



Association for the
Advancement of
Blood & Biotherapies

AABB Mentoring Program Handbook 2014

A Guide for Mentors and Mentees

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Introduction:

The AABB Volunteer guidance documents and forms protect and promote the ability of volunteers to support and carry out the AABB mission. They are applicable to all AABB volunteer activities.

It is important that you carefully review the policies and guidelines and contact the AABB volunteer coordinator if you have any questions. Volunteers have always been and continue to be vital to the development and delivery of Association services to AABB

members. These volunteer activities provide the individual opportunities for personal growth and professional advancement. It is important therefore that, when wearing your AABB hat, your decisions and actions are in the best interests of AABB and consistent with AABB's mission and objectives.

Please take the information given in this handbook into deep consideration and be mindful of the policies and procedures outlined in this handbook throughout the duration of the program.

Mission

Improving lives by making transfusion medicine and biotherapies safe, available, and effective worldwide.

Vision

A connected community dedicated to advancing transfusion medicine and biotherapies. From donor to patient. From lab to bedside.

Mentoring Program Overview

AABB's informal mentoring program is **six months long** and is meant to cultivate lasting professional relationships between professionals in the blood banking, transfusion medicine, biotherapies, and patient blood management fields. Mentoring plays a key role in developing one's career. The mentoring partnership is an agreement between two people sharing experiences and expertise to help with personal and professional growth. In mentoring's usual form, a mentor is someone of substantial experience, talent or professional standing who nurtures the career of a mentee (e. g., apprentice, intern or understudy). The key to successful mentoring is to recognize and respect each other's strengths and differences, clarify expectations and roles, establish clear goals and a mentoring action plan, and to manage the "logistics" of the mentoring process to ensure meetings take place. Mentors and mentees are matched based on job requirements, career goals and interests. **The program, which is open to all AABB members, consists of one or two informal calls per month between the mentor and mentee.**

What is a Mentor?

A mentor is an experienced individual that serves as a trusted counselor, loyal adviser and coach who helps and guides another individual's development. The mentor is a confidant who provides perspective, helps the candidate reflect on the competencies they are developing, and provides open, candid feedback. Mentors have a unique opportunity to serve as a "sounding board" for the candidate on issues and challenges they may not share with individuals within their own organization. Mentors are people who are interested in and willing to help others.

Qualifications and Characteristics

- Minimum of 5 years in the transfusion medicine, biotherapies or patient blood management professions
- Ability to commit to monthly phone calls
- Desire to help others grow and excel in their careers
- Positive attitude toward the profession and learning

Roles and Responsibilities

- Provide inroads and opportunities for developmental experiences for the mentee.
- Meet (or connect) with the mentee at least once a month and plan to spend an average of half an hour conversing with your mentee
- Assume four main coaching roles:
 1. **Teacher:** Assisting mentee in setting developmental goals and plans to achieve them.
 2. **Counselor:** Discussing work-related concerns impeding performance or career growth.

3. **Guide:** Sharing organizational knowledge gained from personal experience.
4. **Challenger:** Providing objective and honest feedback.

Benefits

- Expand your network while giving back to the transfusion medicine, biotherapies or patient blood management fields
- Gain personal satisfaction by contributing your expertise to new professionals and harnessing their potential
- Contribute to your professional and career development by developing coaching, leadership, and community skills
- Build a lasting professional relationship

What is a Mentee?

A mentee is a self-motivated individual seeking to continuously promote personal development. A mentee recognizes personal strengths and weaknesses and actively seeks methods for personal growth

Qualifications and Characteristics

- 5 years or less in the transfusion medicine, biotherapies or patient blood management profession, or in a new assignment or responsibility
- Ability to commit to monthly phone calls
- Desire to grow and excel in your career
- Positive attitude toward the profession and learning

Roles and Responsibilities

- Take initiative and be proactive in his/her own career development.
- Keep the supervisor informed of mentoring progress and schedule to ensure that it does not conflict with assignments and priorities.
- Participate in open and honest discussions with the mentor.
- Mentees should:

1. Initiate and participate in discussions
2. Seek information and opinions
3. Suggest a plan for reaching goals
4. Clarify or elaborate on ideas
5. Resolve differences

6. Be fair with praise and criticism
7. Accept praise and criticism

Benefits

- Expand your network while gaining support, advice and confidence on professional development by increasing your awareness of professional trends, opportunities and issues
- Contribute to your professional development by learning from a more experienced professional in your field
- Gain honest information, guidance, and feedback
- Build a lasting professional relationship

Policies and Procedures

To ensure a successful and enjoyable mentoring program for both parties, please read the following information thoroughly.

Contact

Contact is to be initiated by the mentee *at least once a month* with the duration dependent upon agreement (roughly 20 mins-1 hour).

