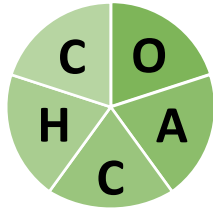


Coaching in Action: Coach a Peer Summary



Frame a conversation using the COACH™ process that will help the person gain self-insight, identify actions, and take personal responsibility to strengthen peer relationships.

Tips for Success

- Be prepared for the conversation. Don't wing it!
- Building strong relationships with peers takes time. Don't expect the relationship to meet your expectations right away.
- Enter the conversation with positive energy and a future orientation.
- Stay open to get past your assumptions and judgements to *understand* the person.
- Focus on getting to Know the Person. This shows you see, hear, and value your peer and will help you to meet that person where they are, and find solutions together.
- Resist the temptation to tell the person what you think is the 'right' solution. Use direct communication strategies (e.g., paraphrasing, holding up the mirror, and frame/reframing a situation) and powerful questions to give them space to share their perspectives and ideas.
- For the Brainstorming and Hold Accountable with Action Phases you will want to identify what you will do together. It is best when both of you are brainstorming together, without judgement of any ideas! Many times, the actions do not fall on just one person. Be sure to make clear agreements on what you BOTH will do strengthen your relationship.
- With employees, its important to ask the person what their insight is from the conversation. When coaching a peer, it helps if you share your insight from the conversation, and that may prompt the other person to share as well.