Tip Sheet for Mentors

*CLIMB Faculty Mentorship Program / Residents As Mentors (RAMs) PROGRAM, June 2021
Dr. Eric Wooltorton, Dr. David Tobin *CLIMB: Clinical, Leadership, Investigation, Medical Education, Best Self

The relationship between mentor and mentee is one of equals, where the mentor respects and supports the learning, development and growth of a mentee by giving support, feedback and assistance to empower the mentee.

What is Mentorship?

“A process whereby an experienced, highly regarded, empathetic person (the mentor) guides another…individual (the mentee) in the development and re-examination of their own ideas, learning, and personal and professional development. The mentor, who often (but not necessarily) works in the same organization or field as the mentee, achieves this by listening or talking in confidence to the mentee”

[Adapted from the Standing Committee on Postgraduate Medical And Dental Education. Supporting Doctors and Dentists at Work: An Enquiry into Mentoring. 1998.]

What makes a great mentor?

- Have relevant knowledge, experience, insight, wisdom and/or skills in an area of value to the mentee, and they are willing to share these.
- Are often role-models with integrity, strength of character.
- Older age is not necessary: wisdom, maturity around topics allows the mentor to offer views and opinions based on personal understanding and experience.
- Respects the mentees experience and knowledge.
- Remembers this is about the mentee and their journey and needs.

Questions? Contact Rebecca Celestin at facdevdfm@uOttawa.ca
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Things to Remember

- Be honest but put the mentees at ease, build rapport, promote openness and trust – create safety to share and reflect

- Maintain confidentiality, and professional boundaries with mentees (friendly, not friends per se)

- Listen actively, facilitate the mentee’s thinking process, e.g. goals, solutions

- “Normalize” the mentee’s experiences – and validates their experiences and challenges while giving constructive feedback when requested

- Be flexible, and respond to the evolving needs of the mentee

- Balance being the WISE GUIDE (giving counsel/advice/feedback/telling stories) vs the LISTENER/FACILITATOR (facilitating reflection, helping the mentee think for themselves)

- Remember this is not “coaching” (focused on performance): Do not give “homework”: Mentors empower mentees to grow (it is their responsibility)

- Respect others and do not seek to disrupt relationships with other supervisors/preceptors, the Department, and do not take advantage of the mentee

- Share opportunity, power, and influence and contacts as a sponsor, if indicated

- Are not the mental health counsellors or doctors for mentees and recognize when mentees should be advised to seek other supports (below)

- Remember to monitor the relationship and reach out for help from others including the leaders of this program and the “community of mentors”

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A summary of other supports, including counselling and wellness supports

• CLIMB Faculty Mentorship Program: Dr. Eric Wooltorton, Office: 613-761-4334 Email: Eric.wooltorton@uOttawa.ca

• Residents As Mentors (RAMs) Director: Dr. David Tobin, Office: 613 738-5691 Email: dtobin@uottawa.ca

• Manager of Postgraduate Education: Kim Rozon (pgmanagerdfm@uottawa.ca)

• Director of Postgraduate Education: Dr. Edward Seale (erseale@gmail.com)

• Medical students can contact the Student Affairs Office by phone at 613-562-5800 x 8136 or email at medsao@uottawa.ca to connect with counsellors and other resources.

• Wellness program: Residents, graduate students and faculty can contact the Faculty Wellness Program: 613-562-5800 x 8507 email wellness@uottawa.ca

• PARO support line for residents available 24/7 at 1-866-Help-Doc

• International students can contact the University’s International Office (uointl@uOttawa.ca) and are reminded that services such as counselling, are available if needed

Other recommended supports include

• OMA Physician Health Program (1-800-851-6606)

• Mental Health Crisis lines 24/7 613-722-6914 (in Ottawa) and 1-866-996-0991 (outside Ottawa) Tele-aide Outaouais 1-800-567-9699

• TOH peer support program: https://med.uottawa.ca/professional-affairs/sites/med.uottawa.ca.professional-affairs/files/peer_support_program_faqs_0.pdf

References:

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