# LISTENING & OBSERVING

# **FEEDBACK**

# **EVALUATION**





October 2016

### **LISTENING**

"Knowledge speaks, but Wisdom listens." Jimi Hendrix (really!)



SUCCESSFUL MENTORS LISTEN

Stay focused on the speaker
Are Engaged with the topic
Don't get distracted...by other activities
Don't look away...to phones, computers
Can repeat, verbatim, the speaker's words and statements

### LISTENING 101

Effective listening is following the thoughts and feelings of another person while they're speaking only to you, and then providing feedback to validate you've been listening and this is what you've understood from them.

- Relevant Skill
- · Validation through Reflection
  - Summarizing
  - Questioning

Rwill: Eye Contact					
Eye Contact					
Ojek					
Istraction					
Watch out for fake Listening					

### DO THEY UNDERSTAND?

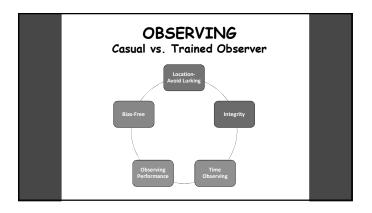
1. Watch for Non-Verbal Cues

2.Lack of Interruption

3. Absence of Any Questions

4. Take this Conversation to a Private

5. Perhaps the Listener will Benefit from Repeating



# COMMON OBSERVATION MISTAKES

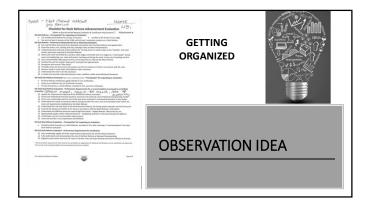
1. STEREOTYPING

2. FIXED IMPRESSION

3. CONTRAST

4. MINI-ME

5. ACCURACY OF RECALL



Clear, loud whistles

Intent on perfecting his radio protocol.

Speaking with other officials

fractice radio transmissions shorter is better Military process oriented reporting otherchire

Da discussion 12/04/icial thuncoach ANESOME

Whistles calm water FS Radio - perfect RECALLING ACCURATELY via NOTES



**OBSERVATION IDEA** 

# **FEEDBACK**

- ? Does the Mentee Know How
- ? Does the Mentee Recognize Deficient
- ? Are There Obstacles to Performance
- ? What are the Solutions
- ? How will the Solutions be Taught or Demonstrated

# **FEEDBACK**

- ✓ Provide Positive Feedback to Performance
- √ There is NO Negative Feedback
- ✓ Publicly and Privately Recognize
- ✓Acknowledge Specifics
- ✓ Serve as a Role Model
- ✓ Demonstrate Skills Needed

### **FEEDBACK** FOR THE KNOW-IT-ALL

- ❖ Be Empathetic
- Lead by Example
- Pick your Battles
- Keep Your Sense of Humor
- **❖** Ask Probing Questions

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### FEEDBACK

TIPS FOR THE KNOW-IT-A

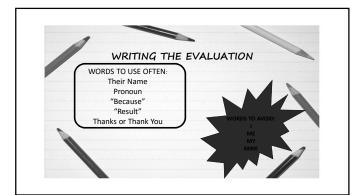
Tip 1: Don't take it Personally

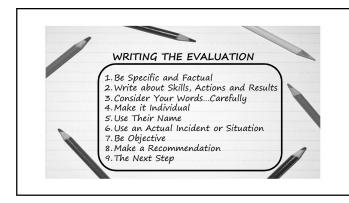
Tip 2: Try Flattery as a Way In

Tip 3: Opposites Attract

Tip 4: Reverse Psychology

Tip 5: Broken Record





WRITING THE EVALUATION	
<ul> <li>Techniques for Constructive Criticism</li> <li>How would you feel being the recipient?</li> <li>Avoid personal attacks or blaming</li> <li>Provide solutions</li> </ul>	
"Wilma would benefit from more practice" "Barney is encouraged to" "If Fred can consider (action), the result will be" "Betty should seek an opportunity to (action), as it will allow her to further improve"	