

## Benefits of Participation for Mentors and Mentees

The program offers benefits for mentors and mentees.

### Mentors

There are a number of reasons why experienced members of the AAQHC may wish to participate as mentors:

1. **Learning** - the conversations offer opportunity for learning as the mentee may have different knowledge and experience which may enhance your own. The program also serves to strengthen facilitation skills which can support the development of more effective professional and personal relationships.
2. **Chance to Pay Back** – this is a chance to give back to the profession and support others to professionally and personally grow and develop.
3. **Review and Validate** – the program offers an opportunity to review and validate what you know and explore this with the mentee as you both explore topics together.
4. **Energizing** - an opportunity to make a positive difference on another person's growth and development and this provokes positive feelings or pride, satisfaction, contentment and excitement and you both travel the mentoring journey together.
5. **Contributing to the success of the organisation** – this program is a significant product offered by the AAQHC. Its success is dependent on the contribution of the mentors and is a critical recruitment and retention strategy, for without members, the AAQHC cannot exist.
6. **You will leave the world a better place** – Taking the time to help others, sharing your knowledge and wisdom developed from many years' experience working in the health industry can make a significant difference, one person at a time. (Phillip Jones, 1998)

### Mentees

The benefits of members entering a mentoring program include:

1. **Learn new things about yourself** – the program provides an opportunity for self-reflection through the use of open-ended questioning and can provide you with new insights about yourself and your relationships with others.
2. **Making more of your strengths** and exploiting your hidden talents – the program provides you with an opportunity to explore what you do or could do well and provide you with some strategies to maximise and extend your talents.
3. **Expanding your personal network** - the program provides an opportunity to increase your connections with others in the program and/or others that the mentor may know.
4. **Career satisfaction** – the program enables you to see your successes and potential opportunities resulting in increase career satisfaction. (Anon)

## Key Ingredients of Mentoring Relationships

There are a number of critical ingredients that need to be in place to support an effective and successful Mentoring Program:

1. **Purpose** - both mentor and mentee need to develop an agreed understanding of the purpose on why they are together and meeting. There is common agreement on the work that will be undertaken, and there is recognition of when the purpose has been met and goals of the relationship have been met.
2. **Communication** - occurs in a manner that is mutually agreeable and within agreed timeframes. A number of active communication skills are required to enable an effective partnership including, active listening and responding; monitoring of nonverbal language; clarifying questions and concepts; and providing opportunity for feedback.
3. **Trust** - is critical and includes maintaining confidentiality of information, honesty to act and follow through on promises and sharing of yourself to explore possibly difficult questions/issues.
4. **Process** – the program occurs in a staged approach – planning; building relationships/negotiating agreement; developing and maintaining the momentum; and ending the relationship. To be successful participants need to plan together to carefully move through each stage. The AAQHC has identified a number of tools and resources from the literature to support implementation of each stage of the process.
5. **Progress** – the mentee must take responsibility for the progress of the mentoring relationship. The mentee works actively to firstly identify appropriate goals and build competencies to reach those goals and identifying interesting learning experiences and explores these with the mentor.
6. **Feedback** – the way of receiving feedback has been agreed to and the information received reinforces the efforts of both. (Phillip-Jones, 1998)

The resources and tools provided in this Toolkit support both mentors and mentees to achieve the critical elements which will enable both to professionally and personally develop and grow.

## The Nuts and Bolts of the Program

### Coordination of the Program

The AAQHC Council Mentoring Coordinator has oversight for the coordination of the program and the provision of support for mentors/mentees during their participation in the program. The Mentoring Coordinator can be contacted by emailing:

aaqhc@aaqhc.or.au to discuss the program further.

### Selection process

#### Mentors

Fellows and Associate Fellows of the Association have been invited to participate as mentors as this group have demonstrated significant experience and success in the quality, safety and risk management roles.

Mentors have been asked to describe their qualifications, experiences, interests and key elements of their careers. This information has been collated together and is provided to mentees to allow them to choose mentors with similar interests and goals.

The Mentoring Coordinator will match mentors with mentees and if the preferred mentor is unavailable will suggest alternative mentors. The Mentoring Coordinator is responsible for liaising with both participants to ensure all are willing to participate.

### **Mentees**

Any member can apply to participate in the Mentoring Program. An application form is available at the end of this Toolkit and once completed can be emailed to:

[Aaqhc@aaqhc.org](mailto:Aaqhc@aaqhc.org)