



MENTOR'S TIPS FOR GIVING FEEDBACK

Giving constructive criticism/feedback is a challenging task for anyone. But as a mentor, it is important to remember that you need to provide feedback regarding the hard (technical) and soft (behavior (professional and personal)) skills the intern needs to achieve his/her learning goals.

Make sure that any feedback given is, in fact, needed and will **enhance/improve the intern experience and prepare him/her for the workplace.** Provide your feedback within the confines of the intern's learning and communication style, choosing words carefully to build experience and self-esteem. Feedback given the wrong way can sour even the most eager intern.

- 1) The feedback should be given as close to real-time as possible.
- 2) As a mentor, offer useful practical steps or options as alternatives.
- 3) How might the behavior/action be perceived by others? The intern may not be aware. Take this into consideration when providing your feedback.
- 4) Use your own experience, draw parallels where possible.
- 5) Be an active listener.
- 6) When you don't have an answer - don't answer. It is always better to defer, "I will need some time to research that." or "Let me think about that and get back to you." Make sure you do get back to the intern with an answer.