



Peer Coaching

Overview, guidance, and support

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Coaching employees on their strengths can also help them become more productive at work as it boosts their motivation levels and improves their skills through use of deliberate practice.

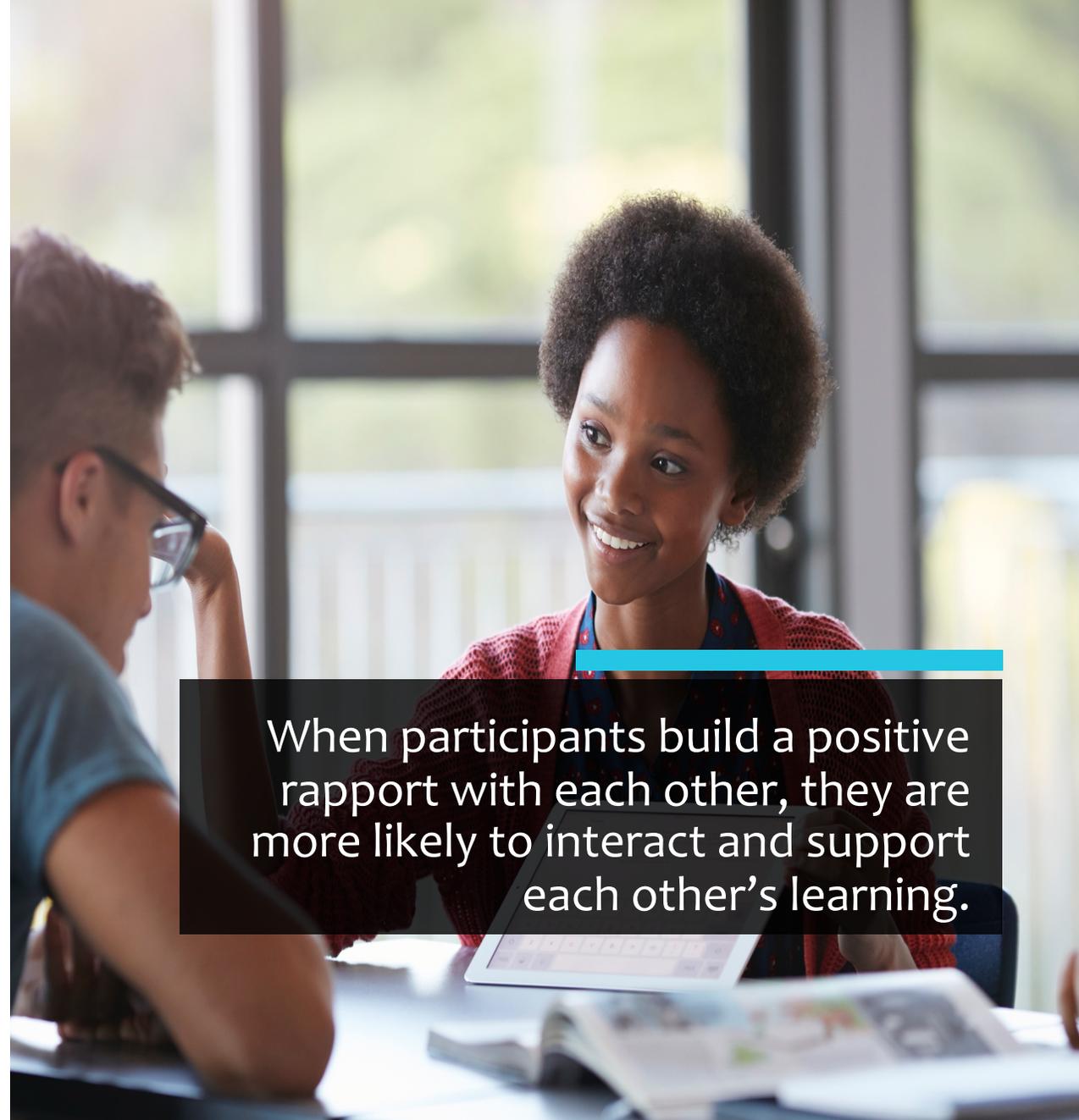
- Colette Kemp



Get to know the participant
and encourage their
interaction with the team.

Participants learn as much from each other as from the program.

- Knowing where others are coming from makes it easier for participants to listen and contribute.
- Don't forget about instant messaging apps like Slack and Glip!
You can use these to start to build rapport by using a discussion group for welcomes and introductions.



When participants build a positive rapport with each other, they are more likely to interact and support each other's learning.



Trust is key.

When a participant speaks up, either 1:1 or in front of a group, they may feel they're taking a risk.

They may wonder:

- *Is this idea “right?”*
- *Is it a good idea, or a valuable contribution?*

Recognize their contributions

- Use participant names, show appreciation, and thank them for sharing.
- Build on comments to highlight their value.
- Connect ideas or input others have shared.



To create trust, maintain participant esteem, and encourage future interaction, it is important to acknowledge participant input and ideas.



Use emojis to express appreciation.

Use tools such as emoticons or other appropriate icons and callouts to express appreciation for participant contributions.

- Encourage your teammates to use emojis.
- Verbally acknowledge contributions.
- Use the participant's name to build recognition.



To create trust, maintain participant esteem, and encourage future engagement, it is important to acknowledge participant input and ideas.

A man in a yellow shirt and a woman are sitting at a wooden desk, looking at a book together. The man is pointing at the book. On the desk, there are some large, textured objects and a small wooden model of a creature. In the background, there is a bookshelf with books and a potted plant.

5 Steps for Effective Coaching

Use these steps as a guide to help ensure positive learner outcomes and productive partnerships

Step 1

Review the participant's familiarity with the company, role, and product. Share your experiences to help build rapport.

- What is the person's professional background?
- Ask the participant to share any special skills or strengths they think will help them in this position.
- Ask the participant what aspect of the position or role they're especially excited about.

Step 2

Provide an overview of the training and explain how the content will help the participant.

- What is the objective of the training?
- Why is the information in the training relevant/important?
- What's in it for the participant?

Step 3

Familiarize yourself and the participant with what the training includes.

- How will you present the content and concepts?
- What job aids are available for the participant to reference?
- Where can schedules, job aids, and other important information be found?

Step 4

Set clear expectations.

- Describe the activities the participant will complete to learn the course content or successfully fulfill training requirements.
- Explain the different ways the participant will obtain and consume knowledge, such as a LMS, coach, manager, job aids, and other media.

Step 5

Review what you've discussed as often as needed.

- Ask the participant to summarize key points from your conversation. Continue this practice throughout your coaching sessions..
- Invite the participant to ask questions, and don't be afraid to “put a pin” in a topic with which you're unfamiliar so you can research and discuss during your next coaching session.



Thank You