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Examples of Mentor Feedback for a Student: Sessions 1-3

**Session 1: General Feedback**

Strengths:

* The student created great rapport throughout the conversation by listening to the client and sharing appropriate and on target reflections.
* The student used open-ended questions and reflections throughout the coaching session, and affirmed the client’s past successes.

Opportunities:

* The student asked more questions than reflections during the session.
* The student jumped to the how before exploring the why.

**Session 2: More specific Feedback based on the Rubric**

Strengths:

* The student used the MI OARS well to move the conversation forward and generate change talk. They did a great job affirming the client’s strengths and values.
* The student used silence and pauses to allow the client to process their reasons for change.
* The student asked about possible barriers.

Opportunities:

* The student struggled to show compassion when the client was sharing and seemed uncomfortable acknowledging the client’s emotions.
* The student summarized the client goals. There was time to let the student share goals and takeaways.

**Session 3: Specific Feedback based on the Rubric. Ask yourself, “Is this student ready to pass the PSA?”**

**The Student is Ready for the PSA**

Strengths:

* The student asked open-ended questions to promote discovery and an “AHA” moment regarding the topic that the client was talking about.
* The student used an experimental mindset when collaborating with the client to set goals and explored support and challenges.

Opportunities:

* The student needs to continue to focus on reflecting and summarizing change talk vs any talk.
* The student should continue to work on being mindful of refraining from directly offering strategies (with a guise of asking permission to share), and instead offering the strategy of brainstorming.

**The Student is NOT Ready for the PSA**

* The student is not able to demonstrate the MI OARS proficiently.
* The student is directive and misses what the client is communicating.
* The student shares that they are not confident and would like an additional practice session.

**Next Steps if the Student is NOT Ready for the PSA**

* Communicate with Susan ([smcgarry@uscoporatewellness.com)](mailto:smcgarry@uscoporatewellness.com)) that you feel the student needs an addition practice session and why.

**You may want to…**

* Recommend listening to the CCI Podcasts under the Hot Topic Coaching Career and Business, to a “Real Live Unscripted Coaching Session”.
* Recommend practice coaching with friends and family.

**PSA:**

Score using the PSA Rubric

* Record Feedback on any skill that is scored a 3 or below under coach notes.
* Give 1-2 positive feedback notes on scores of 4-5 under coach notes.
* Send me ([smcgarry@uscorporatewellness.com)](mailto:smcgarry@uscorporatewellness.com)) the scored rubric and feedback within 48 hours of the session.