

The PHI Coaching ApproachSM

Programs that Build Skills for Relationship-Centered Care

Peer Mentoring

A program that reduces direct-care staff turnover through supportive peer relationships

Most turnover among direct-care workers occurs during the first few months of employment. Providing new workers with additional support, through a peer mentor program, can help lower their stress, develop their confidence, and equip them with the communication and interpersonal skills they need to build positive relationships with elders, their families, and other staff.

At the same time, experienced direct-care staff who are promoted to become mentors have the opportunity to lead, grow professionally, and advance their careers. It is this dynamic that makes peer mentoring an effective strategy to strengthen individualized, relationship-centered caregiving and reduce staff turnover.

PHI Coaching Approach to Peer Mentoring

PHI offers a full range of program development and training services related to peer mentoring. Please speak with a PHI consultant about what would be right for your organization.

Program Design

Implementing and sustaining an effective mentor program involves much more than identifying and training mentors. That's why PHI offers a full package of consulting services that support the design, implementation, and evaluation of a peer mentor program specifically tailored to your organization's needs. We work with you to:

- **Build organizational support for your program**
- **Define the mentoring role and responsibilities**
- **Develop a process for recruitment and selection of mentors**
- **Implement your training program**
- **Launch the mentoring program**
- **Evaluate and improve the program to ensure overall sustainability**

The best decision we ever made at CNR was selecting PHI to be our education partner in training our peer mentors. As a result of the program, our staff satisfaction scores have increased. Mentors realize the value of their skills as they lead discussions, make presentations, and host visitors who have come to learn about our culture change initiatives.

–Clari Gilbert, Senior Vice President
Beth Abraham Family Health Services
Brooklyn, NY

Mentor Training

PHI's peer mentor training equips experienced direct-care workers with the skills they need to help new employees become comfortable with their job responsibilities, establish respectful relationships with those they care for, and adapt to the culture of your workplace.

Through a two-day skills-based training, followed by two additional "booster sessions," mentors become more sensitive to the experience of new employees and learn to:

- **Use effective communication skills** such as active listening and paraphrasing to support mentees.
- **Engage in collaborative problem solving** with their mentees.
- **Model communication** and relationship-centered caregiving skills for mentees.

- **Provide constructive feedback** to mentees learning on the job.
- **Provide current and accurate information** about job responsibilities and workplace issues.

Train-the-Trainer

To ensure sustainability of your program, PHI trains your staff developers to deliver the PHI mentor training program. Your trainers will learn to teach the PHI Coaching Approach to Peer Mentoring curriculum through a three-part process: participating in a daylong seminar focused on adult learner-centered teaching methodology; observing the two-day mentor training; and attending a follow-up session with PHI's training staff to discuss the goals and objectives of the training and any concerns regarding the delivery of the training.

What Are the Benefits of Becoming a Mentoring Organization?

Implementing the PHI Coaching Approach to Peer Mentoring will help your organization to:

- **Strengthen communication and caregiving skills** of new direct-care workers through on-the-job peer support.
- **Improve the quality of care** by reinforcing a culture of communication, respect, and problem solving.
- **Increase retention** of new staff by developing in-house resources to help them feel more secure and less isolated.
- **Improve morale** by showing experienced direct-care staff that their knowledge of elders' needs and new worker challenges make them valued members of the caregiving team.

Organizations that have fully implemented the PHI Coaching Approach to Peer Mentoring program have reduced turnover of new staff by as much as 50 percent.

Learn More

The PHI Coaching Approach is a suite of programs and services uniquely designed to help employers and their employees build the skills necessary to deliver highly personalized, relationship-centered care. For more information about training and consulting services available in your area, contact todservices@PHInational.org or visit our website at www.PHInational.org/training.

PHI is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Call or email us for more information on contact hours for specific training programs.



PHI Peer Mentoring is one of several programs developed by PHI (see www.PHInational.org) to help eldercare/disability services organizations grow and sustain relationship-centered cultures. We work with employers across the country to build organizations that value direct-care workers and their relationships with those they assist. In all of our PHI Coaching Approach programs, PHI involves key staff at every level — from direct-care workers through executive leaders — in shaping the quality of caregiving.

