

Angels Mentorship Program PLAYBOOK



Dear Consultant,

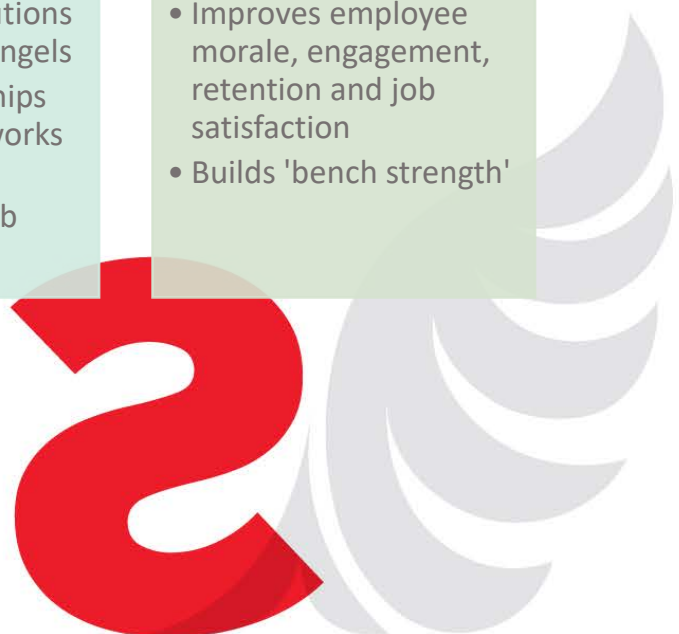
Thank you for contributing to the Angels Mentorship program!

In the world of mentoring, various types of mentoring exist, each tailored to specific organizational needs and goals.

The Angels Mentorship Program is a formal one-on-one peer mentoring, focused on knowledge sharing and onboarding new Angels consultant. It is an invaluable resource and an exciting professional partnership where a mentor facilitates, through an informal support, the development of the mentee, by sharing expertise, skills, perspectives, experience, and knowledge. This relationship enables both mentors and mentees to build skills and knowledge, while achieving business and development goals. Mentoring brings value to everyone involved — you, your mentee or mentor, and the whole Angels Initiative, as shown below.

Benefits of the Angels Mentorship program:

For the MENTEE	For MENTORS	For ANGELS
<ul style="list-style-type: none">• 1:1 learning in a safe and supportive environment and possibility to deep dive in the role of Angels consultant• Expand relationships and both internal and external networks• Exposure to different stroke management protocols• Develop communication skills and the ability to give and receive feedbacks	<ul style="list-style-type: none">• Leadership opportunity to guide others• Opportunity to 'give back' to the Angels team and community• Expand scope of influence and chances to share ideas• Opportunities for personal contributions to the future of Angels• Expand relationships and internal networks• Increased self-awareness and job satisfaction	<ul style="list-style-type: none">• Promote an environment that fosters personal and professional growth• Enhanced team building across teams and countries• Facilitate knowledge transfer in an informal way• Improves employee morale, engagement, retention and job satisfaction• Builds 'bench strength'



Roles and Responsibilities

AS A **MENTEE** YOU'RE EXPECTED TO

Be **open-minded** and prepared to accept support from a more experienced colleague

Consider the guidance shared and **apply it on-the-job** to improve your performance and increase your effectiveness

Seek **feedback** and **ask for suggestions and advices**. Your mentor has a very valuable experience in the field, and you should take out the most of his/her knowledge

Don't be afraid to ask for **help**, nor to talk about a new challenge you are facing and how you deal with it

Allocate **time** and **energy** for the relationship

Communicate openly and **Listen actively**

AS A **MENTOR** YOU'RE EXPECTED TO

Live the **values, mission and vision of Angels**. Let your mentee to get contaminated by your passion, motivation and shining eyes

Provides **informal guidance** to the new Angels on the culture and social norms of the team.

