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**Building Relationships:
The Utility of Virtual Platforms
to Facilitate Continued
Teaching, Coaching, and Mentoring**

Agenda

- Introduction

- Learning Objectives

- Teaching, coaching, mentoring

- Virtual platforms and tools

- Summary

Introduction

PAs require to be autonomous all over the world that may also isolate them from other PAs and providers. As PAs progress in their careers, they create relationships and develop opportunities for teaching, coaching and mentoring that are beneficial for all.

However, the frequent moves used to require having to start over at their new locations. With the advent of virtual means to communicate (electronic mail, video teleconference, teleconferencing, text messaging, etc) what once was perhaps difficult in continuing relationships has become more convenient with technology.

Learning Objectives

- Explain the importance of building relationships

- Provide several different opportunities for teaching, coaching and mentoring

- Provide resources and tools in a virtual environment to facilitate teaching, coaching and mentoring
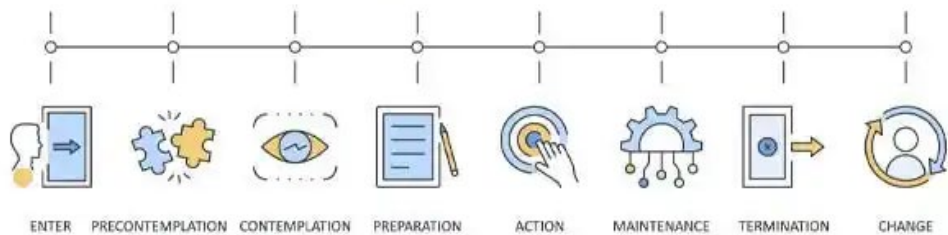
> **Building relationships is not about transactions – it's about connections.**
>
> Michelle Tillis Lederman

Stages of Change

STAGES OF CHANGE

ENTER | PRECONTEMPLATION | CONTEMPLATION | PREPARATION | ACTION | MAINTENANCE | TERMINATION | CHANGE

1.Precontemplation: In this initial stage, individuals may be unaware of or underestimate the need for change. They may exhibit resistance or lack awareness of the problem.

2.Contemplation: Individuals in this stage acknowledge the need for change, but remain ambivalent about taking action. They may weigh the pros and cons of change.

3.Preparation: Transitioning from contemplation, individuals in the preparation stage are ready to act. They may be planning specific steps toward change and gathering resources.

4.Action: This stage involves the actual implementation of the planned changes. Individuals actively modify their behavior, environment, or both.

5.Maintenance: After the successful implementation of changes, individuals enter the maintenance stage, working to sustain new behaviors and prevent relapse.

6.Termination: The individual has no desire to return to their previous behavior patterns.

https://www.relias.com/blog/an-overview-of-motivational-interviewing-and-the-stages-of-change

Relationships

Teaching

- The occupation, profession or work of a teacher
- Ideas or principles taught by an authority

Coaching

- Instructing, directing or prompting as a coach
- A form of development in which an experience person, called a coach, supports a learner or client in achieving a specific personal or professional goal by providing training and guidance

Mentoring

- A process for the informal transmission of knowledge, social capital, and the psychosocial support perceived by the recipient as relevant to work, career, or professional development

- Relationships – the way in which two or more concepts, objects or people are connected or the state of being connected

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Virtual Benefits

Inclusion

- Ability to include remote personnel, decreases isolation
- Improves engagement
- Wider pool of teachers/mentors/coaches and mentees

Convenience and Flexibility

- Easy to organize
- Fit into the workday
- Less time traveling

Carnduff, C. (2024). What is virtual mentoring? Benefits and best practices.
https://www.coffeepals.com/blog/what-is-virtual-mentoring-benefits-and-best-practices

Using the Stages of Change in Practice

- Individualized care plans- recognize progress

- Establish open lines of communication – improve interactions

- Prevention and early intervention – identify individuals in precontemplation or contemplation stages, intervene early, offer support and resources

- Monitoring progress and adjusting interventions-regularly assess through the stages and allow adaptive interventions as needed, identify barriers or setbacks, foster long-term success for behavioral change

https://www.relias.com/blog/the-stages-of-change-model-and-how-to-implement-it

> "Trust is the glue of life. It's the most essential ingredient in effective communication. It's the foundational principle that holds all relationships.

Stephen Covey

# Improve Communication Skills

- Self-awareness

- Active listening

- Intentional responding

- Appropriate questioning

- Recognizing and evoking change talk

- Redirecting resistance

- Feedback receptiveness

Army, US (2024, February). ATP 6-22.1 Providing Feedback: Counseling – Coaching – Mentoring.

