



Dimension 6: Trust

Virtual Workshop
September 16-17, 2021
Lisa Martin, PhD, RN, FAAN
St. Catherine University

1

Learning Objectives

Describe three ways that trust contributes to the mentoring relationship and three ways to develop trust.

Describe the role of evaluation in closing the mentoring relationship.

2

Characteristics of a Trusting Relationship

FUTURE OF NURSING™
Campaign for Action

Lowe and Struthers (2001) found that, "...relationship, presence, and trust" are characteristics of a trusting relationship.

The authors further described these characteristics:

Relationship – refers to developing responsibility to self and to others

Presence – refers to sharing, and breaking down barriers

Respect – similar to confidentiality and integrity, where one knows the difference between doing things right, and doing the right thing (p. 281)

3

What is trust to the mentoring relationship?

FUTURE OF NURSING™
Campaign for Action

Mentorships are a special kind of relationship that must be nurtured and developed over time.

Trust is confidence in the honesty and reliability of the other person.

In a trusting relationship, ideas, feedback, and information are welcomed and openly shared.

4

How to develop trust in the mentoring relationship

FUTURE OF NURSING™
Campaign for Action

Strive to build trust slowly, during day-to-day life, by being responsive and consistent.

Then, when challenging times occur, your relationship will be established, you will know each other, and have a sense of knowing and trust in the other.

Discuss power imbalances observed around you. Share what the imbalances mean to the mentee, the mentor, the experience of oppression, injustice, to nursing, and to health care.

Discuss power imbalances and systematic oppression. This is important content to explore through the mentoring relationship with an AI/AN nursing student.

5

What can mentors do to maintain and strengthen trust?

FUTURE OF NURSING™
Campaign for Action

Effective communication – Mentors will often mistakenly rush to offer advice or tell their own story. It is important to actively listen for the mentee's real concerns.

The 5 levels of listening in the mentoring relationship (3 minutes):

https://www.youtube.com/watch?v=IG_tXVR0PPg

Video source: Chronus

6

AI/AN cultural perspectives on building trust, active listening, and building rapport

FUTURE OF NURSING™
Campaign for Action

Be open and approachable in body language – face the other, arms uncrossed, and welcoming.

The handshake – customary to many AIAN traditions, do not hesitate to shake hands at each meeting, especially offered at the first meeting

Non-verbal communication – used in conjunction with verbal prompts offers encouragement and validity to the other

Verbal communication – maintain a pleasant tone of voice and a moderate rate of speaking.

Use of silence – communicates respect, can be used as a pause in the conversation for emphasis or as a response.

Use patience, don't interrupt – wait until the other has finished their presentation of ideas.

7

Evaluation of the mentoring relationship

FUTURE OF NURSING™
Campaign for Action

Development, maintenance, and strengthening of trust in the mentoring relationship, assists in evaluation of the relationship overall and what it has accomplished for the mentee.

8

Goals of the final evaluation of the mentoring relationship

FUTURE OF NURSING™
Campaign for Action

The evaluation prepares the mentor and mentee's personal reflections on how they worked together and achieved the mentoring goals, and what was accomplished.

The evaluation is important to bring the relationship to an end and to celebrate the mentee's successes!

An example of an evaluation tool is included in the guide, p. 30.

9

Reference

FUTURE OF NURSING™
Campaign for Action

Lowe, J. & Struthers, R. (2001). A conceptual framework of nursing in Native American culture. *Journal of Nursing Scholarship*, 33(3), p. 279-283.

10