Share your **experiences** and **lessons learned**: don't focus only on the success stories but share also your struggles and your key learnings

Be **available** for your mentee and allocate **time** and **energy** for the relationship

Initiate and **drive** the mentoring relationship

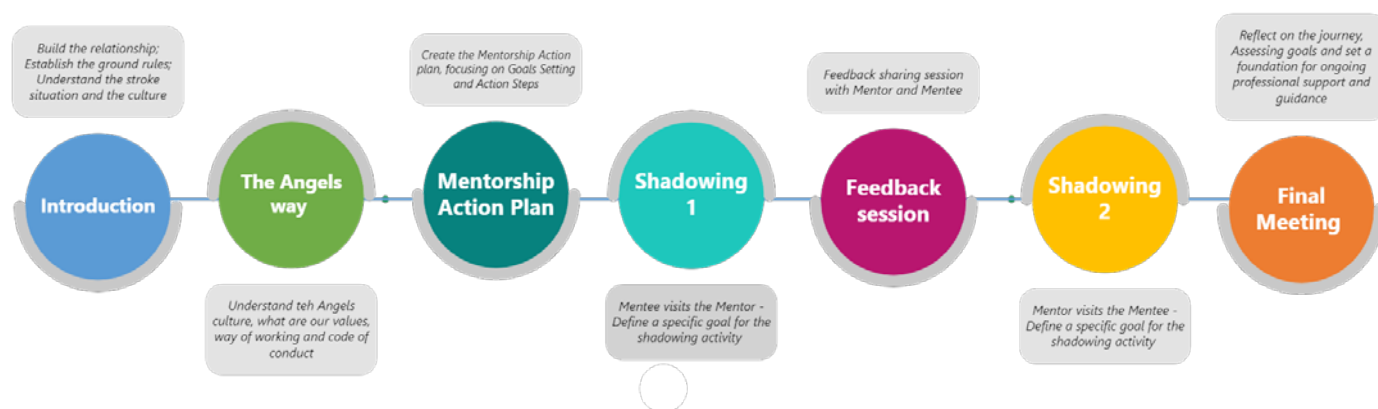
Provide effective feedbacks

Communicate openly and **Listen actively**

Activities and Timeline

The Angels Mentorship Program lasts 12 months and is structured in the following key moments.

Activity	Purpose/Objective	Suggested time and Notes
Introduction	Build the relationship; Establish the ground rules; Understand the stroke situation and the culture	<i>Month 1; not necessarily only one meeting</i>
The Angels way	Understand the Angels culture, what are our values, way of working and code of conduct	<i>Dedicated session and continuous reminders</i>
Mentoring Action Plan	Create the Mentorship Action plan, focusing on Goals Setting and Action Step	<i>Not necessarily only one meeting</i>
Shadowing 1	Mentee visits the Mentor - Define a specific goal for the shadowing activity	<i>Agree with your Mentor/Mentee on the most suitable time</i>
Shadowing 2	Mentor visits the Mentee - Define a specific goal for the shadowing activity	<i>Agree with your Mentor/Mentee on the most suitable time</i>
Feedback session	Feedback sharing session with Mentor and Mentee	<i>Month 6</i>
Final Meeting	Reflect on the journey, assessing goals and set a foundation for ongoing professional support and guidance	<i>Month 12</i>
Mentoring Session	Follow up with the activities, progress and plan	<i>Agree with your Mentor/Mentee on the most suitable frequency</i>



Mentoring Sessions throughout the program (frequency and channel to be agreed between Mentor and Mentee)

INTRODUCTION - CREATE THE RELATIONSHIP

During this first phase, mentors and mentees should establish a personal rapport and the Ground Rules. Ideally the first contact should be a face-to-face informal meeting, if this is not possible, run the meeting virtually.

TIPS: During the initial phase, take any opportunity to get to know your peer more and more and use this opportunity to speak about the daily life of an Angels consultant. Remember that it is an informal relationship that benefits both.

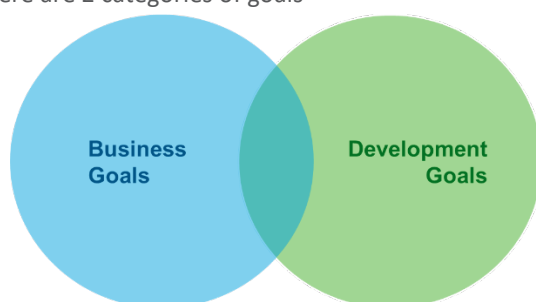
THE ANGELS WAY – UNDERSTAND THE ANGELS CULTURE

One of the first goals of the Angels Mentorship program is to strengthen and boost the Angels culture. Who better than the mentor can help the mentee to understand our values, our way of working and our code of conduct. The Mentorship program gives the opportunity to the mentee, not only to hear about our culture but to see it in action.

