

Peer Coaching Skills

via Online Social Learning



Who?



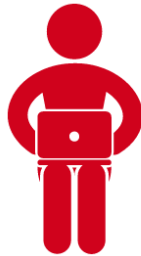
Croatian Employment Service (CES)

Participants?

83 Work Coaches

Facilitators?

2 Moderators (kick-off)
3 Technical Support (online course)



How?

One-day kick-off workshop
Three-weeks of online course

[This type [of coaching] refers to a specific form of coaching carried out among colleagues.



Why?

- 1 Support the development of **peer coaching** skills as a means of problem-solving at the workplace amongst PES practitioners.
- 2 Enrich the support of PES clients by increasing practitioners' skills in powerful questioning, active listening, emotional awareness and growing mindset.

Resources?



- Multimedia mix of videos, images and textual material
- Discussion forum for learners
- Quizzes and exercises

Outcomes

At the end of the course practitioners in CES stated:


1000 Comments exchanged among 83 practitioners

I feel confident to apply the knowledge in my daily work.

I feel confident to participate in a peer coaching group.

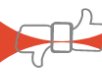
67%



60%

n=68

34%



33%

9%



7%

And... even more positive reactions in ZRSZ:

In the Employment Service of Slovenia (ZRSZ)... We carried out the peer coaching course and the reactions here were **very positive too**.



Zavod Republike Slovenije za zaposlovanje

I feel confident to apply the knowledge in my daily work.

I feel confident to participate in a peer coaching group.

100%



85%

n=14

0%



15%

0%



0%

Immediate Impact

Before vs After

Questionnaire before the start of the course and 3 weeks after the end of the course.
(1=not at all; 5=almost daily; n=63)

Significant increase in frequency of collaborative reflection.



I directly ask my colleagues for feedback to my work.



I discuss with my colleagues possible solutions to work-related challenges.

Significant increase in frequency of individual reflection and adaptation.



I actively seek opportunities to improve my work practice.



I learn from thinking about past activities.



I adopt changes to work practices when the need arises.

"Solutions to problems are sometimes very simple, all we need is help from colleagues to become aware."

"This way of solving problems makes sense since it changes attitudes. Whoever is familiar with the terminology knows that attitudes do not change easily, change is a long and exhaustive process. However, a change of attitude creates the possibility of making an impact on the client."

Sustainable Impact - 4 months after

68%
n=53

I could already apply "active listening" in my daily work.



"Recently I had a client who is basically interested in everything, but in the end always finds some problem which disables him to accomplish his idea. I followed peer coaching concept and in the end faced him with his real possibilities and options."

38%
n=53

I could already apply "powerful questioning" in my daily work.

40%
n=53

I feel motivated to participate in a peer coaching group.



"I mostly learned to ask better questions to my clients so they can come to the solutions of their problems by themselves instead of proposing solutions to them."

Key for Success



1. Dedicated time for peer coaching
2. Managerial Support
3. A location and infrastructure to conduct peer coaching