

**THE  
HUMPHREY/  
GROUP**

## **SHARE IN THE CHAT**

In a few words, what feedback would have helped you early in your career?

*Ex. Be courageous, Speak up, Ask more questions*

# #GIVETOGAIN THROUGH MENTORSHIP

Multiply Your Impact this  
International Women's Day!

THE  
HUMPHREY/  
GROUP





**WHAT DOES**

**#GIVETOGAIN MEAN?**

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**The power of mentorship is giving to others and gaining wisdom through the experience**





**Fireside Chat  
with Cynthia  
Ward**



**LIFT Framework  
for Effective  
Feedback**



**The Power of  
Active Listening**



**Q&A**





# MENTORSHIP LENS EXERCISE



# MENTORSHIP LENS EXERCISE

## 1. Which of these have you done recently?

- A. Asked a question that helped someone think
- B. Shared perspective from your own experience
- C. Gave encouragement or reassurance
- D. Offered feedback that helped someone improve
- E. Made space for someone's voice
- F. Normalized a challenge ("you're not alone")

## 2. Who benefited from that moment?

(A colleague, direct report, peer, client, or team member.)

## 3. What did it require of you?

(Time, presence, honesty, courage, patience.)

# Fireside Chat with Cynthia Ward

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# Crafting Effective **Feedback**



# FRAMEWORK FOR EFFECTIVE FEEDBACK

**L**

Locate the Moment

**I**

Illustrate the Behavior

**F**

Frame the Impact

**T**

Turn Towards Growth

# LIFT FRAMEWORK



**L**

**Locate the Moment.** Identify the specific moment or situation where the behavior occurred.

**I**

**Illustrate the Behavior.** Described what you observed focusing on the action not the person.

**F**

**Frame the Impact.** Explain the effect the behavior had (on the team, project, individual etc).

**T**

**Turn Towards Growth.** Offer constructive suggestions and support for improvement.

# LIFT FRAMEWORK

Helping someone  
see a moment  
more clearly.

**L**

“In the client call yesterday...”

**I**

“You shared thoughtful ideas, but you often framed them as questions or caveats rather than stating your point directly.”

**F**

“That kept the conversation collaborative, but it also meant your thinking didn’t land with the same weight as others who were more direct.”

**T**

“One thing that helped me when I was navigating similar rooms was leading with my point first, then opening it up for discussion. It let me stay collaborative without softening my message.”

## SHARE IN THE CHAT

If you were on the receiving end of that conversation, what part would matter most to you? (*clarity, reassurance, perspective, direction etc.*)

# The Role of **Active** **Listening**



## DEFINITION:

Active listening is the practice of **engaging closely** with what a speaker is saying and indicating understanding, typically by **asking relevant questions, using gestures,** and **summarizing** what you've heard.



# UNDERSTANDING ACTIVE LISTENING



**Full Attention**  
(No Multitasking)



**Nonverbal Signals**  
(Body Language)



**Resist the Urge to Solve**  
(Stay Curious)



**Check Your Understanding**  
(paraphrasing and summarizing)

# TIPS FOR ACTIVE LISTENING



## DO LESS

### Rushing to Solve

*"Here's what you should do..."*

### Planning your Response

*Rehearsing what you want to say  
instead of listening*

### Multitasking

*Email, Slack, mental to-do list*



## DO MORE

### Clarify Your Intent

*Am I here to understand, support, or  
challenge?*

### Check your Understanding

*"What I'm hearing is..."*

### Lead with Curiosity

*Ask more questions*

# SHARE IN THE CHAT

Think of a time someone truly listened to you. What did that give you? (*Courage, Confidence, Direction...*)



**The power of mentorship is giving to others and gaining wisdom through the experience**



# CALL TO ACTION

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- Choose one conversation this week where you'll be more intentional — either in how you give feedback or how you listen.





**QUESTION & ANSWER PERIOD**