

Copyright is owned by the Author of the thesis. Permission is given for a copy to be downloaded by an individual for the purpose of research and private study only. The thesis may not be reproduced elsewhere without the permission of the Author.

## Mentoring...

# How does it address nurses' learning needs?

A thesis presented as partial fulfilment of the requirements for the degree of Master of Education (Adult Education) at Massey University, Wellington,

New Zealand.

## **Mary Anne Johnson**

2009

#### Abstract:

Mentoring is regarded as a valuable process to support development in a variety of practice orientated disciplines, and nursing is no exception. The diversity of mentoring required within the clinical and academic context provides challenges for the nursing profession. The New Zealand Nursing Council [NZNC] requires nurses to develop a mentoring relationship to support postgraduate study. Learning and development can be supported both personally and professionally, I believe, through sound mentoring relationships.

This study offers insights into mentoring experiences of nurses, seeking to understand the impact of mentoring on learning. The cohort is a group of New Zealand Registered Nurses who completed a Postgraduate Speciality Nursing Practice programme.

A qualitative interpretive research design was employed using interpretive phenomenology, to explore nurses' experiences of the mentoring phenomenon. A review of the literature supported by data collection using focus group conversations during late 2006 and early 2007 provided the basis for data generation.

Nursing education has been in transition over the past decade. Training programs have moved from the hospital base into the polytechnics and universities. This transitional process has resulted in a diverse mix of nurses in current practice bringing different views and perspectives to the practice setting and their educational pursuits and therefore provides challenges for mentoring relationships. Transition theory was integrated to understand the relationship of learning during times of transition and change.

Findings indicate the mentoring process is complex and highly individual, often ill defined and confusing. This study illuminates some of the issues and complexities seeking to identify areas for future initiatives.

#### Acknowledgement:

This thesis has challenged my thinking about nursing and nursing practice, helping me to understand the supporting roles that provide nurses with many opportunities for advancement and professional development. There are many people, some nurses, some not who have travelled this journey with me, it is difficult to know where to start with acknowledgements.

Firstly thanks to my supervisors, Dr Marg Gilling and Gloria Slater who shared their extensive knowledge and expertise regarding education and research. Marg you provided the light when I was in darkness, thank you.

To all the nurses who have shared in my life (past and present) including working colleagues (clinical and educational), research participants, Graduate and Postgraduate students, I thank you for your time and sharing. Your passion, insights and perspectives have added to my learning and knowledge and have contributed to the wider nursing knowledge base.

To Myra, mentor, dearest friend, business partner and colleague, you constantly offered support and encouragement. Your positive outlook is awesome and inspiring! Thank you for making this difficult journey possible by providing the physical and mental space to achieve the result.

To Finnuala, very special friend, thank you for your support, encouragement, enthusiasm and meticulous scrutiny of draft copies. I appreciate your commitment.

To my husband Alex, and our beautiful son Tim, thank you for your flexibility, support and commitment to me and this project. Thank you for giving me the time and space when it was essential.

And finally to my dear Dad, my first and most powerful mentor, his incredible enthusiasm and keen interest in my life and passions has been exceptional and inspirational. Sadly he passed away before the completion of this project. This work is a tribute to him.

#### Just a Nurse

#### By Susanne Gordon

I'm just a nurse. I just make the difference between life and death.

I'm *just a nurse*. I just have the educated eyes that prevent medical errors, injuries, and other catastrophes.

I'm just a nurse. I just make the difference between healing and coping, and despair.

I'm just a nurse. I just make the difference between pain and comfort.

I'm *just a nurse*. I'm just a nurse researcher who helps nurses and doctors give better, safer, and more effective care.

I'm *just a nurse*. I'm just a professor of nursing who educates future generations of nurses.

I'm *just a nurse*. I just work in a major teaching hospital managing and monitoring patients who are involved in cutting-edge experimental research.

I'm *just a nurse*. I just educate patients and families about how to maintain their health.

I'm *just a nurse*. I'm just a geriatric nurse practitioner who makes a difference between an elderly person staying in his own home or going to a nursing home.

I'm *just a nurse*. I just make the difference between dying in agony and dying in comfort and with dignity.

I'm just a nurse. I'm just the real bottom-line in health care.

Wouldn't you like to be just a nurse, too?

#### Mentoring...

## How does it address nurses learning needs?

#### **Table of Contents**

Chapter One: Introduction P			Page
	1.1	Overview	1
	1.2	Background	6
	1.3	Justification for the research	8
	1.4	Personal Information and Comments	9
	1.5	Structure	11
Cha	pter T	wo: Literature Review	13
	2.1	Transition Theory	13
	2.2	Mentoring	16
	2.3	Reflection	27
	2.4	Evidence Based Practice	29
Chaj	pter T	hree: Research Methods	32
	3.1	Establishing the research question	33
	3.1.1	Subsequent research questions	34
	3.2	Research Participants	35
	3.2.1	Participant Demographic	36
	3.3	Research Process	37
	3.3.1	Focus Group Research	41

3.4	Ethics	44
3.5	Qualitative Research	47
3.6	Interpretive Phenomenology	49
3.7	Data Analysis	50

52

## Chapter Four: Analysis and Discussion

4.1	Background	52
4.2	Key Themes	54
4.2.1	Mentor Qualities	55
4.2.2	Respect, mutual respect and trust	55
4.2.3	Approachable, knowledgeable and Role Model	56
4.2.4	Leadership and personality	58
4.3	Relationships	59
4.3.1	Matching mentor and mentee	59
4.3.2	Mentoring relationships, other than nurse to nurse	61
4.3.3	Peer Relationships	62
4.3.4	Student/Tutor relationships	63
4.3.5	Relationships with managers	65
4.3.6	The Adult Student	65
4.4	Encouragement and Confidence	67
4.4.1	Brief Encounters taking the first step	67
4.4.2	Continuing the learning journey	68
4.4.3	Giving and receiving confidence	69
4.4.4	Supporting others to learn and develop	69
4.5	Questioning and Culture	70
4.5.1	Critical Reflection of self and practise	70
4.5.2	Culture of Inquiry and Organisational Culture	72
4.6	Role Training and Development	76

## **Chapter Five: Discussion**

5.1	The Role of the Mentoring	79
5.1.1	Personalities	79
5.1.2	Expectations	82
5.1.3	Training and development	86
5.2	Transition	87
5.2.1	Learning Transition	87
5.2.2	Practice Integration	92
5.2.3	Culture of Inquiry	94

Chapter S	ix: Conclusions and Recommendations	98
6.1	Personal assumptions revisited	99
6.2	Research Process	100
6.3	Limitation of the study	100
6.4	Recommendations	101
6.5	Suggestions for further research	102

### Bibliography

104

#### Appendices:

1	Request to access Research Participants
2	Letter to Directors of Nursing

- 3 Information sheet for participants
- 4 Consent form for participants

'Come to the edge', he said. They said, 'We are afraid'. 'Come to the edge', he said. They came. He pushed them..... And they flew!

Giullaume Apollinaire

Cited in Cooper-Morton & Palmer (2000 Pg 35)