TIPS: MENTOR: Live the values, mission and vision of Angels. Let your mentee to get contaminated by your passion, motivation and shining eyes. MENTEE: Be a sponge and learn as much as possible.

MENTORING ACTION PLAN - 2 categories of goals

Create the Mentorship Action plan, focusing on Goals Setting and Action Step
There are 2 categories of goals



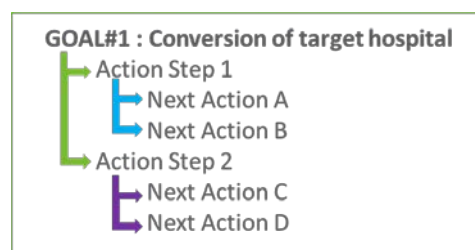
MENTORING ACTION PLAN – BUSINESS GOAL

The Mentor and Mentee are required to identify two business goals:

- **GOAL#1: Convert Target Hospital**
- **GOAL#2: Convert Target EMS**

In order to choose the target hospital and EMS, the mentor organizes a meeting together with the mentee and his/her TL.

- The Mentee and his/her TL will bring to the meeting the “Hospitals and EMS Priority List.”
- The Mentor, the Mentee and TL will choose 1 hospital and 1 EMS (belonging to the same NUT) that the mentor will support in converting.
- When you have identified your Business Goals, breakdown the actions needed, as shown below.



For each action, please identify:

- Owner,
- Level of Priority,
- Target Set & How do you Measure Success,
- Status & % Complete
- Timeline (Start Date, Due Date and Actual Completion Date)

To facilitate the planning and to monitor the progress of all the goals and actions, please refer to the Smartsheet Angels Mentorship document

MENTORING ACTION PLAN – DEVELOPMENT GOAL

The development goal can be both Hard skills (technical knowledge or training) and Soft Skills (personal traits and competencies) and you can identify more than one. Please agree about the development goals in a dedicated meeting between mentor and mentee

SHADOWING – SHARE & LEARN

Shadowing is a great opportunity to see your mentor/mentee in action, so we advise to choose the activity to shadow very carefully, based on what can be more important for the goal achievement.

During the program there will be two shadowing activities:

1. Mentee visits the Mentor
2. Mentor visits the Mentee

For each activity, it is crucial to define a specific goal.

TIPS: Do not choose only “big activities” like simulation, angels day, etc, but focus on all the steps of the consultancy process, since enrollment onwards. During the shadowing activity, take the opportunity to get to know your colleague more and more. Go for dinner together, go for a walk, ask each other about your personal lives and interests. Take out most of this time together.

FEEDBACK SESSION

Feedback is a two-way street. Mentees should be open to receiving feedback on their growth, and mentors appreciate constructive feedback on their guidance and support. This exchange can lead to insights and learning opportunities for both parties. Please refer to Useful Material section to find interesting trainings and readings.

FINAL MEETING

A meaningful conclusion to a mentorship program is not merely a formality; it is a cornerstone for future professional growth and relationship building. This closure provides both Mentor and Mentee with a moment to reflect on the journey, acknowledge the progress made, and set a foundation for ongoing professional support and guidance. Properly concluding a mentorship ensures that the relationship transitions from a structured program to a more flexible, yet equally valuable, connection.

MENTORING SESSION – IMPLEMENTATION AND PROGRESS

Regular mentoring sessions are required during this journey: Follow up with the activities, progress and plan
Frequency, modality and length of the meetings will be agreed among the Mentor and Mentee

REGULAR CATCH-UP MEETINGS


During the program the following meeting will happen.

	Mid-cycle review	Mentors catch up	End cycle presentation
AIM	To monitor the progress of the pairs	Share high low, best practices, ideas, potential struggles.	Share with the rest of the team the highlights of the program, focusing on the lessons learned, goals achieved, ect
WHO	M&M TL (of mentee) Lore/Matt	Mentors Lore/Matt	M&M presenting at the Thursday call
FREQUENCY	After Six months	Every Quarter	End of cycle
WHO ORGANIZES THE MEETIBG	M&M	Lorenza	M&M

Angels Mentorship Program Document - Smartsheet

To facilitate the planning and to monitor the progress of all the activities, please refer to the Smartsheet Angels Mentorship document. Below you can find a simple guide on how to fill in the document.

