Peer-Supported Improvement

Goals of the Workshop

- Clear understanding of peer-supported improvement

- Clear understanding of the role of a 'peer'

- Insight to *coaching*, *mentoring* & the *GROW* Model

- Skills & techniques to *coach* & *mentor* each other

- Enhanced communication & rapport building skills

- Work-related goals & actions.

Peer-Supported Improvement…?

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- Supporting each other to improve, develop, overcome specific challenges & achieve objectives, through *coaching* & *mentoring*

- Challenging each other's existing practices (*peer challenge*)

- Discussing how to overcome specific challenges (*action learning*)

- Sharing practices (*best practice benchmarking*)

- Joint improvement projects

- Opening the door to efficiency & joined-up service collaborations.

This is not...

- Consultancy

- Criticism

- "…..because we do it better"!

- "…because we know the right way"!

- Audit, inspection or assessment

- Negative or a 'threat'.
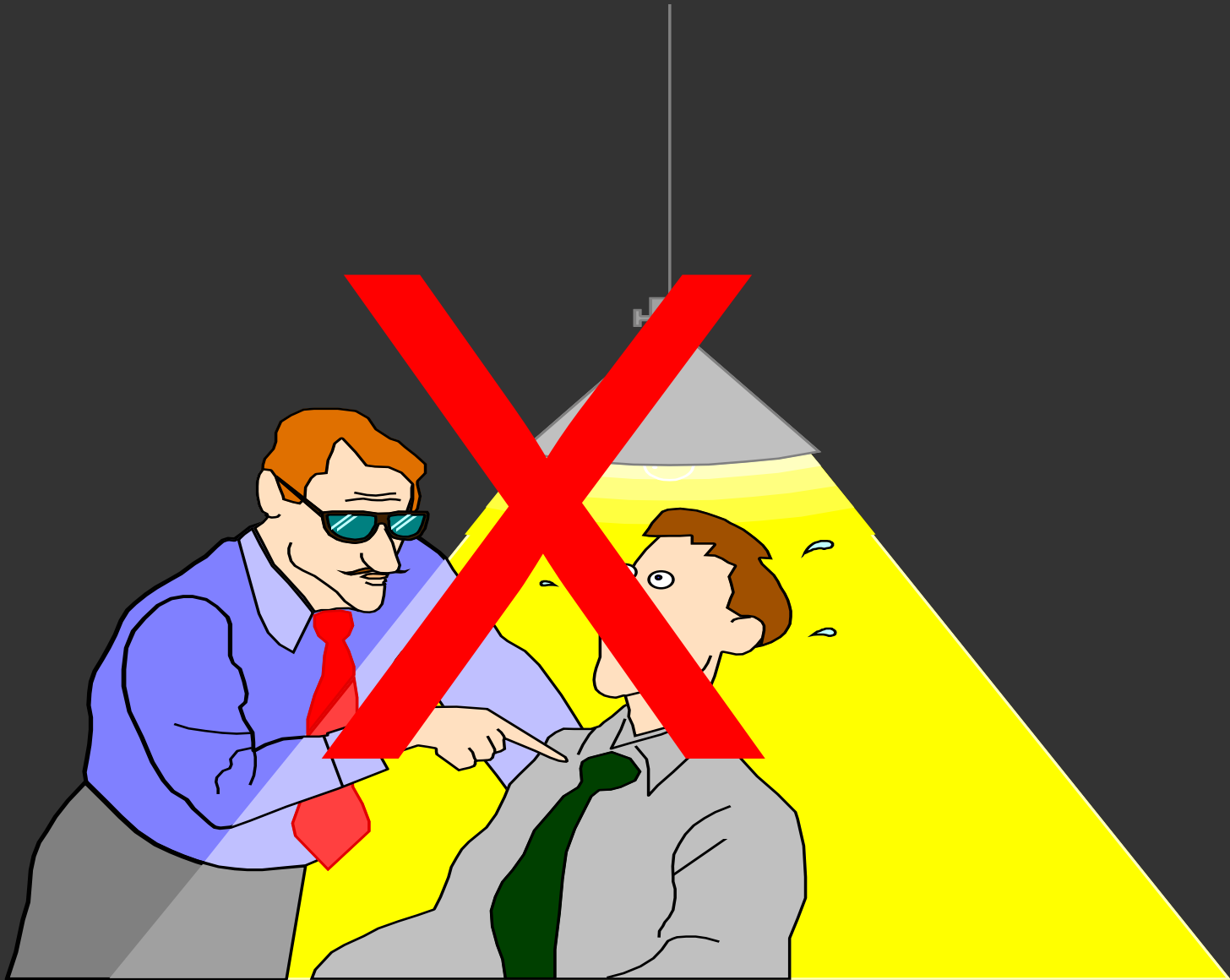
What are the characteristics of a successful peer?

What are the characteristics of an unsuccessful peer?

Coaching & Mentoring…?

Non-Directive Coaching…

"Coaching creates the capacity for continuous improvement, development & success through enabling and supporting people and organisations to make the best use of their knowledge, wit, insight, vision, creativity, sensibility, determination, external resources and vast ability to learn &develop.

Coaching recognises the vast potential of human capability, understands what restrains this & how to unleash it…and significantly reduces the 'interference' between potential and performance".

"People like change they just don't like being changed"!

Tom Peters

Mentoring...

"My good friend Mentor....I am setting out from Troy. I entrust my house and the education of my son to you. Tell him all you know!"

Odysseus

G.R.O.W. Model

Goal
Establish, crystallise and commit to the Goal

Reality
Develop clear awareness of the current Reality

Options
Identify many creative options

Way Forward and Will
Establish and commit to actions

G.R.O.W. Model

<u>Goal</u>
Establish, crystallise and commit to the Goal

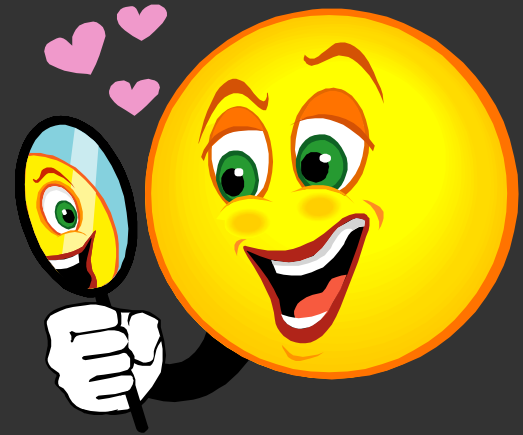"If you don't know where you're going, any road will do!"

G.R.O.W. Model

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Develop clear awareness of the current Reality

"Awareness is curative"

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"What happens next….?"