MENTORING TOOLKIT FOR MENTORS
# Table of Contents

## Acknowledgements
- Mentoring Committee

## Introduction
- ToolKit Contents

## Mentors
Documents to help Organize Your Mentoring Journey
- Mentoring Program Standards..5
- FAQs for the Mentor..6
- FAQ for Mentees..10
- Mentor Information Form..12
- Mentor Agreement Form..13
- Mentor Code of Ethics..14
- Mentor Activity Log..15
- Mentoring Best Practices..16
- Attributes of a Mentor..17

## Resources for Mentors
---

---
Acknowledgments

The NCRA Mentoring Committee gratefully acknowledges the assistance of NCRA leadership and members who have demonstrated their commitment to ensuring the future of professionalism in the cancer registry by supporting the creation of the Mentoring Committee, its activities, the development of a formal mentoring program at NCRA, and its outreach to the NCRA membership.

NCRA Mentoring Committee:

Linda Fine, Chair
Misbah Baggia
Sarah Burton
Kathy Dunaway
Jennifer Harris
Kendra Hayes
Stephanie Hill

Kimberly Kinney-Lara
Ellen Kolender
Dinah Merrill
Joyce Ritter (former)
Christena Vallerga
Melinda Young

NCRA Mentoring Committee State Representatives:

Sara Biese: Wisconsin
Karen Monjaras: Colorado
Shari Pifer: Michigan
Jennifer Sanky: Florida
Belinda Taylor: Utah
Introduction

Welcome to the National Cancer Registrars Association Mentoring Program and the world of mentoring. The NCRA Mentoring Committee developed the ToolKit for NCRA member mentors as a resource to support their mentoring. It is designed to help cancer registrars better mentor prospective registrars, current registrars, and CTRs by providing a framework in which to work with the necessary resources and tools to ensure a successful mentoring relationship.

ToolKit Contents:

- General information about mentoring and specific information about the NCRA Mentoring Program;
- Resources to help you learn more about what it means to be a mentor and excel in your role as one;
- Information on how you can earn Continuing Education (CE) credits;
- Forms to support your mentoring relationships: Mentoring Agreement, activity logs, resources, and Frequently Asked Questions (FAQs).
Mentors

Thank you for making the decision to become an NCRA mentor. In your role as an NCRA mentor, your volunteer time may be spent assisting prospective CTRs and CTR colleagues attain their professional goals. You may be called on to support mentees as they navigate the field of cancer registry and the role of the cancer registrar, or as they prepare for the Certified Tumor Registrar (CTR) exam. You may also be asked to offer guidance and advice to those who are looking to advance their career. By sharing the wisdom and knowledge gained during your professional career, you will be an inspiration to others.

Documents to help organize your mentoring journey:

- NCRA Mentoring Program Standards
- FAQs for the Mentors
- FAQs for the Mentees
- Mentor Information Form
- Mentoring Agreement
- Mentoring Code of Ethics
- NCRA Mentor Activity Log
- Mentoring Best Practices
- Attributes of a Mentor
NCRA MENTORING PROGRAM STANDARDS

1. All Mentors complete the Mentor Registration form.
2. All Mentees complete the Mentee Registration form.
3. All Mentor/Mentee pairs collaborate to create and sign a mentoring agreement.
4. All Mentors log their time with their mentee on the Mentor Activity Log and submit it to the Mentoring Committee staff person, at the conclusion of the mentoring relationship or at the end of the year if the contract extends into the next year.
5. All Mentors hold information about their Mentee and their activity confidential.
6. All Mentees hold information about their Mentor and their activity confidential.
7. Mentees receive requests for Mentor evaluations on a quarterly basis, or as needed.
FAQS FOR THE MENTOR

Q: What is mentoring?
A: Mentoring is most often defined as a professional relationship in which an experienced person (the mentor) assists a less-experienced person (the mentee) in developing specific skills and knowledge that will enhance the less-experienced person’s professional and personal growth.

