

Mentoring Programme CPD

Building rapport

Oslo, October 2019

Purpose of the webinar series

- Continue to develop your **knowledge** and **skills**.
- **Draw attention** to the **tools already** available.
- Focus on **specific areas** mentees **and** mentors have highlighted.
- An opportunity to address any questions/issues.

Agenda

- Introductions of facilitators
- Introduce the topic
- Revisit our 2 year mentoring impact evaluation research project
- Visit the existing mentee/mentor toolkit
- Highlight theory and practice
- Introduce some practical exercises
- Reflections
- Q & A

Introductions



Why building rapport?

MENTORING IMPACT EVALUATION STUDY: VOICES FROM THE FIELD

FINAL RESULTS

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Research Objectives

Evaluate the impact of the mentoring programme on mentees, mentors and key stakeholders

Evaluate the extent to which the mentoring programme is successfully delivering the objectives.

RECOMMENDATIONS

STRATEGIC POSITIONING OF
MENTORING WITHIN MSF



- Breadth and depth of programme
- Cultural orientation
- Language and coherence

WELL-BEING AND SELF-CARE FOR
FIELD WORKERS



- Support before, during and after field assignments
- Formal training and development
- **Continuing Professional Development**

PROFESSIONALISATION



- Accreditation
- Evaluation
- **Continuing Professional Development**

Building rapport

- How important is the initial connection?
- Direction
- Personal values
- Physical environment

Characteristics of rapport

- Trust
- Focus
- Empathy
- Congruence
- Empowerment

Your existing toolkit



Your existing toolkit



Code of Conduct Mentoring Programme

Introduction

This document is to set the social norms and responsibilities between the participants in the MSF Mentoring Programme, under the Mentoring and Coaching Hub. This is an important step to establish an inclusive view, where all the participants are aware of the attitudes and behavior expected between them.

<https://mentoring-coaching.msf.org/wp-content/uploads/2018/07/code-of-conduct-mentoring.pdf>

Relationship Agreement

Your existing toolkit – The Mirror

- You as a resource
- Your mentee as a resource



Your existing toolkit – Relationship Agreement 1

- Your agreement.
- Set intentions:
 - What are our expectations?
 - How can I serve you best?
- Keep it alive.

Your existing toolkit - Relationship Agreement 2

Relationship Agreement

Objectives

What are the two main objectives for the mentoring?

Rapport

What rapport do we want to create?

Logistics

How, when and where do we want to be in contact?

Building Rapport: The first contact

- Time: Between 30 minutes and 1 hour
- Preparation
- Dialogue: Free flow and/or Conversation Ladder
- Feedback

Your existing toolkit – Code of Conduct



Code of Conduct Mentoring Programme

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Mentoring Ecosystem

- The environment around the relationship
- Support network
- Community of Practice



Adding to your existing toolkit



Building rapport: the conversation ladder

- What is a 'conversation ladder'?
- What are our values?
- Where do I look for values?
- What is the impact?

Building rapport: getting to know each other

- Draw what you hear
- Suggest a metaphor or an image
- What's the song you hear?

Building rapport: creating the environment

- Draw the worst and the best possible environment for your meeting
- The mentor and mentee explore the following:
 - What are the absolute 'no' characteristics?
 - What are the best characteristics?
 - To what extent are you in your most preferred environment when you meet your mentee/mentor?
 - What will you do differently?

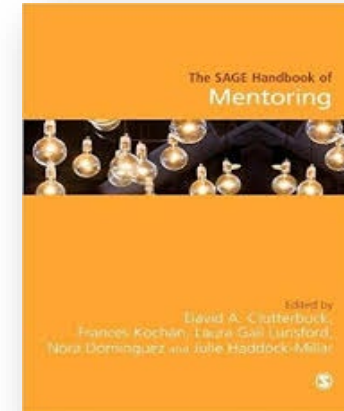
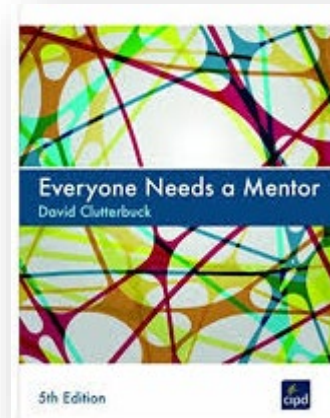
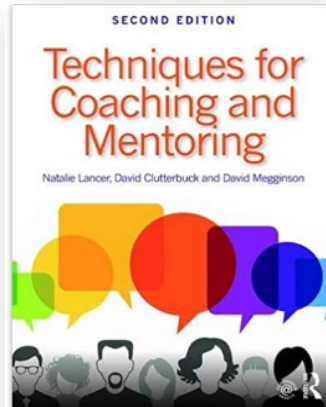
Building rapport: your insights ...

What insight/s have you gained from the activities that you can apply in your mentoring relationship/s?

Questions?



Core resources



Additional reading

- *Strategic Relationships at Work*. Wendy Murphy and Kathy Kram. (2014)
- Clutterbuck, D. (2005). Establishing and maintaining mentoring relationships: An overview of mentor and mentee competencies. *SA Journal of Human Resource Management*, 3(3), 2-9.
- Zerzan, J. T., Hess, R., Schur, E., Phillips, R. S., & Rigotti, N. (2009). Making the most of mentors: a guide for mentees. *Academic Medicine*, 84(1), 140-144.
- Abedin, Z., Biskup, E., Silet, K., Garbutt, J. M., Kroenke, K., Feldman, M. D., ... & Pincus, H. A. (2012). Deriving competencies for mentors of clinical and translational scholars. *Clinical and translational science*, 5(3), 273-280.



Thank you!