

ACTIVE LISTENING TECHNIQUES FOR MENTORS

The goal of active listening is to hear and comprehend what is being communicated. Throughout the conversation, pay attention to non-verbal cues, body language, and the emotional state of both you and the mentee.



Apply this content during the Mentoring Meetings section of the Mentoring Lifecycle. Applying the best practices below will allow you to maximize your active listening skills.

Pay Attention

- Be present in the moment, engage with the Mentee directly.
- Listen completely without mentally preparing a rebuttal.
- Avoid interruptions or being distracted by the environment.

Show Interest

- Nod, smile, and use encouraging facial expressions.
- Have an open and interested posture.
- Use small positive verbal comments to acknowledge you're engaged.

Summarize

- Verify what you are receiving ("What I'm hearing is...").
- Ask clarifying questions ("What do you mean when you say...")
- Summarize the Mentee's comments and add perspective.

Respond appropriately

- Be candid, open, and honest.
- Allow the speaker to finish each point before asking questions.
- Provide your opinions respectfully.