



ONTARIO LIBRARY ASSOCIATION  
**MentorMatch Guidelines and Resources**

## **For the Mentor: Effective Feedback and Questioning Tips**

### **Exploratory Questions**

- What do you want to gain?
- What do you understand the issue to be?
- What tells you that your assessment is correct? What are other people's perceptions of this issue?
- What assumptions are you making here?
- What did you learn from past experiences that you didn't expect to learn?
- Have you tried to resolve this issue before? Why or why not? If yes, what was the result?
- What choices do you have?
- What progress have you made?
- How are you using the things/ideas we've spoken about?
- What results are you looking for?

### **Empowering Questions**

- What skills do you want to develop?
- What strategies come to mind when looking at a situation?
- What outcomes are you after here? Are these reasonable given the circumstances?
- What resources are available to help you move forward?
- What key players do you need help from?
- What forces may help and/or hinder you?
- What other information do you need to arrive at a solution? What are the pros and cons of each solution?
- What is the first step you need to take to achieve your preferred outcome?

### **Giving Feedback – Tips**

- Exhibit relaxed or neutral body language and facial expression
- Calm and even tone of voice
- Give examples from your experience
- Ensure feedback is specific
- Give the other person an opportunity to ask questions or share their viewpoint
- Listen carefully not only to the words but to what underlies them
- Don't interrupt when the other person is responding
- Allow time and privacy for feedback – avoid/minimize distractions, set aside uninterrupted time
- Encourage your mentee to plan the next steps and develop an action plan