

ADVANCE Peer ~~Mentoring~~ Coaching Groups

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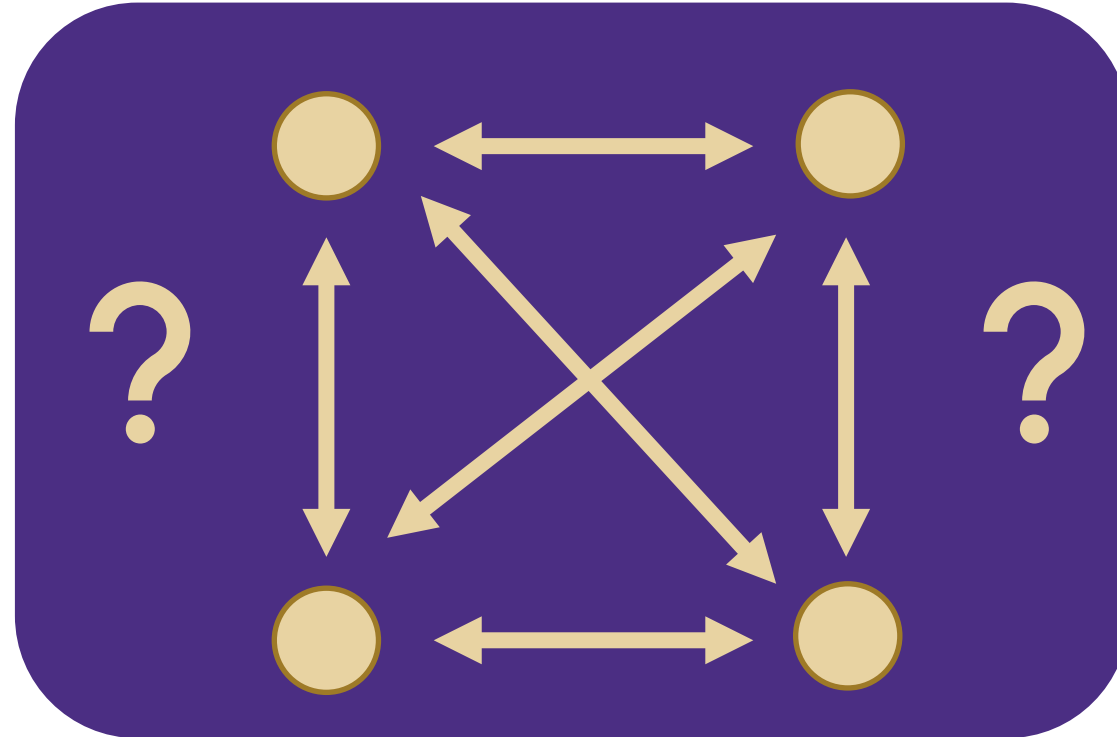
Today

- > Introduce peer coaching
- > Practice active listening and asking clarifying questions

Why focus on peer model?



Peer Mentoring / Coaching



Mentoring ≠ Coaching

Coaching is ...

- > Asking questions
- > Focusing on inquiry
- > Supporting self-directed learning
- > Developing actions (behaviors) to move toward goal attainment

Coaching is not ...

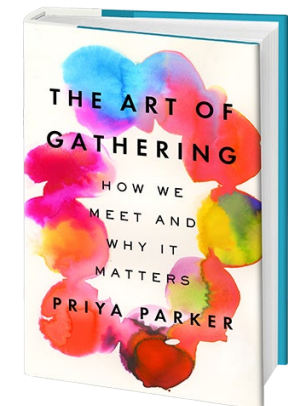
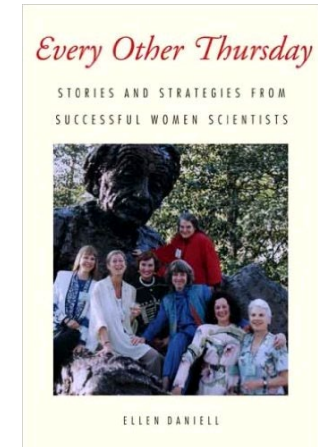
- > Giving advice
- > Offering suggestions
- > Sharing stories



Purpose of Peer Coaching Groups

- > Be in community with others
- > Get feedback and perspective on an issue in an intentional format
 - Regular, structured meeting
 - Confidentiality and trust
- > Gain ideas for helpful forward action
- > Practice coaching skills – ask questions, focus on inquiry, promote self-directed learning, avoid advice giving

Call for volunteers:
Start before you are ready;
Stop before you are finished.



