

# Mentorship program

Online Training for Health Professionals in Botswana,  
Kenya, Tanzania and Zimbabwe

MPact

# GOALS

- Review work plan and timeline
- To further expand participants' knowledge in mentorship best practices.

# WORK PLAN & TIMELINE



# MENTOR'S WORK PLAN AND TIMELINE



- ✓ Facilitate 7 group sessions with mentees
- ✓ Attend 2 webinars
- ✓ Minimum of 2 one-on-one discussions with each mentee
- ✓ Submit diary/field notes/ reports
- ✓ Complete pre and post survey/evaluation
- ✓ Read MPact's New Handbook on Gay Men's Health and other reading materials and assignments
- ✓ Attend *weekly* mentors debrief sessions



# MENTOR'S WORK PLAN AND TIMELINE

## Key dates

- Enrollment deadline: **7 August**
- First webinar: **25 August**
- Second webinar: **27 October**
- *Virtual graduation (?)*
- Mentors' Debriefing sessions: weekly -Tuesdays

## TBD

- **Group sessions** – *up to each mentor and mentees*
- **One-one-one sessions** (*as needed*)
- **Diary/field notes submission** (*weekly after each session*)



# RESOURCES

## Webpage

- Videos
- Worksheets
- Mentor's tools
- Calendar
- Links to supporting material

- **MPact's New Handbook on Gay Men's Health and other reading materials and assignments**
- **Group session guideline**
- **Check-ins with MPact staff as needed**
- **Group debrief sessions**
- **Clinical expert**



# Questions?

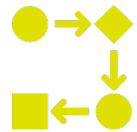


# MENTORSHIP





# CHALLENGES



Not having the consistency -the program and process



Not having time



Lack of commitment



Challenging mentees – lack of commitment from mentees



Mis-conceptions of science and myths from mentees



# Challenges

- Technological challenges – internet, etc.
- Homophobia and transphobia
- Unmanageable expectations
- Sexual harassment
- Setting boundaries
- Diversity in age group: younger mentors and older mentees



# CHALLENGES (POOR MENTORING)



Not being prepared for work



Not monitoring progress, documenting and sharing lessons learned



No adaptability/flexibility

- No follow up with mentees
- Rigidity, not flexible
- Punitive approach
- Fail to adapt to environment
- Not having content of program



# BARRIERS TO COMMUNICATION



## Moralizing:

Making judgments about a mentees' behavior, including calling it "right" or "wrong," or telling them what they "should" or "should not" do.



## Arguing:

Disagreeing with instead of encouraging the mentee.



## Preaching:

Telling the mentee what to do in a self-righteous way.



# BARRIERS TO COMMUNICATION



## **Storytelling:**

Relating long-winded personal narratives that are not relevant or helpful to the mentee.



## **Blocking communication:**

Speaking without listening to the mentee's responses, using an aggressive voice, showing impatience, showing annoyance when interrupted, or having an authoritative manner.