Acceptable forms of communication include phone call, skype session, or open forums. Of course, we strongly encourage an open communication policy, these may include emails, LinkedIn connections, and other forms of virtual contact.

Mentees are urged to drive the conversation and are expected to create an agenda with topics of their choosing to discuss with mentors.

Conduct

While this is an informal mentoring program, general guidelines for conduct do apply. Please keep the following in mind throughout the duration of the program:

- During the first several months of mentoring, your match may appear to be hesitant, unresponsive, and/or unappreciative. Your match's attitude is likely to gradually become more positive as he/she realizes that you sincerely care. *Be patient and remember that consistency is key.*
- Mentoring programs strive to bring professionals together. Your match will be interested in getting to know how "real" you are – getting to know each other may take some time. Stay in contact by phone, email, social networking, or text messages. Plan activities that will give you a chance to talk to each other.

- Try to have fun together and build a genuine friendship. Mentors who are friends are more influential than mentors who focus on a problem-solving agenda.
- You are not required to be a teacher, parent, disciplinarian, therapist, or assume any other role outside of the mentor/mentee roles previously described. Our experience has demonstrated that it is counterproductive to assume roles other than a dependable, consistent friend. *Treat your mentee like a friend by keeping an open mind, responding without judgment, and honoring their values.*
- Do not get discouraged if your match makes serious mistakes or does not seem to be “improving”. Mentors have a great deal of impact; it is not always immediately evident. *Look for signs of success.*
- We welcome you to share and advise your mentor/mentee but know your limitations. Do not overstep the boundaries of your role as a mentor/mentee. *If at any time you feel your match has overstepped, please contact the volunteer coordinator.*
- Discussions between you and your match are considered confidential. If you feel that you need to inform someone else about a concern/conversation or to seek information from another party please ask your match before sharing any information.
- Be mindful of sensitive and/or personal issues. Keep in mind that you are participating in this program to form a professional relationship

AABB Code of Ethics

As an association of hospital and community blood centers, transfusion and transplantation services, and molecular testing facilities, and individuals involved in activities related to transfusion and transplantation medicine, cellular therapies, and molecular testing, AABB supports high standards of medical, technical and administrative performance, scientific investigation, clinical application and education to optimize patient and donor care and safety. It is dedicated to encouraging the voluntary donation of blood and other tissues and organs through education, public information and research. Accordingly, AABB expects members to adhere to the following ethical and professional principles, consistent with the mission, vision and values of the association:

1. Apply available evidence and ethical principles to provide products and services that optimize the delivery of safe and efficacious care to patients and donors.
2. Promote integrity and transparency by acting with honesty and fairness and in accordance with applicable laws and regulations relating to transfusion medicine and cellular therapies.

3. Support consensus building in all matters that affect patient and donor safety and care.

4. Act responsibly to protect the confidentiality of information relating to patients and donors, and as required by applicable laws and AABB policies

Approved by AABB Board of Directors April 27, 2014

How to begin

Once both pairs have read the Handbook, signed the Agreement and submit the questionnaire, contact information will be released. Each pair will receive their matches contact information and the questionnaire they submitted. Mentees are expected to drive the conversation and make initial contact. This initial contact can be in the form of an introductory email or phone call to begin the process. After the initial contact, mentees are expected to contact their mentors at least once a month for the duration of the program (**6 months**). During this time, AABB's volunteer coordinator will be checking in periodically to evaluate the success of the program. If you have any questions or concerns, please feel free to call or email the volunteer coordinator at any time.

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| Introductions | <ul style="list-style-type: none">• Find commonalities• Share interests• Share professional background• Share personal and professional goals• Share strengths and areas that need development |
| Define Expectations | <ul style="list-style-type: none">• What do you expect from a mentor?• What do you expect from a mentee?• Set ground rules• How will we meet our expectations? |
| Conduct Meetings | <ul style="list-style-type: none">• What will we discuss during this meeting?• What issues will we tackle?• Development plans |
| Feedback and Guidance | <ul style="list-style-type: none">• How will I give feedback?• How will I receive feedback? |

AABB Supervisor and Contact Information

AABB's volunteer team consists of Arnold McKinnon, Senior Manager of Volunteer Engagement and Diane Killion, General Counsel.

Communication between the matches and volunteer coordinator is key to a successful program. Open communication via telephone and email is encouraged and expected throughout

the program. *At the conclusion of the program, a survey will be conducted in order to enhance this initiative.*

Department Contact: Main 240-333-6591 PEP@aabb.org

Arnold, Senior Manager of Volunteer Engagement: 240-333-6611 amckinnon@aabb.org

Mentoring Program Contact Log

| Date | Form of Contact | Topics, Comments, Notes etc. |
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