Q: What is a mentor?
A: In general, a mentor is someone who has gained wisdom and knowledge from their experiences, and can offer insight, guidance, and inspiration to another person. Their knowledge can come in many forms, depending on their experience level and years in the profession. Mentors do not evaluate the mentee with respect to his/her current job, does not conduct performance reviews of the mentee, and does not provide input about salary increases and promotions.

Q: What is an NCRA mentor?
A: An NCRA mentor is an NCRA member who is registered with the NCRA Mentoring Program. An NCRA mentor is an experienced, certified cancer registrar who is committed to the growth of the cancer registry profession, who, in addition to being registered with NCRA, has agreed to volunteer his/her time and expertise to assist prospective CTRs and CTR colleagues attain their professional goals. The NCRA registered mentor will offer support to mentees as they navigate the field of cancer registry and the role of the cancer registrar and prepare for the Certified Tumor Registrar examination. NCRA mentors will also be available to offer guidance and advice to those who are looking to advance their career. A mentor can help you in many ways: answering questions, providing resources and networking opportunities, and being a confidant for professional issues and/or concerns.

Q: What is a mentee?
A: The mentee is the less-experienced colleague or student who wishes to learn from someone who has more experience and/or knowledge in an area that will benefit the mentee. The mentee has the ambition and desire to know what to do with this knowledge and may receive guidance from the mentor in order to practice and apply what he/she has learned. A mentee may also be a
professional peer who desires to take advantage of a mentor’s experience and guidance when dealing with certain situations, or desiring to advance beyond current capabilities that would benefit from the guidance of a more experienced CTR.

Q: **What are attributes of a good mentor?**
A: A good mentor is flexible with their approach and advice, will take the initiative to draw out of the mentee the important reasons why he/she wants a mentor, and is responsive to inquiries from the mentee. Good mentors are comfortable sharing personal experiences, asking questions and engaging the mentee in discussions. Good mentors are confident that they have unique experiences to share and know a little bit of encouragement from them will go a long way to helping the mentee. Good mentors remember what it was like when they were in the mentee’s position and understand that mentees may not understand many of the cultural norms and formalities of business and email interactions that are learned through experience, especially in this age of text and instant messaging. Good mentors will help facilitate the learning and growth of the mentee without being directive and imposing personal opinions.

Q: **What are the qualifications of an NCRA mentor?**
A: An NCRA mentor has been a CTR for at least two years, has registered with the NCRA Mentoring Program, and is committed in helping others achieve their professional goals in the field of cancer registry.

Q: **What are the responsibilities of an NCRA Mentor?**
A: All NCRA mentoring pairs are required to outline their plan, goals, and timeline in a **Mentoring Contract** before the mentoring begins. At a minimum, NCRA mentors commit to spending at least two hours per month working with the mentee. This can be via online, on the phone, or in-person. NCRA mentors are required to respond to communication from their mentees, as soon as possible, or within 12-24 hours of receipt. NCRA mentors are required to be open and honest in their communications with the mentee, should the mentors feel he/she is unable to fulfill the **Mentoring Contract**. The NCRA mentor is required to consult with the Mentoring Committee should he/she experience problems with the mentoring relationship. The NCRA mentor is required to maintain a **Mentor Activity Log** and provide the Mentoring Committee with a copy at the end of a mentoring relationship.
Q: In the NCRA Mentoring Program, who is responsible for initiating the first contact?
A: The NCRA Mentoring Committee receives requests from potential mentees and reviews the information to ensure the applicant is placed with an appropriate mentor, whose background and experience will be of benefit to the mentee. After a selection of a mentor is made, the Mentoring Committee will contact the mentor to share information about the applicant. At that time, the NCRA mentor is required to contact the applicant within 24 hours. Once a Mentoring Contract has been agreed to and signed, the mentor and mentee will work out a schedule based on their needs.

Q: What can an NCRA mentor do for you?
A: An NCRA mentor will be available to discuss your professional goals and offer their knowledge and experience to help the mentee become successful in the cancer registry field. An NCRA mentor may be able to introduce the mentee to professional networks of cancer registrars and help broaden their knowledge of the field. An NCRA mentor may provide critical feedback to the mentee in key areas, such as communications, interpersonal relationships, technical abilities, change management and leadership skills.