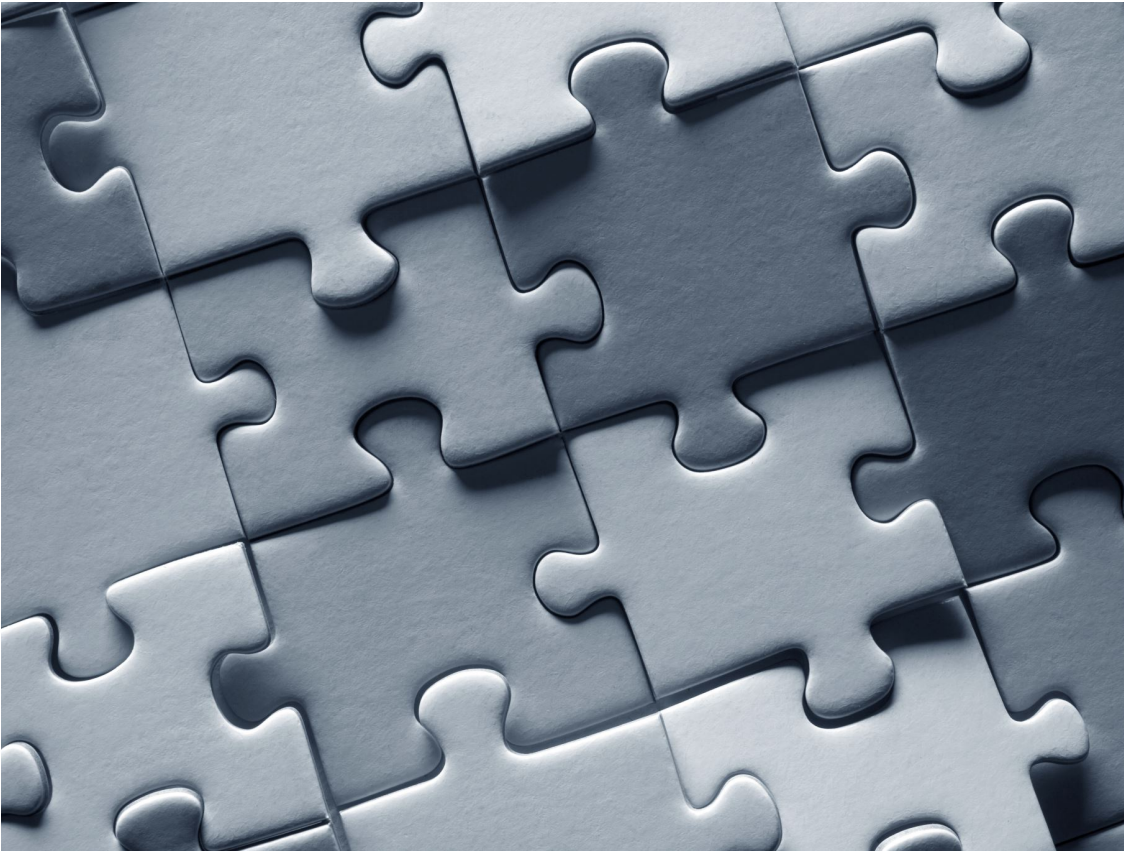


## **Talking too much:**

Talking so much that the mentee does not have time to express him or herself.



# MENTOR – MENTEE RELATIONSHIP BUILDING



Mentors can establish rapport with their mentees by using **effective interpersonal communication skills, actively building trust, and maintaining confidentiality.**



# INTERPERSONAL COMMUNICATION SKILLS



**Person-to-person, two-way, verbal and nonverbal sharing of information between two or more persons**



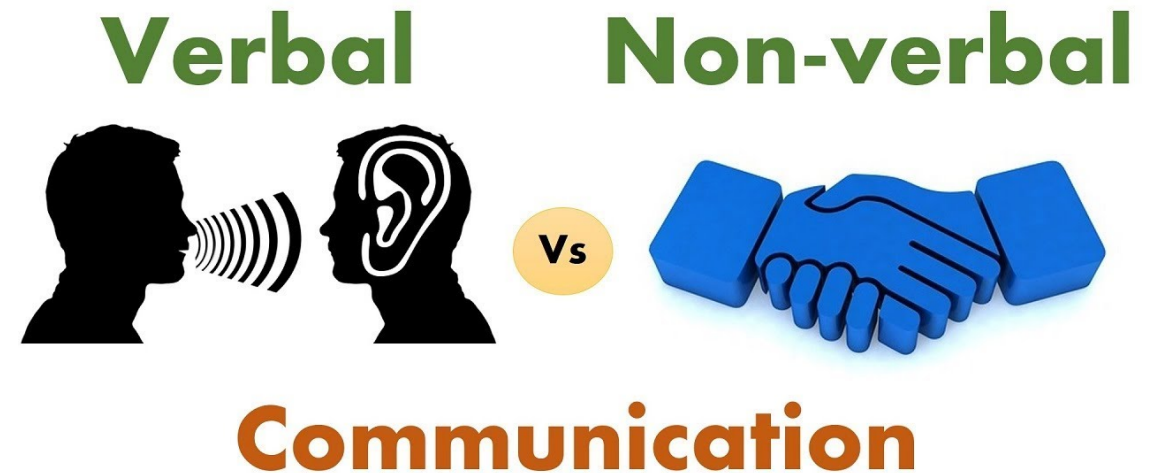
# INTERPERSONAL COMMUNICATION SKILLS

## Verbal communication

is the communication that occurs through spoken words.

## Nonverbal communication

is when communication occurs through unspoken mediums, such as gestures, posture, facial expressions, silence, and eye contact.



Key Differences





# NONVERBAL COMMUNICATION

Up to

93%

of human communication is nonverbal





**Take a piece of paper**  
**Draw Positive and Negative**  
**Nonverbal Communication**

# NONVERBAL COMMUNICATION

## Positive or open body language include:

- Eye contact (depending on the culture)
- Open or relaxed posture
- Nodding or other affirmation
- Pleasant facial expressions



Anger



Happiness



Surprise



Disgust



Sadness



Fear



# NONVERBAL COMMUNICATION

## Negative or closed body language include:

- crossed arms,
- averted eyes, and
- pointing fingers.



*Openness vs. Defensiveness*



*Expectancy vs. Frustration*



*Evaluation vs. Suspicion*



*Self-control vs. Nervousness*



*Readiness vs. Boredom*



*Confidence vs. Insecurity*

Engaging Approachable Body Language





## Social Skills

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- Ability to Influence Others
- Great at Conflict Management
- Expert in Networking / Building Teams

## Motivation

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- Ability to Remain Optimistic
- Understands How/ When to Motivate Intrinsically
- Understands How/ When to Motivate Extrinsically

## Self-Awareness

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- Ability to Assess Own Strengths / Weaknesses
- Self Confidence
- Understanding of How You Affect Your Team

## Empathy

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- Ability to Understand the Feelings of Others
- Great at Building / Retaining Talent
- Can Anticipate, Identify and Meet Customer Needs

## Self-Regulation

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- Ability to be Comfortable with Change
- Not Allowing Own Emotions to Affect Others
- Considered Trustworthy by Team

