



Mentor training

PART 2

FEEDBACK

MENTOR SKILLS

Feedback

- Definition
- Method
- Resistance
 - *Transmitter*
 - *Receiver*
- Exercise

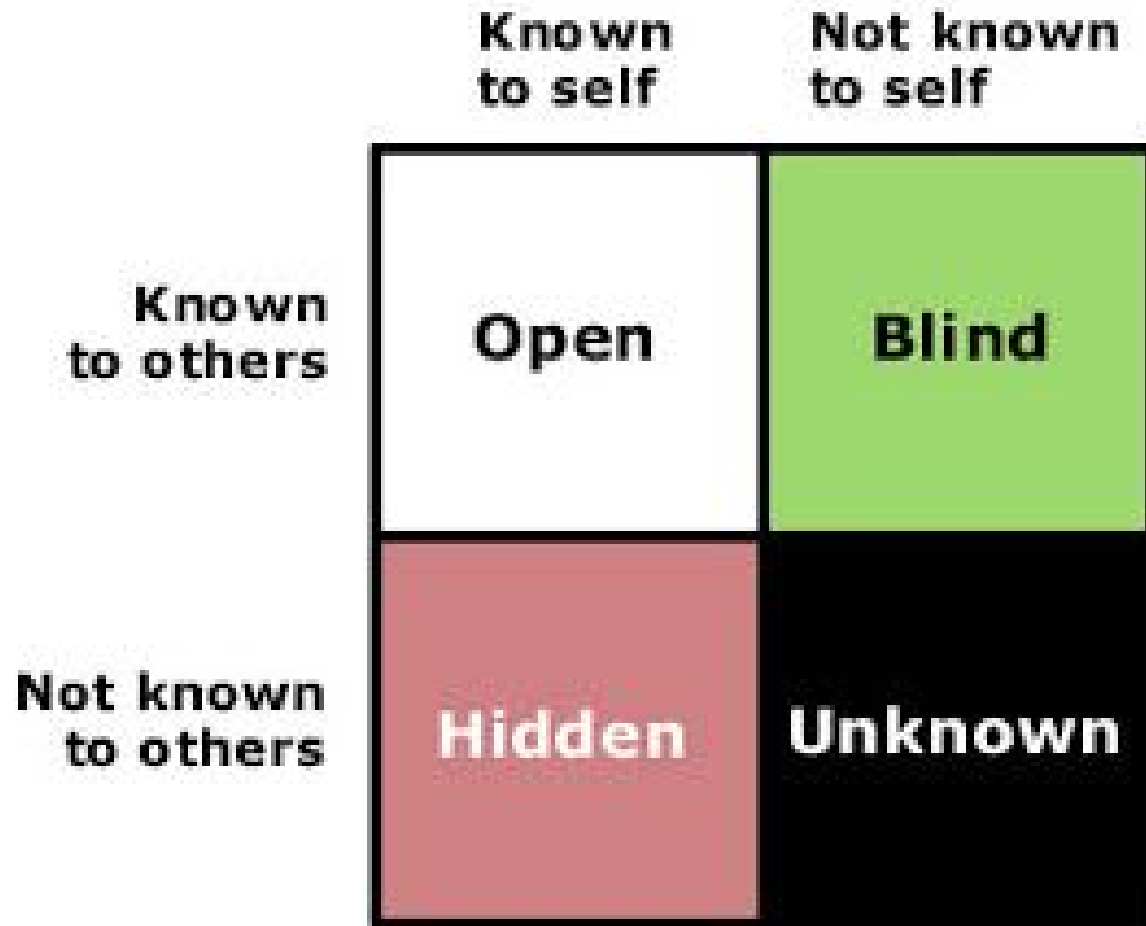
Feedback

= You give information about the concrete behaviour of the other

= Feedback is a gift



The Johari Window



Goal feedback

- Increasing of self-knowledge
- Facilitating self-reflection
- Evaluation
- Coaching process

Types of feedback

- Appreciative feedback
- Constructive feedback

= Both are important

Appreciative feedback

= COMPLIMENT

- I + ...
- Behavioral characteristics
- Observation
-

→ *Exercise: compliment circle*

COM · P L I · M E N T
NOUN ; A P O L I T E E X P R E S S I O N
O F P R A I S E O R A D M I R A T I O N .

Constructive feedback

- Someone smells terribly. How would you give feedback?
 - *In groups of 4*
 - *Make a checklist*
 - *Non-verbal & verbal*

Feedbackregels

1. Start with **I**
2. Describe the **concrete behaviour** (facts, examples)
 - a. I noticed, I see,...
3. Involve **your feelings**
 - a. and that makes me feel angry...
4. Quote **the consequences**
5. Leave room **to react**
6. Search for a solution (together)

Focus areas

- Constructive
 - Make a difference between person and behaviour
- As quickly as possible after the behaviour
- Best moment, best place
- Behaviour should correspond with what you want to say

Exercise

What holds you to give feedback?

Resistance of the transmitter

- Caution
- Fear about the relationship
- Fear of getting feedback

→ minimize, gossip

Resistance of the receiver

- Agression
- Deny
- Ignore
- Start crying
- ...

Dealing with resistance

- Listening to the reaction
- Name the behaviour
- Repeat
- Let go?
- ...

Exercise



ACTIVE LISTENING

MENTOR SKILLS

Active listening

= INTERVIEW TECHNIQUE

- Open questions
- Paraphrasing
- Reflect
- Verbal vs. Non-Verbal
-

Questions? Concerns? Comments?