Q: What are the responsibilities of a mentee?
A: NCRA mentees are required to collaborate with their mentor and come to an agreement on the aspects of the Mentoring Contract. Upon contracting, the mentee will adhere to schedules and timelines as agreed upon, and respond to communications, if not as soon as possible, then within 24-hours. The mentee may bring issues of concern to the Mentoring Committee.

Q: How does an NCRA member participate in the NCRA Mentoring Program?
A: An NCRA CTR member may participate in the NCRA Professional Mentoring Program by completing the online Mentor Information Form. All information is reviewed by the Mentoring Committee and the mentor is contacted with information on how their involvement will proceed. A mentee may be waiting for a mentor at that time, or the mentor may have to wait until an application from an appropriate mentee is received. The mentor will be contacted by the Mentoring Committee when an assignment is made. At this time, the Mentoring committee will provide a copy of the Mentoring Contract and the Mentoring Activity Log to be used while mentoring. There is no cost to the NCRA member to participate as a mentor, and mentors are eligible to
receive one (1) Continuing Education Unit (CE) per five (5) hours of mentoring, not to exceed three (3) CEs per year.

Q: **How does one become a mentee in the NCRA Mentoring Program?**
A: Applicants for the NCRA Mentoring Program need to complete the online Mentee Information Form. Applicant forms are reviewed by the Mentoring Committee and matched with an appropriate mentor when available. If a mentor is not available, the applicant’s form is retained and re-reviewed as mentors become available.

Q: **What are the benefits of being a mentor?**
A: Individuals benefit from the mentoring experience by making a difference in the profession. In addition: mentors to the cancer registry profession groom new and future CTRs, who may, one day, become employees; mentoring looks great on a resume as it illustrates the mentor’s commitment to the growth of excellence in the field; being a mentor enhances the mentors professional development and provides a great opportunity for personal growth; mentors feel the satisfaction of giving back to the community of registrars who may have helped them; and, it is almost inevitable that a mentor learns as much from the experience as the mentee learns from the mentor.

Q: **Can a mentee change a mentor if the situation does not fit his/her needs?**
A: Yes, you can. The *Mentoring Agreement* stipulates that the mentoring relationship can be terminated at any time for any reason. We ask that the mentor and the mentee discuss the reasons for ending the activity and notify the Mentoring Committee.

Q: **How long are the mentors assigned for?**
A: The *Mentoring Agreement* is an opportunity for the mentor and the mentee to discuss and agree to the specifics of their contract. Whatever the mentor and mentee agree to is included in the contract, whether it is the length of time for the contract or the methods by which the mentoring pair will communicate. Once contracted, the Mentoring Committee will hold the mentor and mentee to their commitment, unless otherwise notified.
Q: What is mentoring?
A: Mentoring is defined as a professional relationship in which an experienced person (mentor) assists a less-experienced person (mentee) in developing specific skills and knowledge that will enhance the less-experienced person’s professional and personal growth.

Q: What is a mentor?
A: A mentor is someone who has gained wisdom and knowledge from their experiences, and can offer insight, guidance, and inspiration to another person. Their knowledge can come in many forms, depending on their experience and years in the profession. Mentors do not evaluate the mentee with respect to his/her current job, does not conduct performance reviews, and does not provide input about salary increases and promotions.

Q: What is a mentee?
A: The mentee is the less-experienced colleague or student who wishes to learn from someone who has more experience and/or knowledge in an area that will benefit the mentee. The mentee has the ambition and desire to know what to do with this knowledge and may receive guidance from the mentor in order to practice and apply what he/she has learned.

Q: How does one become a mentee?
A: Applicants need to complete the Mentee Information Form. The NCRA Mentoring Committee will review the forms and match with an appropriate mentor. If a mentor is not available, the applicant’s form is retained and re-reviewed as mentors become available.

Q: What are the responsibilities of a mentor?
A: NCRA mentees are required to collaborate with their mentor and come to an agreement on expectations and schedules, which are outlined in the Mentoring Agreement. After signing the agreement, the mentee will adhere to agreed-to schedules and timelines and respond to communications within 24 hours.

