

## Peer coaching

- Based on trust
- Non-judgemental and non-directive
- Builds on strengths
- Focuses on finding solutions
- Helps clarify. ('So what do you mean when you say ...?' 'Could you say more about ...?')
- Reflects back – acts as a mirror. ('I noticed that you said ...' 'What I am hearing is ...')
- Open questioning (What? When? How? Where? Who?) to generate new ideas and options. Later in the process, *incisive questioning*, to challenge and firm up commitment. ('What if ...' and 'What would you do then?')
- Allows people to find their own solutions
- Helps people to set manageable goals
- Helps people to commit themselves to taking action
- Helps people to evaluate their progress