Teaching Activities

Experiential Learning Cycle

- **Concrete experience**: everyday experiences – professional, personal or education settings
  - Be actively involved
- **Reflective observation** – naturally occurs after having new experiences
  - Step back and reflect
- **Abstract conceptualization** – channeling observations to set plans and theoretical approaches
  - Make sense of the event(s)
- **Active experimentation** – testing existing ideas
  - Participate in putting together knowledge to practice
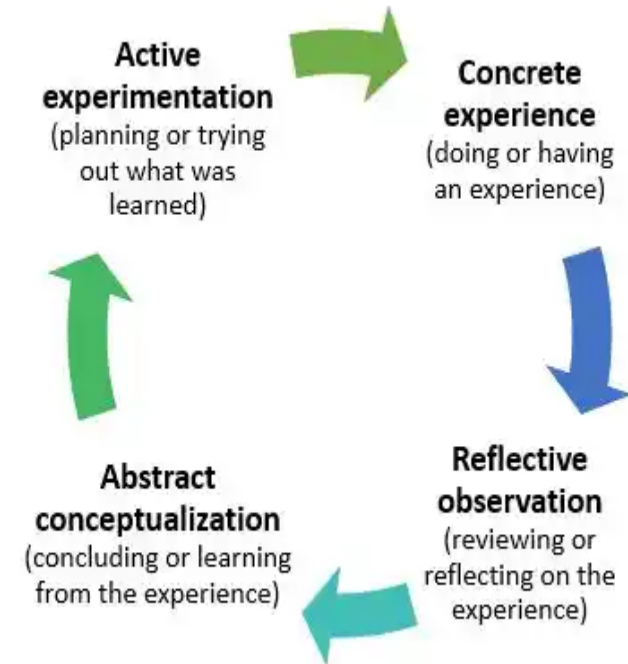
https://online.norwich.edu/4-components-experiential-learning-cycle.

Coaching Activities

- Building rapport

- Gathering information

- Analyzing data

- Addressing gaps

- Narrowing focus

- Setting goals

- Planning development

- Promoting action

Army, US (2024, February). ATP 6-22.1 Providing Feedback: Counseling – Coaching – Mentoring.

Mentoring Activities (Examples)

- Goal planning session
- Create vision statement
- Mutual job shadowing
- Roleplay
- Discuss goal-related news or events
- Read a book together

- Attend conferences/podcasts/webinars together
- Conduct CV/Resume and bio revision sessions
- Create networking events
- Establish professional networks
- Develop training programs
- Identify and use resources

https://www.mentorcliq.com/blog/10-mentoring-activities-you-can-try-today

Communication Platforms

Face-to-Face

- Attendance in person

Virtual

- VoIP calls
- Group chats

E-mail /Text

- MS Outlook
- Hotmail
- Yahoo
- Gmail
- iMessage
- Facebook Messenger
- WhatsApp
- Signal
- LinkedIn

Disclaimer: Resources are examples and do not imply endorsement

Teaching Platforms

Options

- Attendance in person (F2F)
- Virtual online or internet-only
- Videos
- Live video sessions
- Alternative audio/visual technology platforms

Virtual

- YouTube
- Kajabi
- Text notifications
- Facebook
- Videos
- Google Classroom

Tips

- Break down the subject
- Keep topic relevant
- Use varied resources
- Let students tell you best way they learn
- Allow time for student reflection

Disclaimer: Resources are examples and do not imply endorsement

Collaboration Tools

Face-to-Face

- Attendance in person

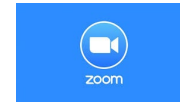Additional collaboration tools:
https://www.cloudwards.net/online-collaboration-tools/

Video Conferencing

- Zoom
- Skype
- Google Hangouts
- MSTeams
- Slack

Project Management

- MSTeams
- Google Drive
- Trello
- Slack
- milSuite
- Canva
- SharePoint
- Pinterest

Disclaimer: Resources are examples and do not imply endorsement

Appointment Calendar Management

Face-to-Face

- Attendance in person

Virtual

- Calendly
- HubSpot
- Google Calendar
- Evite
- Zoom
- Microsoft 365

Disclaimer: Resources are examples and do not imply endorsement

Additional Tips

Cost

- Take advantage of the free versions

- Determine what you already have available as a faculty and/or student

Time

- Determine how much time you have to dedicate to building relationships

- Discuss often the benefits of the relationship

Frequency

- Determine how often you should meet

- Plan ahead on what platforms to use and make sure they work on both ends

People will forget what you said,
people will forget what you did,
but people will never forget how you
made them feel.

Maya Angelou

CONCLUSION

It is important to build relationships. In a fast-paced environment, it is often difficult to find dedicated time to coach, teach, and mentor. With the advent of virtual platforms, it is essential to utilize all available resources to maximize the opportunities in providing your expertise to others that is rewarding to everyone involved.

Thank you

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