Q: What is an NCRA mentor?
A: An NCRA mentor is an NCRA member who has held the Certified Tumor Registrar (CTR) credential for at least two years. NCRA mentors have also officially registered with the NCRA Mentoring Program. The NCRA-registered mentor will offer support to mentees seeking to earn the CTR credential. NCRA mentors will also be available to offer guidance and advice to CTRs looking to advance their career. A mentor can help in many ways, such as answering questions, providing resources and networking opportunities, and being a confidant for professional issues and/or concerns.

Q: What are the qualifications of an NCRA mentor?
A: The NCRA mentor must be a CTR for at least two years, register with the NCRA Mentoring Program, and commit to helping the assigned mentee achieve their professional goals in the field of cancer registry.

Q: What are the responsibilities of an NCRA mentor?
A: All NCRA mentoring pairs are required to outline their plan, goals, and timeline in a Mentoring Agreement before the mentoring begins. At the very minimum, NCRA mentors commit to spending at least two hours per month working with the mentee. This can be via e-mail, phone, and/or in-person.

NCRA mentors are required to respond to communication from their mentees within 24 hours of receipt. NCRA mentors are required to be open and honest in their communications with the mentee. The NCRA mentor is continued >
required to maintain a Mentor Activity Log and provide the Mentoring Committee with a copy of it at the end of a mentoring relationship. The NCRA mentor is required to consult with the Mentoring Committee should s/he experience problems with the mentoring relationship.

Q: **What are the benefits of being a mentor?**
A: Individuals benefit from the mentoring experience by making a difference in the profession. In addition, mentors groom new and future CTRs, who may become employees. Mentoring can enhance a resume as it illustrates the mentor’s commitment to improving the cancer registry field. Being a mentor also enhances the mentor’s professional development and provides a great opportunity for personal growth. Often times, the mentor learns as much from the experience as the mentee.

Q: **How does an NCRA member become a mentor?**
A: NCRA members apply to the Mentoring Program by completing the Mentor Information Form. The Mentoring Committee will review and assign an appropriate mentee. The Mentoring Committee will provide a sample Mentoring Agreement for the mentor and mentee to use to craft an agreement specific to their needs. The committee will also provide a Mentoring Activity Log to track activities.

Q: **Who is responsible for initiating the first contact?**
A: The NCRA Mentoring Committee receives requests from potential mentees and reviews the information, seeking to ensure the mentee applicant is placed with an appropriate mentor based on review of the application. After the mentor has been selected, the Mentoring Committee will contact the mentor to share information about the mentee. At that time, the NCRA mentor is required to contact the mentee within 24 hours and to work together to develop a Mentoring Agreement. The signed Mentoring Agreement should be sent to Mary Maul, NCRA Mentoring Committee, at mmaul@ncra-usa.org.

Q: **How long are the mentors assigned for?**
A: The Mentoring Agreement is an opportunity for the mentor and the mentee to discuss and agree to specifics, including the length of the agreement, methods of communications, and goals.

Q: **Can the mentor/mentee be changed, if the relationship is not working as planned?**
A: Yes, mentees/mentors can be changed. The Mentoring Agreement should stipulate that the mentoring relationship can be terminated at any time for any reason. The Mentoring Committee asks that the mentor and the mentee discuss the reasons for ending the relationship and notify the committee if a decision is made to end the agreement.
The Mentoring Committee seeks to match you to the most appropriate mentee, including shared background, interests, and career goals, so please complete the form below. You may use more than one page, if needed, and include a resume or CV to help guide the committee’s decision.
Please e-mail this completed form to: Mary Maul, NCRA Mentoring Committee, at mmaul@ncra-usa.org or fax it to 703-299-6620.

