

Peer Coaching Group Quick Reference



For Support Groups

Guidelines for Coaching

Getting Coached

- Explain your priority / goal in about 2 minutes.
- Explain your priority in terms of here-and-now.
- Be brief in your descriptions and answers.
- Briefly describe your feelings, if you prefer.
- Use “I” statements as much as possible in your explanations and answers.
- Don't repeat yourself.

Coaching Others

- Listen closely to the presenter.
- Be brief in your questions or offerings.
- Ask questions about the presenter's current perspectives, assumptions, conclusions, etc.
- Limit advice and general discussion.
- Avoid lecturing the presenter.
- Help the presenter come to learning and *realistic* actions to take before the next meeting.
- Intervene if the group gets off the agenda.

Useful Questions to Support Members

- Focus on the presenter's thoughts, feelings, and actions, not their boss's, spouse's, etc.
- Rarely have “yes” or “no” answers.
- Rarely start with “why”.
- Rarely focus much on the past. Instead, focus on the present and future.
- Avoid “you should”, “you have to” “you must”, etc.

Curious
Be: Caring
Concise

Sample Questions for Each Phase of a Coaching Time Slot

1. Help People Report Their Priority / Goal:

- What do you want to work on today?
- What would you like from us today?
- How would you like to get it?
- Have you said everything that you want to say?
- What is the bottom line?
- _____

2. Help People Clarify Their Priority / Goal:

- How is this priority important?
- What do you think the root of this priority is?
- How would [the other party] describe the priority?
- What's your role in this priority?
- Where do you feel stuck?
- Is what you're doing resulting in what you want?
- What is the intent of what you're saying?
- Where are those strong feelings coming from?
- What would you like us to ask?
- _____

3. Help People Move to Actions:

- Have you experienced anything like this before? What did you do? How did it work out?
- What do you hope for?
- What's preventing you from...?
- What would you be willing to give up for that?
- If you could change one thing, what would it be?
- Imagine a point in the future where your priority is addressed. How did you get there?
- What can you do before the next meeting?
- Who will do that action? By when? What will it look like when done? How will we know it's done?
- Is there additional support that you need from us?
- _____

4. Help People Deepen Their Learning:

- How did this time slot go for you?
- What is the learning in this for you?
- _____

Guidelines for Facilitating

Preparing

- Bring a clock.
- Send the virtual connection info to other members.
- If members do not already have them, send copies of Session Management Form and this document.
- Remember you are a member too – you get coached and coach too.

Facilitation Tasks

- Manage meeting to the agenda.
- Keep track of time.
- Ensure support is focused on presenter's priority / goal.
- At the midpoint, ask presenter if the time slot is helpful.
- Call on quiet members.
- Tell members when they have 2 minutes left in the time slot.
- Be sure actions are realistic and relevant.
- Remember to offer feedback, questions and support during other members' time slots, too.

Agenda for Support Groups

Opening the Meeting and Check-in

- Welcome other members to meeting.
- Review "Values" and "Ground Rules" (to the right).
- Allow up to 2 minutes for all members to quietly complete the first part of their Session Management Form, to select a priority / coaching goal for this meeting.
- Have all members check in, briefly mentioning their coaching goal for this meeting.
- Review the guidelines for "Getting Coached" and "Coaching Others".

During Coaching Time Slots

- Each person gets coached by other members.
- Encourage use of sample questions and guidelines.
- Be sure each member gets the same amount of time for their coaching time slot.
- Watch the clock!

Closing and Evaluating the Meeting

- Allow up to 3 quiet minutes for all members to complete the second part of their Session Management Form, recording their learnings from the current meeting.
- Invite all members to share any learnings that they gained during the meeting.
- Evaluate the meeting, with each person saying out loud:
 1. Their rating of the overall quality of the meeting ("1" is very low, "5" is very high)?
 2. Why did they choose that rating?
 3. What they could have done in that meeting to help the meeting get a rating of "5" now?
- Verify the date, time and location of the next meeting.

Values

- Participate fully.
- Communicate your needs.
- Help each other clarify needs.
- Respect those needs.
- Help members exchange support, feedback, questions and resources.

Ground Rules

- Start and end on time.
- Confidentiality is assured.
- Keep the process focused.
- Manage your time; help the others to help you.
- All opinions are honored.
- You can respectfully disagree with each other.
- Let other members know if you cannot attend the next meeting.