



# AFMA GUIDE FOR THE SUCCESSFUL MENTOR

***"Mentoring is to support and encourage people to manage their own learning in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be."*** Eric Parsloe, The Oxford School of Coaching & Mentoring

## Introduction

Thank you for volunteering your time, energy and talent to AFMA's Mentoring Partnership Program. The Merriam-Webster dictionary defines a mentor as a trusted counselor or guide. Within this document, we hope to provide you with some guidelines and tools to assist you in being that counselor. While these guidelines are here for your use, they are not intended to be rules you must follow, but simply a resource in support of your efforts. The key to a successful mentoring partnership is to define a working relationship that works best for both you and your mentee.

In drafting this set of guidelines, we used a variety of online resources which are later documented. The single resource that we found most useful for our purposes is an article entitled "Building Successful Mentoring Relationships." (Can Nurse. 2010 Sep;106(7):34-5. <https://www.canadian-nurse.com/articles/issues/2010/september-2010/building-successful-mentoring-relationships>).

AFMA's Mentoring Partnership Program matches mentors with mentees. Using a specific set of criteria, we match those who have volunteered to be a mentor with those who have requested one. Geographic location and the type of residency program in which each person works are two of the main factors considered.

## Getting Started

A successful mentoring partnership must have a common purpose at its basis. Why did you volunteer to be a mentor? Was it from a desire to give back? Do you have a desire to foster the professional development and growth of a less experienced colleague? Whatever the reason, sharing it with your mentee is a good start in your early contacts. Likewise, knowing why your mentee asked for a mentor will help you in determining your plan of action. Is he/she new to residency education and is overwhelmed? Does she just need reassurance and support? Understanding the purpose of the relationship is crucial to its success.

Once you have been assigned a mentee, we ask that you reach out to that person, preferably by phone, to introduce yourself. This is the time to identify the purpose of this particular partnership.

- What does your mentee need from this relationship?
- How can you meet that need?
- How experienced in residency education is your mentee?

After defining the needs, the two of you can design a strategy.

- What is the best form of communication? Phone? Email?
- Do you need to schedule that communication?
- Would the mentee like to receive reminders about upcoming deadlines?

Once the needs are identified and a plan is established, the partnership begins.

## Developing the Partnership

Two documents are attached to assist you in guiding your mentee:

1. Quick Access Reference
2. Monthly Time Line of Key Events and Deadlines

Additionally, we strongly recommend that you encourage your mentee to use the resources provided as AFMA membership benefits:

1. Website\*: [www.afmaonline.org](http://www.afmaonline.org)
  - a. Practical Guide for Family Medicine Administration
  - b. Shared Documents
2. Webinars
3. Newsletter

Each year, the Mentoring Partnership Committee will survey mentors and mentees to assure the effectiveness of the program in general and the individual partnerships. We hope that each partnership will develop into a relationship of mutual benefit and possibly even a friendship.

\*Note that the resources available on the AFMA website are password-protected. If your mentee does not have their password, recommend that he/she contact Cristin Estes, AFMA Executive Assistant, at [cestes@aafp.org](mailto:cestes@aafp.org) to obtain the password before your conversation to assure they have access and you can walk them through these resources.

## Advice From Experienced Mentors

### What do you wish you had been told about being a mentor?

*“That each mentee is different – some will need more contact / some less. There’s no one specific amount of time needed.”*

*“That we should always remember we are still a mentee, learning daily throughout our careers. To be understanding and sympathetic, as we were there once with similar needs and questions, and we may be there again one day with new ones.”*

### What advice would you give to a new mentor?

*“Don’t stress. It really doesn’t take up that much of your time.”*

*“Always be compassionate and patient. Be open-minded and put forth a good effort to listen, not just give advice. And always make sure you have a network of your own mentor(s) that you can go to.”*

### How would you prepare someone to begin mentoring one of our new members?

*“Just be available (email, phone, in person – whatever works for you and your mentee.”*

*“I’d begin by telling them that they need to be committed to being a mentor, as it takes time and effort to become a good mentor. Remember that you are a role model to your mentee. Be professional, compassionate, understanding, and available.”*

### What have you learned about being a good mentor?

*“You won’t have all the answers. Sometimes just talking and answering questions will let the mentee figure out what they really need. Also, sometimes the mentee may just need to vent. ☺”*

*“That whether a mentor or a mentee, we can learn from one another daily, teaching, listening, growing, and motivating ourselves and others to be able to achieve anything.”*

*“...no matter what the amount of time you have been at your job you have the ability to mentor another Coordinator. Each of us is capable of mentoring someone no matter what our level of GME knowledge.”*

