



Electrical Transmission & Distribution Partnership

Continuing Education Training

-Peer Coaching

Presenter Guide

-2nd Quarter 2017

This page intentionally left blank

Introduction

This Peer Coaching module can be a presenter lead (supervisor, safety professional) process. The presenter may choose to augment the material with videos, handouts or other media to enhance the learning experience. The presenter may want to incorporate visual aids to enhance the presentation.

Using this material in combination with practical experience, good presentation skills and knowledge of adult learning techniques, the presenter has a greater opportunity to deliver the information.

Edgar Dale stated that 2 weeks after a learning event, adult learners remember:

- ✓ 10% of what they read
- ✓ 20% of what they hear
- ✓ 30% of what they see
- ✓ 50% of what they see and hear
- ✓ 70% of what they say
- ✓ 90% of what they say while performing a task

Microsoft® PowerPoint® combined with good instructional skills and instructor/student dialogue work strongly in the fifty to seventy percent range. PowerPoint® presents the information to the attendee and the instructor summarizes the content of the slides. It is critical to engage and involve the attendee in the process. Ask open-ended questions that will elicit conversation and discussion, but be cautious to maintain control of the discussion.

Conversation and scenarios are good, but can cause the discussion to run long. If it seems like the group is losing focus during the course, the presenter can direct the group back on track by using comments like “Good discussion, but let’s get back to the subject at hand”.

Another tool is the “Parking Lot” which is simply a newsprint chart or dry erase board or note pad where the presenter records questions/discussion points not answered or addressed during the meeting and that may require more research. It is vital to capture any ongoing discussions or questions on the “Parking Lot” and follow up when the information is known.

Deliver this refresher during the second quarter of 2017. Delivery time is approximately 30 minutes. The presenter may deliver the topic in a formalized meeting room setting using the PowerPoint slide deck or by using the Peer Coaching handout as in a tailgate safety talk. It is critical that the presenter makes him or herself familiar with the material prior to delivery.

This module may be presented with the PPE module or presented separately.

This page intentionally left blank

Slide 1

Time-Out for Safety

Peer Coaching

Continuing Education Module
2nd Quarter 2017

PARTNERSHIP

1

This module is to be presented in the second quarter of 2017.

Explain that recognizing a risk and speaking up with the right words at the right time can prevent you or your peers from getting hurt. It's the right thing to do, but that doesn't mean it is easy. This presentation offers some tips for giving and receiving peer coaching.

Slide 2

What is Peer Coaching?

An Informal conversation
between:

- Co-workers
- Friends

Conversations that are beneficial
and supportive

In the Context of Safety

PARTNERSHIP

2

Communicate the facts

Explain that you are not responsible for how a peer decides to respond to coaching, but the way you communicate can improve how it is received. Move past your feelings — get to the facts. Be an advocate for safety by constructively expressing your concerns and discussing the safest way to complete the task.

Slide 3

Why Peer Coaching?

Recognizing a risk and speaking up with the right words at the right time may prevent someone from getting hurt

3

Partnership logo

Don't take it personal

Explain that feedback will not always be received in a positive way and can be perceived as criticism. No matter how the other person takes your feedback, when it is about safety, you have a right and duty to speak up. Sometimes there will be defined rules and procedures you can rely on when coaching someone. When there are gray areas regarding procedure, you should discuss the risk involved in the process with the person you are coaching.

Slide 4

Those That Report to You

Who Are Your Peers?

Those you Report To

4

Partnership logo

Slide has animation

Everyone has enough experience

Explain that when it comes to safety, everyone is your peer! Everyone you work with is your peer and has the right and duty to speak up when they see an error-likely situation.

Don't let seniority, age, or experience hamper your peer coaching efforts. Whether you have 30 years or 30 days, you have the right and duty to peer coach. Don't assume that someone else will speak up or that someone else has already taken steps to avoid an error-likely situation. You might be the only one who can and will speak up!


Slide 5


Communicate the Facts

You are not responsible for how a peer responds to coaching

The way you communicate can improve how it is received

Move past your feelings — get to the facts



 5

Explain that if someone is coaching you, resist the urge to be defensive. No matter how the other person approaches you or how they say it, it's about safety and you need to listen. The way you receive coaching has a big impact on whether your peers will want to help you and others in the future. When your peer speaks up, they care enough about you to do something that they may feel uncomfortable saying.

It's Not About Who's Right

It is not about being right or wrong
It is about doing the task in the safest way
If something doesn't feel right, speak up




PARTNERSHIP 6

It's not about being right

Explain that peer coaching is not about being right or wrong. It is only about doing the task in the safest way. You don't have to know everything to stop a job and peer coach. If something does not feel right, speak up - even if you do not know the right way to do a job.

No Stupid Questions!

A questioning attitude is good for you and your peers
The right question at the right time may prevent an injury (or worse)



PARTNERSHIP 7

No stupid questions



Explain that people say there are no stupid questions and that statement is very true when it comes to peer coaching. Your questioning attitude is an asset for you and your peers.

Use it every day, every job, every time to gain better understanding of the task to be completed and to ensure that the safest way to complete the job is being used. Do not let fear of being wrong keep you from asking questions that could help your peers.

Slide 8

We are in this Together!

- It is also okay to coach employees who work in different areas than you
- If you do not understand what you are seeing, ask
- “Help Me Understand” is a great tool!



8



Slide has animation


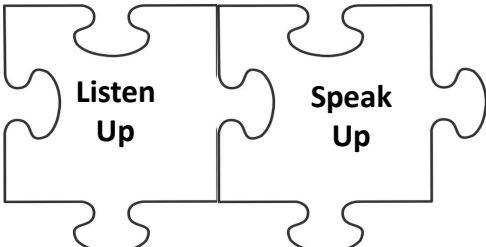
We are all in this Together!

It is also okay to coach employees who work in different areas than you. If an underground employee sees a safety concern that could affect an overhead crew, they need to speak up and vice versa. At the end of the day, it does not matter if you are communication, transmission, distribution, overhead, and underground or office employees. We are all striving toward the same vision!

Slide 9

Speak Up & Listen Up

Speaking up to ensure ZERO HARM and Listening when others Speak are essential parts of Peer Coaching




9

Explain that speaking up to prevent injury and/or loss is part of our jobs. We must be committed to Speak Up and Listen Up to safety feedback.

It is About Commitment

- ✓ Commit to Speaking Up anytime you see an Unsafe Behavior
- ✓ If someone cares enough to Speak Up You need to Listen Up



10


Slide has animation


COMMITMENT:
EITHER YOU DO OR
YOU DON'T, THERE
IS NO IN-BETWEEN.

Explain that it is all about commitment.

Say Thanks

- When someone takes the time to peer coach you or other members of the crew
- Thank them for speaking up
- Recognize safe behaviors, like good peer coaching, in a positive way





11


Say “thank you!”

Explain that when someone takes the time to peer coach you or other members of the crew, thank him or her for speaking up. Recognize safe behaviors, like good peer coaching, in a positive way.

Slide 12

Review

- When you see unsafe behavior or situations, Speak Up!
- If someone speaks to you about their concern for your behavior and your safety, Listen Up!
- It is not about right or wrong, it is about watching out for each other
- Your speaking up may prevent an injury
- If someone takes the time to peer coach you, thank them!

 12

Review

Slide 13

Injury Free Takes You and Me!

Target

Safety



 13

Close