<https://officevibe.com/blog/nonverbal-communication-at-work>



# QUALITIES OF GOOD MENTOR



KNOWLEDGEABLE



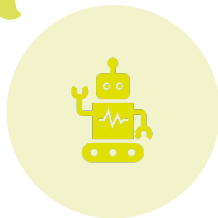
HAS UPDATED  
INFORMATION



UNDERSTANDING: PUTS  
HIM/HERSELF ON OTHER  
PEOPLE'S/MENTEE'S SHOES



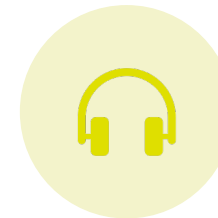
BE THERE TO SUPPORT



TECHNICAL CAPACITY/  
EXPERIENCE



SOMEONE FROM THE  
COMMUNITY



GOOD LISTENER



HONESTY





HAVE TIME FOR  
MENTEES, PROCESS,  
PROJECT



BE OPEN TO IDEAS



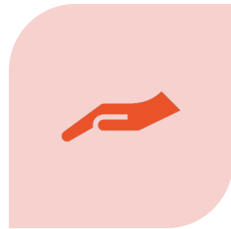
HAS CREATIVITY



CAN BE TRUSTED AND  
RELIABLE



NON-JUDGMENTAL



RESPECT, LEADERSHIP,  
AND AUTHENTICITY



ABLE TO GIVE EFFECTIVE  
AND CONSTRUCTIVE  
FEEDBACK

# QUALITIES OF GOOD MENTOR





*To be  
continued...*

*August 19  
same time*



# RECAP

August 3<sup>rd</sup> session

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Mentor's work plan and timeline

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Resources

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Mentorship challenges

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Barriers to communication

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Interpersonal communication skills

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Listening skills

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Qualities of a good mentor

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# TODAY'S AGENDA

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Talk on trust and confidentiality

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Values

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Purpose of HCP online training

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Materials and documents

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Admin and logistics information



# ESTABLISHING TRUST



Trust is the trait of believing in the honesty and reliability of others.



Create a trusting relationship by



Empathizing with their challenges, sharing knowledge without being patronizing, and remaining nonjudgmental.



# ESTABLISHING TRUST



Share appropriate personal experiences



Acknowledge mentee strengths and accomplishments



Encourage questions



Acknowledge the mentee's existing knowledge and incorporate new knowledge into existing knowledge.



Ask for and be open to receiving feedback from mentees;



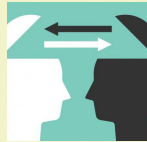
# MAINTAINING CONFIDENTIALITY



Maintaining confidentiality is a critical component of the mentor-mentee relationship.



Confidentiality refers to the mentor's duty to maintain the trust and respect the privacy of the mentee.



Critical when the mentor and mentee are not of the same gender, the mentor is younger than the mentee, the mentor is a nurse and the mentee is a physician, the mentor is of a different ethnic group than the mentee, or the mentor is not the same ethnicity as the mentee.



# OUR VALUES

(A PERSON'S PRINCIPLES OR STANDARDS OF BEHAVIOR; ONE'S JUDGMENT OF WHAT IS IMPORTANT IN LIFE)



**TRUST**



**CONFIDENTIALITY**

## Mentimeter Practice

- Share 3 Values you would like the mentors to practice



# DISCUSSION

Q/A





# PURPOSE OF TRAINING



# ONLINE TRAINING FOR HEALTHCARE PROVIDERS



JOHNS HOPKINS  
BLOOMBERG SCHOOL  
of PUBLIC HEALTH

PROMOTING THE HEALTH  
OF MEN WHO HAVE SEX WITH  
MEN WORLDWIDE:  
A TRAINING CURRICULUM  
FOR PROVIDERS

- Increase knowledge, skill and sensitivity needs among health professionals.
- Arm health professionals serving gay, bisexual and trans men with the necessary competencies.
- Frame gay/bi men's health away from the disease model, and instead centers on a health promotion and harm reduction framework.
- Organized across nine distinct modules, the training is designed for easy use by trainers to impact healthcare providers' level of knowledge, attitude and skill.



# ONLINE TRAINING FOR HEALTH PROFESSIONALS

- ❖ Community Empowerment
- ❖ Service Delivery Approaches
- ❖ Barriers to health
- ❖ Ethics and Bias
- ❖ Sex and Sexuality
- ❖ Creating a welcoming environment
- ❖ Positive communication and taking a sexual history
- ❖ Evidence-Based Interventions
- ❖ Advanced Clinical Knowledge





# TOOLS

- Webpage
- This PPT
- Mentee-Mentor Relationship Self-Assessment Tool
- Mentor-Mentee Relationship Self-Assessment Tool
- Mentor Skills Self-Assessment
- Mentor's guideline
- Mentorship log
- Additional tools and material on mentorship

# MATERIALS

- MSMIT
- Handbook
- Assignments
- Videos
- Pre and post evaluation



# DISCUSSION

Q/A

