**New EO Development Mentor Program-Tool #15**

**NCSBN New EO Development Mentor Program  
  
Purpose**The EO Network mentoring program is a one-on-one program intended to enhance the professional development of the new EO. The mentoring program provides the opportunity for an experienced EO to facilitate the learning process for the new EO.

## Objectives

* Welcome new EOs to the Executive Officer Leadership Council;
* Increase awareness of resources available to the EO;
* Foster relationships with other EOs who may provide identified information appropriate to a situation; and
* Familiarize knowledge of the NCSBN governance structure.

## Mentor Commitment

An EO coach encourages, supports, guides and assists the new EOs in the development of competence in the new role. A mentor is a partner with whom the new EO can create a learning connection based on mutual trust and availability, in order to seek assistance for resources, as well as express emotional tension, including perceptions about how the new EO’s skill set is developing and how the role is evolving. The relationship is initiated by the mentor. Together, the mentor and new EO determine the boundaries and expectations for the relationship. Frequent and purposeful communication is essential. The mentor relationship is for a minimum of one year.

**Recruitment and Assignment**

Mentors should be experienced EOs who demonstrate knowledge of regulatory skills and techniques, awareness of the NCSBN governance, organization and member board services, and internalization of standards of excellence in the professional socialization to the role of EO. Mentors may volunteer or be recruited by the chairperson of the Executive Officer Leadership Council, in collaboration with the director of Member at NCSBN. Members of the Executive Officer Leadership Council may recommend experienced EOs.

The mentor is assigned to the new EO by the chairperson of the EO Leadership Council, in consultation with the NCSBN Director of Member Relations.

#### New EO Development Mentor Strategies

The success of the mentor program is dependent on a serious commitment to develop a relationship between the mentor and the new EO. The following are some suggested strategies that may facilitate the development of the relationship. The mentor may want to develop a checklist of the strategies to help track activities.

**Welcome new EO to the EO Leadership Council**

* Initiate contact within two weeks of acceptance of mentor assignment.
* Contact new EO, using a variety of communication tools.
* Share contact information (email address, telephone numbers for each other’s administrative assistant, as well as self).
* Establish boundaries and expectations for relationship.
* Contact new EO prior to any national meeting (e.g. Annual Meeting, Midyear Meeting and others) to arrange face-to-face contact.
* Purposely introduce new EO to key NCSBN members and staff (e.g. NCSBN CEO, NCSBN Board of Directors president, area director, and border states EOs).

**Increase Awareness of Resources Available to the EO**

* Purposely introduce new EO to NCSBN leadership staff at national meetings.
* Facilitate orientation to NCSBN website by director, Member Board Relations, NCSBN.
* Identify other EOs who may be a resource for a specific topic/issue and help establish contact on an as-needed basis.
* Identify other national organizations related to regulation (e.g. CLEAR, FARB, etc).
* Arrange face-to-face visit between new EO and mentor utilizing travel funding from NCSBN (one visit between BONs).

**Foster Relationships with Other EOs that may Provide Identified Information Appropriate to the Situation**

* Identify other EOs who may be resource for a specific topic/issue and help establish contact on an as-needed basis.
* Purposely introduce new EO to key members at national meetings.

**Familiarize Knowledge of the NCSBN Governance Structure**

* Direct new EO to NCSBN website for information related to governance.
* Provide information related to usual national meetings of NCSBN the purpose of each and when they occur.

**New Executive Officer Development Suggested Mentoring Techniques**

* Develop questionnaire to learn information that will identify key contact times
  + Examples:
    - Learn date of the new EO’s first board meeting so that you can contact him or her before and after to offer support and encouragement, as well as provide an opportunity for reflection.
    - Learn when legislature is in session and whether there are key legislative issues occurring so that you may identify resources and communication during session.
* Use a variety of communications tools
  + Examples:
    - Email
    - Telephone
    - Cards and letters
* Share activities and events occurring in your role as this provides role identity and may guide the new EO to apply experiences shared to his or her situation
  + Examples:
    - Share a successful staff development tool.
    - Share a successful staff management experience.
* Contact new EO prior to upcoming national meeting and share information related to purpose of meeting, type of business to be conducted, expected role and arrange contact appointment. Follow-up meeting to reflect on experience and clarify how to use the learning.
  + Examples
    - Who will be there
    - Business conduct
    - Expected outcomes