

# Developing Collaborative Peer Coaching Skills

This handout outlines the key skills necessary to be an effective peer coach. It outlines effective listening, identifying concerns, exploring resources, developing an action plan, and following up.

### Collaborate

with the student to understand the issue

#### Listen effectively Ask questions

Squarely facing
Open posture
Lean forward
Eve contact

Relaxed position

Open ended questions such as those starting with "What ..."

Clarify and paraphrase, then ask probing questions.

#### Be attentive

Look for non-verbal cues How are they reacting?

Be culturally aware, and mind your use of language

### Brainstorm possibilities

#### for how to address the issue

#### Past experience

What has the student tried already?
What resources have they used?
What are their strengths? (Innate resources)
What are their interests and passions?
What could they change?

#### Your experiences

Be cautious when sharing your own experiences. Emphasize that it is your own experience, and might not suit everyone.

## Explore resources

relevant to the student's concerns

#### Knowledge of resources

Your role is to provide knowledge of resources on campus and in the community. Get to know them! What resources do you wish you had known about in first year?

#### **Know your limits**

You are NOT tutors, counselors, or academic advisors.

#### Know when to refer high risk students

High risks behaviour, risk of self-harm. Signs of anxiety, fear, excess stress, depression, grief/loss, hopelessness, social isolation, substance abuse, internet addiction, etc.

Refer to counseling, academic advisors, or student health.

## Develop an action plan guiding the student to their own solutions

Feel free to share what worked for you, but preface it with "What worked for me was..."

Ask them "What is your first step?"

Let students come up with their own possible solutions.

## 5 Follow up with the student the most important step!

"Let's reconnect..." or "May I email you next week to see how things are going?" Make sure you stay in touch, and plan a set time and place to meet again.

If you have any questions or concerns, about the coaching skills outlined above, feel free to contact your science student development staff or Science Peer Academic Coaches (SPAC). See <a href="http://my.science.ubc.ca">http://my.science.ubc.ca</a> for more information.