



Tool 18

Offering and Receiving Feedback

Since mentor-coaching focuses on building capacity and desired change, it is important to cultivate a dynamic within the relationship that encourages offering and receiving feedback.

The following tool provides a simple and effective frame for feedback. Hattie and Timperley (“The Power of Feedback,” *Review of Educational Research*, 77(1), 2007) suggest that effective feedback must answer the following three major questions, in a holistic manner:

- “Feed up: *Where am I going?*”
- “Feed back: *How am I going?*”
- “Feed forward: *Where to next?*”

Below are some questions to consider for each part of the frame to help fortify the mentee’s attention and intentions as they journey forward.



“Feed up: *Where am I going?*”

This line of questioning invites the mentee “up” to a higher, or broader, perspective for a long-term look forward.

- What will success look like?
- What matters to me most about achieving my goals?



“Feed back: *How am I going?*”

This line of questioning generates “feed back” from the mentee in support of being ever more purposeful.

- *Where am I on the journey?*
- *What progress am I making?*



“Feed forward: *Where to next?*”

This line of questioning supports the mentee in digging deeper by identifying what is required of them as they design next steps for “moving forward.”

- *Where do I need to put my effort and attention in order to continue to move forward?*
- *What needs to happen to further enhance my progress?*