<table>
<thead>
<tr>
<th>1. Personal Contact Information</th>
<th>7. Why are you interested in becoming an NCRA mentor?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: _________________________</td>
<td>__________________________________________________</td>
</tr>
<tr>
<td>Address: ______________________</td>
<td>__________________________________________________</td>
</tr>
<tr>
<td>City, State, Zip: _____________</td>
<td>__________________________________________________</td>
</tr>
<tr>
<td>Phone: ________________________</td>
<td>__________________________________________________</td>
</tr>
<tr>
<td>E-mail: _______________________</td>
<td>__________________________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Employer Information</th>
<th>8. In what functional areas do you feel qualified to assist and offer guidance to a mentee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer: _______________</td>
<td>____________________________________________________________________________________</td>
</tr>
<tr>
<td>Title: _________________</td>
<td>____________________________________________________________________________________</td>
</tr>
<tr>
<td>Years in position: _______</td>
<td>____________________________________________________________________________________</td>
</tr>
<tr>
<td>Describe your current job duties and responsibilities:</td>
<td>____________________________________________________________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Degrees: m AA m BS m MS m PHD</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>4. Have you held the CTR credential for two years or more? m yes m no</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>5. Other credentials:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>6. Personal interests:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>7. Why are you interested in becoming an NCRA mentor?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>8. In what functional areas do you feel qualified to assist and offer guidance to a mentee?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>9. Are you able to mentor: m In-person m E-mail only m Phone only m E-mail and Phone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>10. What days/times are best for you to mentor?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>11. When can you begin working with a mentee?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Additional comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________________</td>
</tr>
</tbody>
</table>

Question? Mary Maul · NCRA Mentoring Committee · 703-299-6640 Ext. 14 · mmaul@ncra-usa.org · www.ncra-usa.org/mentoring
This agreement is between the Mentor __________________________ and Mentee __________________________

Time period: __________________________

The Mentee’s objectives for the NCRA Mentoring Program:
(The list includes suggestions and is not conclusive. Please feel free to add and/or make edits.)

• To gain a greater understanding of the principles and practices of the cancer registry.
• Identify key knowledge areas of the CTR exam, and self-identify areas of strength and weakness in order to better prepare for the CTR exam.
• To gain a greater awareness of opportunities and activities that can broaden my educational experience.
• To learn how to conduct research on career opportunities within my field of study.
• To learn how to communicate effectively in networking situations.
• To gain a better understanding of best-practice leadership experiences.
• To enhance interpersonal skills.
• To learn self-motivation, self-discipline, and goal setting techniques.
• To develop a sense of one’s strengths and weaknesses as a leader.
• Other: __________________________

The Mentor will provide the following assistance to the Mentee in achieving objectives:
(The list includes suggestions and is not conclusive. Please feel free to add and/or make edits.)

• Assess Mentee’s current level of expertise and make a recommendation on a program of preparation for the CTR exam.
• Advise Mentee on resume content.
• Assign Mentee reading materials specific to objectives.
• Provide guidance and support by creating an atmosphere of openness where meaningful communication and trust can exist.
• Assist mentee in identifying professional goals and objectives.
• Assign Mentee specific tasks/assignments aimed to develop Mentee’s specific areas of knowledge that require additional review.
• Other: __________________________

Steps Mentee will take in order to achieve these objectives:

• Provide Mentor with current resume and educational goals.
• Read material assigned by Mentor within established time frames.
• Complete tasks/assignments within established time frames.
• Other: __________________________

Meetings between Mentor and Mentee will occur:
• m weekly  b bi-weekly  m monthly

Mentor and Mentee will communicate via:
• m in person  m telephone  m e-mail  m phone and e-mail

Mentor/Mentee communications will be confidential unless otherwise specified at the time of the discussion. The Mentoring Agreement sets forth the objectives that the Mentor and Mentee commit to working on together. Both agree to follow the guidelines of this agreement for the period specified and to make a good faith effort to resolve any issues that may arise between them. This agreement may be ended at any time for any reason by either party with notice to the other party and notification to the NCRA Mentoring Committee.

Mentor
Name __________________________
Date: __________________________
Signature __________________________

Mentee
Name __________________________
Date: __________________________
Signature __________________________

cc: NCRA Mentoring Committee
Mentor Code of Ethics

These standards and guidelines are meant to help mentors avoid situations that might reflect unfavorably on themselves, their profession or on NCRA. These serve as an ethical framework and will not cover every situation. Prudent care and good judgment must govern all our actions.

