



# Continuing Education Module

## -Peer Coaching-

### Topic Handout

## Everyone is your Peer!



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. Here are some tips for giving and receiving peer coaching:

#### Communicate the facts

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.

#### It's not about being right

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 doesn't feel right, speak up - even if you don't know the right way to do a job.

#### Don't take it personal

Feedback won't always be received in a positive way and can be perceived as criticism. No matter how the other person takes your feedback, when it's 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.

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.

#### Everyone has enough experience

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!

#### No stupid questions

People say there are no stupid questions and that statement is totally 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. Don't let fear of being wrong keep you from asking questions that could help your peers.

#### Take the time

When you see someone doing something wrong, you may find it easier to step in and complete the task yourself. Instead, take the time to explain the right way to do the task.

Question, Comments, Concerns? [Contact your Safety Department](#)



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### 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 doesn't matter if you are communication, Distribution or office employees. We are all striving toward the same vision!

### Say "thank you!"

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.

## Dos & Don'ts

You don't have to know everything or be perfect in order to help your peer, but here are a few tips to help you be an effective peer coach:

### Do:

- Focus on the problem
- Use three-way communication
- Ask questions
- Seek to understand
- Inform for clarity
- Collaborate
- Treat your peers with respect
- Reinforce safe behaviors

### Don't:

- Focus on the person
- Use one-way communication
- Assume without asking
- Accuse/blame/attack
- Lecture or nag
- Reprimand or ridicule
- Let your feelings get in the way
- Ignore unsafe behaviors

### Speak Up! Listen Up!

Speaking up to ensure zero harm and listening when others speak are two essential parts of peer coaching.

When you see unsafe behavior, commit to give feedback...

**Speak Up!**

When a peer approaches you, commit to receive feedback...

**Listen Up!**