## Rewards

Again, thank you for volunteering your time to a new AFMA member. We know that your mentee will gain professional development, confidence and support from your efforts. Through this partnership, we hope that you will hone your knowledge, enhance your leadership skills and

broaden your perspective as you see challenges through the eyes of your mentee. (ref: [skillsyouneed.com](http://skillsyouneed.com))



# ATTACHMENTS



## QUICK ACCESS REFERENCES

**ACGME Program Number:** <insert program number>

**ACGME Program Login:** <https://apps.acgme.org/connect/login?ReturnUrl=%252fconnect%252f>

<u>User ID:</u>		<u>Password:</u>	
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**ACGME Coordinator Login:**

<u>User ID:</u>		<u>Password:</u>	
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**ABFM Program Number:** <insert program number>

**ABFM Program Login:** <https://rtm.theabfm.org/Account/Login?ReturnUrl=%2f>

<u>User ID:</u>		<u>Password:</u>	
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**NRMP – Match:** <Insert Program Number>

**NRMP Login:** <https://r3.nrmp.org/viewLoginPage>

<u>Coordinator ID</u>		<u>Password:</u>	
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**TIVRA – AOA Opportunities:** <Insert Program Number>

**TIVRA Program Login:** <http://opportunities.osteopathic.org/program/login.cfm>

<u>User ID</u>		<u>Password:</u>	
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**ROLIC – Osteopathic Match – Family Medicine:** <Insert Program Number>

**ROLIC Program Login:** <https://www.natmatch.com/aoairp/proglogin.html>

<u>User ID</u>		<u>Password:</u>	
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**AAMC/ERAS/VSAS:**

AAMC Program Login: [www.aamc.org](http://www.aamc.org)

ERAS Program Login: <https://apps.aamc.org/account/#/login?>

VSAS Program Login: <https://services.aamc.org/20/vsas/>

GME Track: <https://services.aamc.org/gme>

<u>User ID</u>		<u>Password:</u>	
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**ERAS Account Maintenance – Allopathic**

**ERAS Account Maintenance:** <https://services.aamc.org/eras/erasaccount/>

<u>User ID</u>		<u>Password:</u>	
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**ERAS Account Maintenance – Osteopathic**

**ERAS Account Maintenance:** <https://services.aamc.org/eras/erasaccount/>

<u>User ID</u>		<u>Password:</u>	
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**Survey Monkey –** [www.surveymonkey.com](http://www.surveymonkey.com)

<u>User ID</u>		<u>Password:</u>	
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**AOA Program Number:** <insert program number>

**Employee Numbers:**

Program Director:

Associate Program Director:

Health System FEIN:

**AFMA Membership Information:** <http://afmaonline.org/>

Member Number:

User ID:

Password:

## Recommendations for Monthly Contact

JULY	AUGUST	SEPTEMBER	OCTOBER
<b>Check In -</b> How did graduation activities go?  When is your program's ACGME Web Ads Window?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Updates (i.e. RTMS, ACGME, etc)</li> </ul> Osteo. ERAS opens Final reports	<b>Check In –</b> Coming up for air?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Register for ABFM In-training Exam</li> <li>• Alumni Survey</li> </ul>	<b>Check In –</b> Preparing for recruiting season?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• ERAS opens</li> </ul> Osteo: Register for ABOFP Exam	<b>Check In –</b> Ready for In-training Exam? (and Osteo ITE if applicable)  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Renew AFMA Membership</li> <li>• Prep for CCC Meeting</li> </ul>
NOVEMBER	DECEMBER	JANUARY	FEBRUARY
<b>Check In –</b> Did CCC Meeting take place?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Semi-Annual Resident Review Meetings scheduled?</li> </ul>	<b>Check In –</b> Applicant Interviews going ok?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Enter Milestone Scores</li> </ul>	<b>Check In –</b> PEC Meeting Scheduled?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Register for RAD/RPS</li> <li>• Register for SOAP</li> </ul> Osteo: Rank List Due	<b>Check In –</b> Recruiting – Any lessons learned?  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Rank List Due</li> </ul> Osteo: ERAS Registration Match Results

MARCH	APRIL	MAY	JUNE
<p><b>Check In -</b> Prepared for SOAP ... just in case?</p> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• Schedules for next academic year.</li> <li>• Register for ERAS</li> </ul> <p>Osteo: ACOFP Annual Conference</p>	<p><b>Check In –</b> Prepping for graduation and orientation?</p> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• Update LOA's</li> <li>• Prep for CCC Meeting</li> </ul>	<p><b>Check In –</b> Did CCC Meeting Take Place?</p> <p>Onboarding Process going ok?</p> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• AAFP Census</li> <li>• Semi-Annual Resident Review Meetings scheduled?</li> </ul>	<p><b>Check In –</b> Orientation activities set?</p> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• ABFM RTMS graduate certifications</li> <li>• Enter Milestone Scores</li> </ul>