1. **Role Model:** Mentors are consistent, dependable, trustworthy, accepting, honest and respectful of the behaviors of others.
2. **Integrity:** Mentors consistently act in ways that are ethical, earning the respect and trust of their mentees and supporting the goals of the mentoring program.
3. **Commitment:** Mentors are steadfast in their commitment to the policies and procedures of NCRA and the Mentoring Program.
4. **Knowledge Builder:** Mentors actively seek out examples and resources that enhance the knowledge, skills and abilities of their mentees.
5. **Respectfulness:** Mentors value the diversity in the race, ethnicity, economic, religious traits and cultural values of their mentees.
6. **Confidentiality:** Mentors act in the best interest of the Mentoring Program to safeguard the personal information about their mentee. Mentors agree to lifelong confidentiality of information relating to the mentee’s knowledge, abilities, and characteristics, and do their best to prevent inadvertent disclosure.
7. **Accountability:** Mentors adhere to the schedules and agreements made with the mentees and submit regular mentor activity reports; mentors maintain regular contact with the Mentoring Program volunteer leadership and administration.
8. **Appropriateness:** Mentors provide mentees a positive environment and supportive dialog experiences by refraining from using bad language, criticism or inappropriate remarks which might be considered threatening or a form of harassment and, otherwise, considered violations of local, state or federal laws.
9. **Mentor Service:** Mentors maintain a steady presence and contract with their mentees in keeping with the contract agreed to by the mentor and mentee.
NCRA MENTOR ACTIVITY LOG

Instructions: All mentors are required to fill out a NCRA MENTOR ACTIVITY LOG for each meeting with a mentee.

1. Mentor’s full name:

2. Mentor's email address:

3. Method of mentoring: ○ Face-to-Face ○ Phone ○ Email

4. Mentee Name: ___________________________ Member# ___________________________

5. TYPE OF MENTORING:
   ○ Career Information
   ○ CTR Examination Preparation
   ○ Technical
   ○ Professional Development
   ○ Other

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>TOPIC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
Mentoring Best Practices

- Think of yourself as a “learning facilitator” rather than the person with all the answers. Help your mentee find people and other resources that go beyond your experience and wisdom on a topic.

- Emphasize questions over advice giving. Use probes that help your mentee think more broadly and deeply. If she/he talks only about facts, ask about feelings. If she/he focuses on feelings, ask her/him to review the facts. If she/he seems stuck in an immediate crisis, help her/him see the big picture.

- When requested, share your own experiences, lessons learned, and advice. Emphasize how your experiences could be different from hers/his experiences and are merely examples. Limit your urge to solve the problem for her/him.

- Resist the temptation to control the relationship and steer its outcomes; your mentee is responsible for her/his own growth.

- Help your mentee see alternative interpretations and approaches.

- Build your mentees confidence through supportive feedback.

- Encourage, inspire, and challenge your mentee to achieve her/his goals.

- Help your mentee reflect on successful strategies she/he has used in the past that could apply to new challenges.

- Be spontaneous now and then. Beyond your planned conversations, call or e-mail “out of the blue” just to leave an encouraging word or piece of new information.

- Reflect on your mentoring practice. Request feedback.

- Enjoy the privilege of mentoring. Know that your efforts will likely have a significant impact on your mentee’s development as well as your own.
Attributes of a Mentor

✿ Communication skills
✿ Someone who models, articulates, observes and discusses
✿ Provides support, feedback and/or encouragement
✿ An active listener
Resources for Mentors

NCRA Center for Cancer Registry Education (CCRE) has sections on CTR Prep, Become a CTR, and Earn the CTR for Mentors who are working with Mentees preparing for a career in the cancer registry field.

NCRA Mentoring Committee presents Kendra Hayes’ presentation on Active Listening Skills for Mentors

NCRA Mentoring Committee presents member Christena Vallerga’s presentation on Ethics of Mentoring

Read the article: Mentoring Relationships 101: How to be a Great Mentor from ASSOCIATIONS NOW magazine of the Center for Association Leadership, May 2010.

Join the NCRA Mentoring Group on LinkedIn.