OPEN-ENDED QUESTIONS & LISTENING EXERCISE

Listening Exercise: Personal Reflection

Without practice, it can be difficult to have a conversation where you are discovering your mentee's concerns through open-ended questions. Take five to ten minutes to write or think about the answers to the following questions:

• What does it feel like when someone is really listening to what you are saying?

• What does it feel like when you are not being listened to?





Mentorship & Peer Programs





• Think back to a time when you tried to express your feelings about a problem or issue, and it seemed as if no one understood or cared. How did you feel?

• Now think back to a time when someone did understand what you were feeling or going through. How did that feel?

• What might cause you to be afraid to share a thought or feeling with another person?

• Think back to a time in your life when you had a problem or decision to make, and someone else told you how to solve it or what to decide. How did that make you feel?

Exercise: Open-Ended Questions

One effective method that mentors can use to learn about their mentees, build rapport and create the conditions for a rich dialogue are by using open ended questions.

Re-phrase the following sentences into open-ended questions:

- Are you looking for a job now?
- Are you happy about that?
- Are you going to do something about it?
- Is that when you decided to quit?
- Will you speak to your landlord about it?
- Did you feel embarrassed when she said that?
- Is this more important than the other problem?
- Are you feeling sad right now?
- Do you have close friends or family that you could talk to?