Meeting concepts

Adapted from: *Every Other Thursday* by E. Daniell

- > **Work time** – describe a dilemma, ask coaching questions, make contract
- > **Contracts** – helpful, forward progress actions that individuals commit to; feasible and likely to happen
- > **Affirmations** – positive affirmations about others
- > **PIGS** – self-judgments or self-criticisms (Personal, Internalized, Gnawing Statements)



Peer coaching time

- > Everyone is a peer coach – no experts or people with answers or advice
- > **Listen to understand**, not to respond
- > Ask **clarifying questions** to build understanding
- > Ask **open questions** – no agenda, no ‘leading the witness,’ and to which you don’t know the answer
- > Promote **agency** – break patterns, initiate activation energy, gain different perspective, etc.



“If I had an hour to solve a problem, I’d spend **55 minutes** thinking about the problem and **5 minutes** thinking about solutions.”

Albert Einstein



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Next Elegant Step

“A next elegant step – one that is **possible** and **strategic** based on who is taking it and where they are trying to go. Find it and you cannot fail.”

~ adrienne maree brown

<https://adriennemareebrown.net/2015/02/02/trust-the-people/>



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Peer coaching example



Work time actions and goals

ACTION	GOAL
WORLDS check	Acknowledge current state
Prior contract report out	Foster accountability
Work/Dilemma statement	Identify the feeling and problem. Then clarify the goal.
Peer Coaching	Support the participant in improving their thinking and identifying potential paths forward that might work for them.
Contract	Define concrete action that will be helpful, likely to happen, and go beyond wishful thinking

Work time format

- > WORLDS check (:01): brief statement about current state. **I am [current state].**
- > Accountability (:01): report back on prior contract.
- > Work/Dilemma Statement (:01): **I feel [emotion] about [situation] and I want to [goal].**
- > Peer Coaching (:07): Ask clarifying questions to help improve participant's thinking and identify path forward (participant's self-identified path).
- > Contract (:02): **By [time], I will [specific action].**

Example

> WORLDS statement **I feel [current state].**

I am anxious about my full day and my back is sore.

> Dilemma statement **I feel [emotion] about [situation] and I want [goal].**

I'm feeling unsure and overwhelmed about how to define my research program when there are so many new potential collaborations to consider and lots of pulls on my time. I want to get better at staying focused and being effective.



Draft a worlds statement

I am [current state].



Draft a work/dilemma statement

Construct your statement to be concise and informative.

I feel [emotion] about [situation] and I want [goal].



Coaching Questions

Focus on **Clarifying Coaching Questions** to cultivate understanding

- Explore the emotion/situation/goal in the work statement.
 - > Work statement format: I feel [emotion] about [situation] and I want [goal].
- Use “Who, What, Where, When, Why, and How.”
- Clarify if my questions for me or for them.
- Avoid problem solving, rather build understanding and insights about the dilemma to illuminate possible ways forward.
- Avoid advice giving (including in the form of a question).



Common coaching question errors

- > Asking for too many details
 - questions for me versus for the individual
 - trying to scope out problem to give advice
- > Can you ... Do you ... Are you Have you ...
 - questions disguised as advice
- > Zoom out: what is the idea at the core of your suggestion question?
 - Who, What, Where, When, Why, and How.



Contracts

- > Go beyond wishful thinking to clarity of forward momentum
 - Avoid: “will try, might, hope to, ...”
- > Focus on concise objectives
- > Identify concrete actions/behaviors that are helpful and likely to happen
- > Propose a feasible, accountable timeframe

By [time], I will [concrete action].

Example continued

- > **WORLDS statement I feel [current state].**
I am anxious about my full day and my back is sore.
- > **Work statement I feel [emotion] about [situation] and I want [goal].**
I'm feeling unsure and overwhelmed about how to define my research program when there are so many new potential collaborations to consider and lots of pulls on my time. I want to get better at staying focused and being effective.
- > **Coaching questions (clarify & build understanding, don't problem solve)**
 - What has worked well in similar situations?
 - Who else has or could help with the issue?
 - What have you tried so far?
 - What would success look like for you?
- > **Contract By [timeframe] I will [concrete, feasible action].**
By the end of next week, I will email ____ to set up a time to talk about _____.



Trying the PCC model



- > 10 minutes of work time per person
 - Worlds statement
I am [current state].
 - Work statement
I feel [emotion] about [situation] and I want [goal].
 - Coaching questions
 - Contract
By [time] I will [concrete, feasible action].
- > Note patterns
- > Conclude with affirmations

Reflections and What's Next



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PCC basics

- > 5-8 people
- > Commitment to the group
 - Regular meeting times
 - Confidentiality and trust
- > Commitment to the structure
 - Work time format
 - Coaching questions
- > Open to learning and growing skills



Power of Gatherings

“... every time people gather, they are being brought into the **opportunity** to help one another, to do what they couldn't do or think up or heal alone.”

~Priya Parker

