

From Mentorship to Leadership: Cultivating Authentic Leaders for Internal Promotions and Staff Retention in the Mayo Clinic in Florida Protocol Development Unit – A Comprehensive Approach to Empowering Front-Line Staff

Adrienne Maguire¹, Sarah Voitik¹, David Harwood¹, Laura N. Hanson¹, Margot Althuis Wrenn¹
¹Mayo Clinic in Florida Research Administration



BACKGROUND

ABSTRACT

This abstract demonstrates how the Mayo Clinic in Florida (MCF) Protocol Development Unit (PDU) Mentorship-to-Promotion Program directly contributed to a higher rate of internal promotions by creating a pipeline of well-prepared leaders within the unit.

BACKGROUND

The post-COVID pandemic 'Great Resignation' underscored the critical importance of developing effective leaders capable of driving progress, internal promotions, and enhancing staff retention.

METHODOLOGY

The MCF PDU Mentorship-to-Promotion Program thrives through the strategic allocation of resources and infrastructure, ensuring a well-recognized and structured initiative:



MENTORSHIP
At Mayo Clinic in Florida, personalized one-on-one mentorship plays a pivotal role in staff development.



GUIDANCE
Supervisors provide guidance and feedback in regular meetings to help mentees overcome challenges and achieve their potential



TRAINING
Leadership training through participation in work groups, courses in project management, and communication within AGILE framework.



SERVANT LEADERSHIP
Supervisors teach Authentic and Servant Leadership, helping mentees embrace their unique qualities and prepare for future roles



TEAM BUILDING
Team-building activities and monthly events funded by Joy and Wellness Grants promote collaboration and Authentic Leadership.



CAREER LADDER
To enhance retention, Mayo Clinic in Florida embraced a clear career ladder that aligns with the mentorship program.

DISCUSSION

STRATEGY

The career ladder starts with Research Protocol Associates (RPAs), continues with Research Protocol Specialists (RPSs) and Senior Specialists (Sr. RPSs), and culminates in Team Lead (TL) roles. This critical strategy for our team aims for long-term success, preserves institutional knowledge, and supports team culture stability. This succession plan is to identify high-potential employees and ensure a strong pipeline of talent ready for promotion.



GOALS

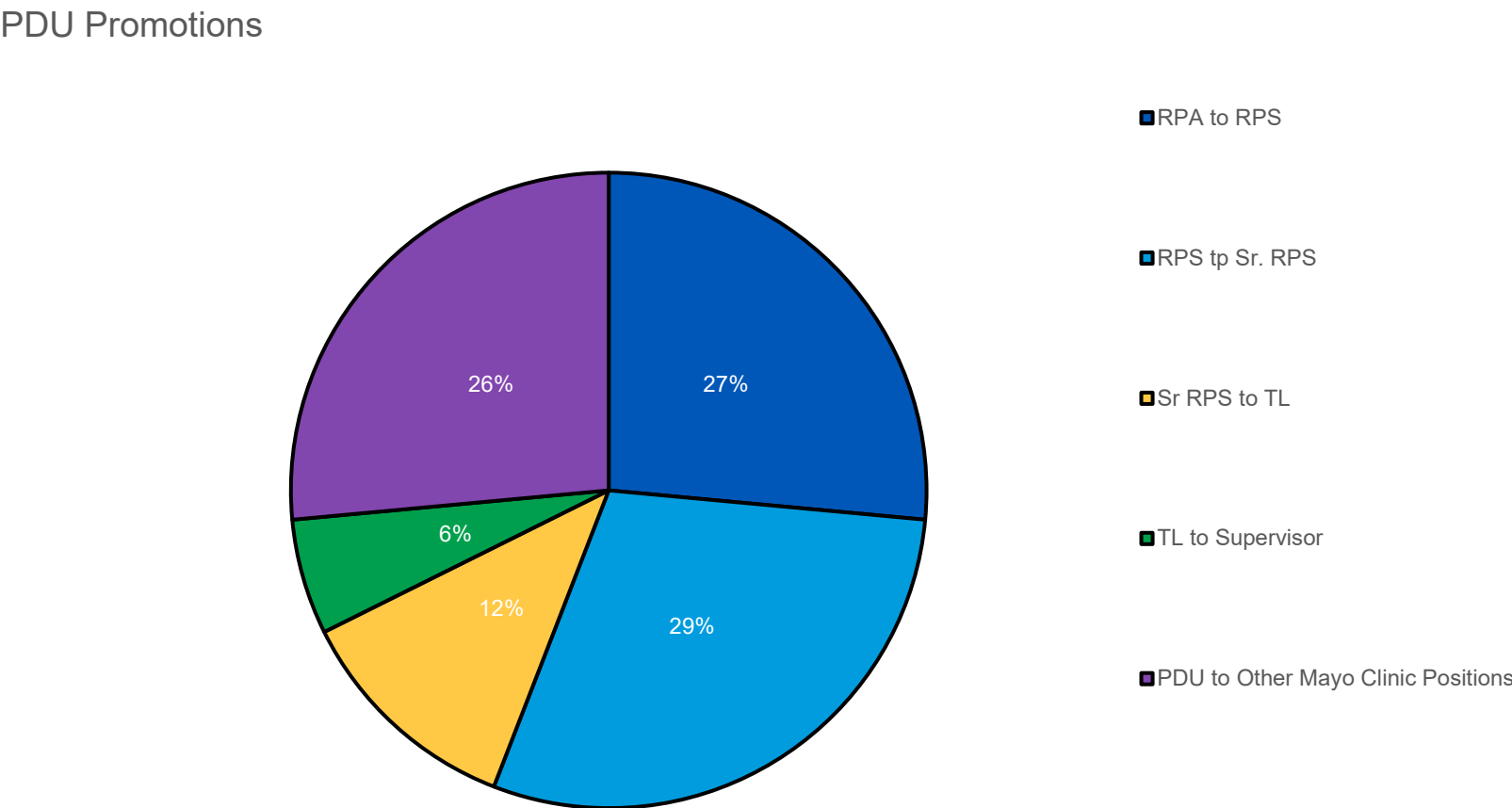
PURPOSE

The MCF PDU Mentorship-to-Promotion Program aims to create a pipeline of well-prepared leaders within the PDU, fostering continuity and stability within the unit. This stability allows for seamless transitions during times of change while maintaining operational efficiency and effectiveness.

OUTCOMES

PERFORMANCE METRICS

Since 2021, the PDU has grown from nineteen to forty-seven staff members and has had thirty-four promotions, of which twenty-five were internal PDU promotions and nine external to PDU but within Mayo Clinic.



CONCLUSIONS

LESSONS LEARNED

By investing in the development of front-line staff through mentorship and leadership programs, MCF PDU has proven that Comprehensive Cancer Centers can build a resilient and dynamic leadership pipeline, ensuring sustainable growth and long-term success. Authentic and Servant Leadership, nurtured through personalized mentorship and comprehensive training, will be the cornerstone of a thriving and loyal workforce.