

LISTENING & OBSERVING

FEEDBACK

EVALUATION

We ARRE Mentors Workshop



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

SIGNS of ACTIVE LISTENING

The LISTENER will:

Smile
Mirroring

Posture

Eye Contact

Distraction

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

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    graph TD
      A[Location-Avoid Lurking] --- B[Integrity]
      B --- C[Time Observing]
      C --- D[Observing Performance]
      D --- E[Bias-Free]
      E --- A
  
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FEEDBACK

DEFINING PERFORMANCE

- ? 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

REACTING TO PERFORMANCE

- ✓ 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

FEEDBACK

TIPS FOR THE KNOW-IT-ALL

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

WORDS TO USE OFTEN:

- Their Name
- Pronoun
- "Because"
- "Result"
- Thanks or Thank You

WORDS TO AVOID:

- I
- ME
- MY
- MINE

WRITING THE EVALUATION

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..."
