

# 10

## Week 10 Focus: Ongoing Learning – Peer Support

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**Focus Question:** *What type of peer support could you benefit from? What are you curious about learning about from your peers? (Knowledge, resources, tricky issues, hacks etc.?)*

### Description

Peer support is an often-underutilized component of any learning process inside, and outside, of organizations.

Peer support can take many forms:

**Learning partners** – Partnerships can be formed with members of the same team or different teams to provide a wider view of the work, role industry and/or organization. Learning partners may be assigned specific questions that they explore together so they can learn more about each other's roles, processes, skills etc. Learning partners can also be used as part of larger training, with partners meeting in between modules to support each other's implementation of skills.

**Job Shadowing** – This involves spending time with others and following them through day-to-day operations. Job shadowing provides a "birds-eye view" of how tasks are done.

**Action Learning Groups** – Groups of peers may come together and work real-time on current challenges and opportunities in an organization.

**Peer Coaching** – Connected with other learning initiatives, small groups of peers may come together for discussion, sharing and learning about what's working, what's possible and what's challenging with their work and/or their role.

What else might be possible?

### Activity

Consider the different opportunities you have in place for more peer learning and support.

What are the things you are curious about?

- » How people do things? (i.e. organizing, systems, relationships, etc.)
- » What people do and what they are responsible for?
- » How they approach tricky issues?
- » What resources they would recommend?

### For more on this topic check out:

PlanDoTrack – Quarterly Planning Section and related questions.

Effective Virtual Conversations – chapters on peer learning.

**"The power of the peer process can be stronger than any link between a leader and their team. How do you want to leverage this?"**

Jennifer Britton

### Questions

- » How do you \_\_\_\_\_?
- » What is your favorite resource to \_\_\_\_\_?
- » What's important to note?
- » What are the things you do on a consistent basis?
- » What learning has been most beneficial for you this year?