

Peer Coaching™

Like & Remember Feedback™

Clinic Goal: To improve your willingness and ability to give and receive Like & Remember Feedback to and from co-workers.

Like Feedback: Say what you Like about a co-worker’s behavior* and why (likely impacts).

Remember Feedback: Remind a co-worker to use a behavior standard* and why (likely impacts).

*Behaviors must be based on common behavior standards (such as the VOICE standards).

L&R Feedback Receivers and Providers

Feedback Receivers: VOICE-trained co-workers

Feedback Providers: VOICE-trained co-workers

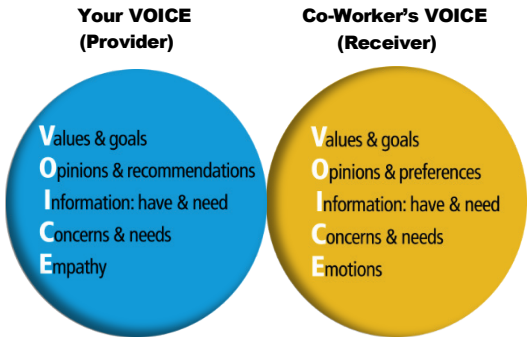
Patients and guests may also be asked to provide L&R Feedback:

Ms. Lee, please feel free to let us know what you Like about what we do and what you want us to Remember to do for you. Alright?

L&R Feedback is for your co-worker’s:

1. Verbal behavior* (what said or written)
2. Non-verbal behavior* (how said: tone & body)
3. Actions (tasks and procedures, GEMs®)
4. Ideas (opinions and recommendations)
5. Work products (reports, programs, tools)

*The focus is on all verbal and non-verbal behaviors, and GEMs.



L&Rs are your opinions & recommendations

Like Feedback: Your positive opinions about your co-worker’s behavior

Remember Feedback: Your recommendations for your co-worker’s behavior

L&R Feedback is positive and constructive

In general, all behavior feedback is either:

1. **Positive (praise):** Say the behaviors you Like (a way to Align)
2. **Negative (criticism*):** Say the behaviors you have concerns with (a way to SpeakUp)
3. **Constructive:** Suggest alternative behaviors (a way to Explain your recommendations)

* L&R is positive and constructive feedback. Negative feedback is part of the SpeakUp™ skill.



Prework activity #1

During the Peer Coaching Clinic, you will receive feedback on your personal Strengths and Improvement Needs on how well you serve and engage your patients or co-workers.

Write two of your Strengths when serving and engaging your patients or co-workers:

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Write two of your Improvement Needs when serving and engaging patients or co-workers:

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Prework activity #2

During the Peer Coaching Clinic, you will give feedback to your co-workers on their VOICE Skills.

Below, list two co-workers in the left column (by title, not by name). Next to each co-worker, write one VOICE Skill they do well (for which you would praise them).

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Below, list two co-workers in the left column (by title, not by name). Next to each co-worker, write one VOICE Skill you would want them to Remember to do more often.

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Prework activity #3

During the Clinic, you will practice giving and receiving feedback on nearly all the VOICE Skills and standards.

Review your VOICE Skills and standards and write any two you would want to Remember to do:

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Remember VOICE's No-Late Policy and to bring your Participant Kit, Cue Cards, and this Prework.