The document consists of 4 main sheets, than you can see in the image below


Angels Mentorship

☐

	Name	Sharing
<input type="checkbox"/> ★ 🕒	1. Angels Mentorship Program - Dashboa...	Workspace
<input type="checkbox"/> ★ 📄	1. Overview - Angels Mentorship Program	Workspace
<input type="checkbox"/> ★ 📄	2. Mentorship Action Plan	Workspace
<input type="checkbox"/> ★ 📄	3.Planning Activities- Angels Mentorship...	Workspace

OVERVIEW - ANGELS MENTORSHIP PROGRAM

Please here select the name of Mentor and Mentee, and the starting and ending date (the % of progress will be automatically calculated). Please refer to the legend columns to update the status.

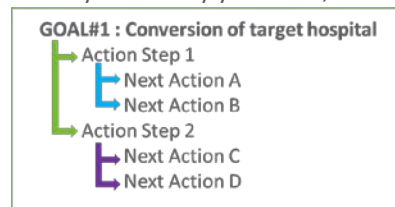
MENTORSHIP ACTION PLAN

During the Mentoring Action Plan Meeting, create the Action plan, focusing on Goals Setting and Action Step.

Please refer to the table below as a guidance.

Goal Category	GOALS and ACTIONS SETTING	Goal Description	Owner	Priority	Target & Success Measure	Status	% Complete	Start Date	Due Date	Actual Completion Date	Comments
Select from dropdown list (Business or Development)	Set the GOALS and then Breakdown the Actions needed	Fill in	Select from List of people	Select from dropdown list	Fill in	Select from dropdown list	Fill in	Select date from calendar	Select date from calendar	Select date from calendar	Fill in

When you identify your Goal, breakdown the actions needed, as shown below.



Below you can find an example of the file.

Goal Category	IS GOAL	GOALS and ACTIONS SETTING	Goal Description	Owner	Priority	Target & Success Measure	Status	Status 2	% Complete	Start Date	Due Date	Actual completion date	Comments
Business Goal	★	GOAL#1 : Conversion of target hospital	Convert Hospital SaintAnna to GOLD Status	Mentee	!	⓪	In progress	●	30%	05/30/24	05/30/25		
Business Goal	○	Action Step 1	Implement Direct To CT	Mentee	!	Reduce DTT time of at least 15 min	In progress	●			07/01/24		
Business Goal	○	Next Action A	Organize and run a simulation in the Hospital to introduce the direct to CT	Mentee	!		Completed	●	100%	05/30/24	06/10/24		
Business Goal	○	Next Action B	Customize checklist	Mentee	—		Not started	●	0%	05/30/24	06/18/24		
Business Goal	○	Action Step 2	Implement ResQ	Mentee		Have at least 10 patients registered in ResQ	Not started	●	0%				
Business Goal	○	Next Action C	Organize a QM Workshop to introduce ResQ	Mentee	!		Not started	●	0%	05/30/24	06/19/24		
Business Goal	○	Next Action D	Share materials for QM Workshop to introduce ResQ	Mentor	!		Not started	●	0%	05/30/24	06/19/24		
Business Goal	★	GOAL#2 : Conversion of EMS	Convert EMS Team 120	Mentee	!		In progress	●	10%	05/30/24	05/30/25		
Business Goal	○	Action Step 1	Implement Prenotification	Mentee	!	Reduce DTT time of at least 10 min	In progress	●			07/01/24		
Business Goal	○	Next Action A	Gather data on current % of prenotification	Mentee	!		Completed	●		05/30/24	06/10/24		
Business Goal	○	Next Action B	Run a EMS training involving Dispatch center	Mentee	—		Not started	●		05/30/24	06/18/24		
Business Goal	○	Action Step 2	Implement ResQ	Mentee		Have at least 10 patients registered in ResQ	Not started	●					
Business Goal	○	Next Action C	Organize a QM Workshop to introduce ResQ	Mentee	!		Not started	●		05/30/24	06/19/24	#DATE EXPE	
Business Goal	○	Next Action D	Share materials for QM Workshop to introduce ResQ	Mentor	!		Not started	●		05/30/24	06/19/24	#DATE EXPE	
Development Goal	★	GOAL#3: How to run effective simulation	Learn how to efficiently plan and run a simulation. Acquire extensive knowledge on the materials available in Angels and on how to effectively follow up		—		Completed	●	100%	10/21/25	01/13/26		
Development Goal	★	GOAL#4: Communication Skills	Improve communication skills		—		In progress	●	40%	10/21/25	01/13/26		

