LISTENING & OBSERVING

FEEDBACK

EVALUATION

We ARE Mentors Workshop

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
SIGNS of ACTIVE LISTENING

The LISTENER will:

- Smile
- Mirroring
- Posture
- Eye Contact

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

OBSERVING

Casual vs. Trained Observer
COMMON OBSERVATION MISTAKES

1. STEREOTYPING
2. FIXED IMPRESSION
3. CONTRAST
4. MINI-ME
5. ACCURACY OF RECALL

GETTING ORGANIZED

OBSERVATION IDEA

RECALLING ACCURATELY via NOTES

OBSERVATION IDEA
Does the Mentee Know How

Does the Mentee Recognize Deficient Skill

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:

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

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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

WORDS TO USE OFTEN:
Their Name
Pronoun
“Because”
“Result”
Thanks or Thank You

WORDS TO AVOID:
I
ME
MY
MINE

1. Be Specific and Factual
2. Write about Skills, Actions and Results
3. Consider Your Words...Carefully
4. Make it Individual
5. Use Their Name
6. Use an Actual Incident or Situation
7. Be Objective
8. Make a Recommendation
9. The Next Step
WRITING THE EVALUATION

Techniques for Constructive Criticism

• How would you feel being the recipient?
• Avoid personal attacks or blaming
• Provide solutions

“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...”