 12 major sections. The first two sections are designed for the mentors and include the following.

Section 1: Introduction — basic intent and overview of the toolkit.

Section 2: Keys to a Successful Mentoring Relationship — Unlike the other sections in this toolkit, Section 2 is written for the mentor and is not to be used with the mentees. The goal of this section is to prepare mentors for their journey with the mentees.

Sections 3 through 10 are designed for the mentors to use with the mentees. Each of these sections include the introduction page (which states the purpose, perspective, how to prepare for this topic, tools and pointers), discussion starters, tools, handouts and resources.

Section 11 is designed for the mentor coordinator regarding best program practices, outcomes and evaluation tools for mentors and mentees.

Handouts and tools that are intended for the mentee are designated by this star () in the top right corner.

The following is a summary of sections 3-10.

Section 3: Getting Started: First Meeting Guide and Setting Goals* — The intent of the first two meetings is to start building trust between the mentors and mentees, to determine clear expectations and to establish a plan for future meetings based on the mentees' goals. Ideally, the mentees will start to develop general goals by the end of the second meeting.

Section 4: Current Role — Use this section to explore the mentees' current position and focus on their job satisfaction, workplace engagement and empowerment. The goal for the mentees is an increased understanding of their current position that results in increased effectiveness.

Section 5: Understanding Self and Others — This section provides a knowledge base for the mentees to better understand themselves and others as they grow in their role as a nurse.

Section 6: Communication — With a focus on effective communication skills, this section has a dual purpose: 1) to support the mentors' ability to work with mentees and 2) to strengthen the mentees' communication skills. This section includes tips and concrete examples to assist in effective communication.

Section 7: Problem Solving — This section is designed to help mentees learn to problem solve and practice conflict management in the daily work environment.

Section 8: Time Management — It is a positive experience when mentees feel they have accomplished what needs to be completed during their shift. The purpose of this section is to assist mentees in learning how to manage their time.

Section 9: Leadership — This section will help mentees gain a better understanding of leadership and workplace dynamics. With knowledge and awareness based on realistic expectations, mentees will be able to build optimal work relationships. Mentees also can use the tools to assess their ability and desire to be a leader.

Section 10: Career Development — This section helps mentees develop a better understanding of the meaning of *professionalism* in nursing. This section also is a guide to nursing certification and advanced educational opportunities.

*It is best to start the mentor/mentee relationship with information found in Section 3. After this, the mentors can go to any of the other sections depending on their mentees' goals and/or topic of discussion for the day. In other words, the sections do not need to be completed in any set order.

Section 11: Evaluation and Outcomes — This section, designed for the mentor coordinator, includes best practices for program development, program evaluation, and tools to measure outcomes.

Section 12: References and Resources — This section contains a complete list of the references that were cited for each section, as well as additional resources on mentoring programs and useful Web sites.

For New Mentoring Programs

Evaluations and Outcomes (Tab 11) includes information on program development, implementation, training and evaluation.

The References and Resources Section (Tab 12) contains resources on starting new programs.

For Existing Mentoring Programs

This toolkit is designed to be an adjunct to on-going and established programs.

For Informal Mentoring Relationships

Not every hospital has a formal mentoring program. Nurses who want to mentor other nurses outside of a formal mentoring program are encouraged to use this toolkit as a resource.

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Accessing the Toolkit

The documents in each of the 12 sections are available to licensed users in a notebook format and online at <http://kchealthcareers.com>. A password is required to access the documents.



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The Nurse Mentoring Toolkit reference manual and materials have been developed through a Workforce Innovations in Regional Economic Development (WIRED) grant and copyright protected by The Health Alliance of MidAmerica LLC.

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