Please, refer to this guidance on how to change the visualization. Click the following link [Smartsheet guidance](#)

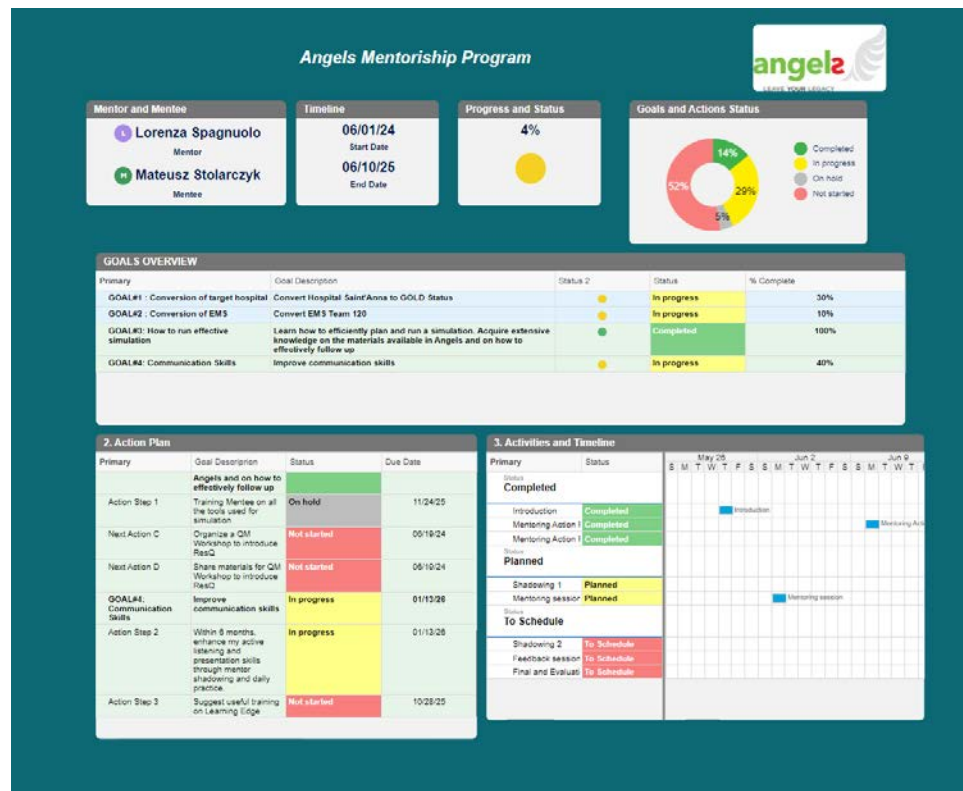
PLANNING ACTIVITIES

To facilitate the planning and to monitor the progress of all the activities, please refer to the Smartsheet Angels Mentorship document. Below you can find a simple guide on how to fill in the document.

Activity	Purpose / Objective	Start Date	End Date	Duration	Channel	Status	Materials	Shadowing Activity: Hospital / EMS /Other	Shadowing Activity
Select from dropdown list	Write down the objective of the meeting/visit	Select from calendar	Select from calendar	Fill in	Select from dropdown list (Face to face or Online)	Select from dropdown list (Completed; To Schedule; Planned; Cancelled; Postponed)	Write down the materials you might need	Specify where the shadowing takes place	Select from dropdown list (if the activity you need is not in the list, you can add manually)

DASHBOARD

A dashboard will be automatically populated. Please see an example below.



Conclusions

Embarking on a mentorship journey is a transformative experience that involves personal growth, learning, and empowerment. Mentoring needs to be about a willingness to learn, a willingness to try, and a willingness to give back. With this attitude, mentoring can be an amazing journey.

Thank you for being part of the Angels Mentorship Program and for investing in your growth and on Angels progress.