Peer Coaching: Session Guidance Form

**Participants**

Who is Sharing/ Seeking Guidance?

Who is Peer Coaching?

**Purpose of Peer Coaching –** Peer coaching assumes that the person has his or her own wisdom locked inside. He or she is just too busy, frustrated, overwhelmed, etc. to access it. Peer coaching provides the time and space to let the person find his or her answers. Most times people are quick to “tell” others what to do. It makes the advice giver feel important and s/he enjoys talking about his or her own ideas/experience. Evidence shows that what it’s actually better for the person with an issue is to be given the time and space to discuss his or her problem out loud to someone who can listen and ASK the right questions. This allows for the person to find some of his or her own answers.

Often when advice is given, people are resistant anyway. They may smile and feels appreciative, but evidence shows that people follow their own conclusions better than advice they are given.

For this reason, our peer coaching sessions are mostly question based. We use our experience as ED’s to ask the right questions. We are careful not to ask leading questions, thinking we know the answer. We refrain from giving our experience or advice unless the speaker is completely tapped out. Then we offer it for consideration and ask the person how /if some part of what we offered is applicable. It’s not that we can never give advice, but this should be a last step.

**Role of Coach** – Listens and asks questions, refrains from giving advice.

* Ask good questions, get the person to talk
* Probe deeper with questions even when you want to give advice
* If you do end up advice giving, catch yourself, name it and then go back to coaching – letting the person share valuable thoughts, feelings and experiences.
* Once the information is “all out there” make sure there isn’t more feelings, thoughts, fears, hopes, etc
* At this point the person may be feeling a bit messy – like they just dumped a junk drawer of stuff out on the floor. Help the person frame them and make sense of them.
* Help the person create goals based on what was shared
* Create any action items that might “roll up” to the completion of those goals

**Session Structure Form –** Coach stays in role and attempts to take notes of Topic Issue and salient points discussed. Coach keeps asking – what else, tell me more, are there more facts, feelings, hopes, ideas, frustrations, etc. Assist the speaker to get it all out. Then the coach will summarize and ask the speaker if the summary is correct. Once it is all clarified, the speaker comes up with To Do Items… during this time the coach can ask, what would you like to do about this feeling or fact or frustration – but the coach doesn’t give suggestions yet. Only after the speaker is done, the coach can offer his or her ideas or advice. The only exception is if the speaker literally asks about something that is factual – HR law or Trust guidelines or SSA rules etc.

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| **Issue /Topic** | **Points of Issue Discussed** | **Summary**  |
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| **To Do Items As a Result of Discussion** | **Due Dates** |
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