

Making Peer Coaching a Success

1) Make it Safe

- Choose a partner who is not your supervisor/supervisee
- Agree to give each other positive reinforcement [first]
- Don't choose unrealistic goals, such as doing everything right 100% of the time, or completely eliminating a bad habit

2) Make an Agreement Ahead of Time

- **Choose which skills you want to focus on for the period of the agreement.**
- **Choose a checklist or other tool for the coach to use and give to the observee.**
- **How often/when will the coaching take place? (A regular time is best)**
- **Decide: What will success look like? (% of practices used on the job? Consistent use of certain techniques? Other?)**
- **Choose one or two skills to focus on for each session**

3) Get Together After Each Coaching Session

- Do this as soon as possible after the **session has taken place**
- **Coach: either give positive reinforcement (what was done well?) first before making suggestions about "next time" OR just use the checklist and give positive comments only**
- **Coach: ask partner how they felt the session went**

4) Practice Good Interviewing Technique Even When Not Being Coached

- Select 4 or 5 **open-ended questions to practice at the desk so that you have several of them with which you feel comfortable**
- **Get in the habit of paraphrasing the question to verify it and asking a follow-up question with every transaction.**