What is Mentoring?

Mentorship is a personal developmental relationship in which a more experienced or more knowledgeable person helps guide a less experienced or less knowledgeable person. However, true mentoring is more than just answering occasional questions or providing ad hoc help. It is about an ongoing relationship of learning, dialogue, and challenge. Mentoring is a process for the informal transmission of knowledge, social capital, and the psychosocial support perceived by the recipient as relevant to work, career, or professional development; mentoring entails informal communication, usually face-to-face and during a sustained period of time, between a person who is perceived to have greater relevant knowledge, wisdom, or experience (the mentor) and a person who is perceived to have less (the protégé).[1]

Why Do Coordinators Need Mentoring?

The Coordinators Section of the APPD was established in 1997. One of the early tasks of this section was the creation of a mentoring program which was the traditional mentor-mentee dyad. As most residency/fellowship programs have peer mentoring in place for their residents, fellows and faculty, program coordinators need a mentoring program; one that would foster successful relationships in which all parties are engaged and working toward the same goal.

To understand the unmet needs of new coordinators and some seasoned coordinators of our organization, Pat Jacobi and Jean Ashley listened to what the coordinators said regarding the current mentor-mentee dyad mentoring program. After much dialogue about such questions and discussion regarding the nuances that come with working in a setting of new groups, they undertook the task of introducing a peer group mentoring program for coordinators. As with any new program, they met with some obstacles as they worked hard to launch the program in the fall of 2012.

In spite of the obstacles experienced, the peer mentoring program has brought together a wide range of coordinators who continue to share best practices as they reach out to one another. We will continue to gain momentum based on the commitment through all of us staying involved and connected. Mentoring matters and a successful mentoring program proves itself invaluable. APPD remains committed to “No Coordinator left behind.”
Coordinators’ Peer Mentoring Program

Ashley J, Jacobi P, Woods T, Boland K, McKinley T.

Over the past few years, we have experienced negative feedback because new coordinators don’t seem to have a reliable source from which to gain a strong foundation as they embark on a new career in Graduate Medical Education. While there are resources on the APPD Share Warehouse and the website, these don’t seem to meet all of the needs of the coordinators’ membership. The Peer Mentoring Program will help all of us to become more involved and to become better acquainted with other coordinators. It will also help us to learn more about the mentoring process while we are sharing information and ideas to get ourselves fully prepared for the Next Accreditation System. The ultimate goal is to assure that “No coordinator is left behind.”

...but how?

Building Your Mentoring Group Using Tuckman’s Model

The Forming – Storming – Norming – Performing model of group development was first proposed by Bruce Tuckman in 1965, who maintained that these phases are all necessary and inevitable in order for the team to grow, to face up to challenges, to tackle problems, to find solutions, to plan work, and to deliver results. This model has become the basis for subsequent models.

» Tuckman’s Model
» Tuckman’s Stage Worksheet

Building your team and individual goals using the SMART model

Use the worksheets attached to this month’s coorCOMM email to document your team’s formation and goals. Bring these with you to the spring meeting for updates to the group.

Worksheets should show meeting times, methods of communication, group progress through the forming, storming, norming, performing stages and goals that have been set, accomplished and redesigned.

» SMART goals
» Mentoring Worksheet
**Tips and Tricks**  
**to help you and your group stay connected**

We know communication between members of a mentoring group is necessary for effective mentoring to take place. However, with the barrage of communication media available, this process can be intimidating. Our expert Coordinators’ Communications Committee put together the following explanation of some of these ways to stay connected.

## Useful Media

As always, use the method that works best for your group, even if that method is not included in this list.

- **Email**: One of the most basic and easy-to-use forms of communication among groups, an email distribution list is easy to create and easy to use.
- **Conference Calls**: All members of a group dial into one phone call at a specific time. Can be more effective and timely than email communication.
- **Wiki**: A website that allows users to add, delete, edit or modify content. Files can also be shared. Short video introduction
- **Dropbox**: Free file sharing service that allows users to share files via cloud drive. Note: Not all hospitals/universities allow Dropbox on computers due to HIPAA concerns.
- **Google Docs**: Share documents, photos, etc. via Google. Documents can be accessed from any computer by signing into Google.
- **Facebook Group**: Create a private, closed social networking group to share information that is not considered confidential or copyrighted by APPD. Facebook groups are not recommended for sharing program data and information.

## Staying In Touch

- Email articles that are relevant to the academic year (recruiting ideas, checklists, best practices)
- Have a birthday check in – each month check in with the group to just say hello!
- Set up a conference call well in advance and MAKE TIME to join in! No formal agenda is needed just check in with the group.
- Share updates from the ACGME and how they might effect Pediatrics.
- Develop and team name and photo composite to identify as a group
- Set up a dinner for just your group at the Fall and Spring APPD meeting

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**Welcome, New Coordinators!**

On behalf of all of us at the APPD Coordinators’ Section, we would like to extend a warm and hearty welcome to all the new Coordinators! As a part of the growing coordinator community, we know that you will find APPD to be the organization that most significantly impacts the way we, as coordinators, are viewed as a professional and dedicated field. Your membership is crucial to creating this success, and all of us at APPD look forward to working with you and enjoying a long, productive relationship.

**Current Mentor Groups**  
(link)

**Send mentoring group updates to Beth Payne:**

- Up to date member names
- Correct institutional and contact information
- Designated leader
- Group name (if applicable)

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Keep sending those accomplishments and best practices! Email to tara.mckinley@louisville.edu