

Feedback to Enhance a Mentoring Relationship.....

Written By Deborah Lang - For the HRMA Professional Mentoring Program

Essential to professional development is the ability to honestly and gracefully give and receive feedback. The foundation of a professional mentoring relationship is the effective use of feedback.

The added value of feedback in a professional mentoring relationship is that the learning and development goes in two directions – both the protégé and the mentor learn from the experience.

Acknowledging Feedback – is feedback that is delivered with the intention of showing appreciation towards an individual for something they have done or achieved i.e. goal achievement.

Here is a simple model for delivering **acknowledging feedback**

❖ Step One - FACTS

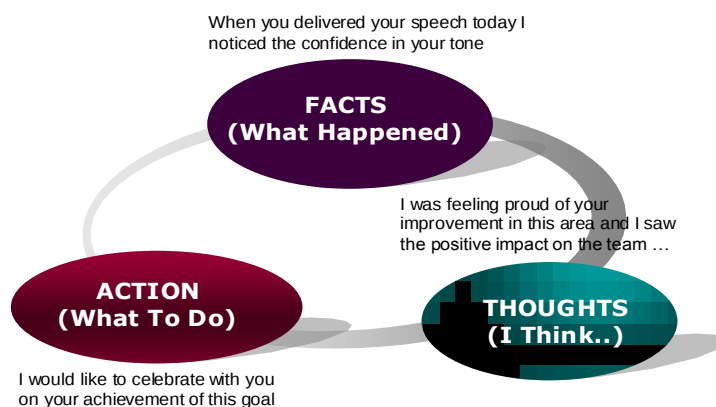
- What are the facts?
- What happened?
- What did I see and hear?

❖ Step Two – THOUGHTS

- What I think and feel....
- What I think the impact is

❖ Step Three – ACTION

- What I would like you to do...
- What is the future action plan?



Developmental Feedback – is feedback that is delivered with the intention to provide corrective guidance to an individual for something they have done i.e. to change an unwanted behaviour.

Here is a simple model for delivering **developmental feedback**

❖ Step One - FACTS

- What are the facts?
- What happened?
- What did I see and hear?

❖ Step Two – THOUGHTS

- What I think and feel....
- What I think the impact is

❖ Step Three – ACTION

- What I would like you to do...
- What is the future action plan?

