



## Brooks - A Professional and Personal Feedback Loop Ideal for the Zoom Era

“I encourage any organization to utilize the complementary [Peer Support Circles](#) (PSC) materials as a proven way to create a safe, structured, and confidential-space for building a manageable and trusted support network – especially during challenging times like these.”

That’s the informed view of Terri Brooks, who works as a Human Resource training and organizational manager inside county government in the Twin Cities metro region.

Brooks should know.

Two years ago, she relied on a more robust consulting model called Peer Coaching Groups --the original prototype for PSC -- created by Carter and Teri McNamara at Authenticity Consulting. Brooks’ coaching groups were formed to help senior-level leadership support each other in their various county government roles across several different divisions.

“Many people in managerial or supervisory roles don’t have internal support for what they have to do on a daily basis. They’re pulled in so many directions,” Brooks notes. “We found that the Peer Coaching Groups gave them a foundation and tools to help explore their challenges and identify realistic actions to take.”

Sometimes, that meant simply asking thoughtful questions to help each other to figure out how to move forward on a particular challenge or problem. The groups – usually no larger than five people to a coaching group – allowed them to build their network of county colleagues. But probably even more important, they learned to how to coach each other and to support each other in their leadership roles.”

This kind of personalized, professional feedback loop is relevant to anyone in the workforce and may be even more valuable now, Brooks says, with so many people working in isolation a good part of their work day. Even if that means gathering around the Zoom water cooler at regularly scheduled times to work with their circle online.

“I imagine Peer Support Circles are going to be a good starting point for many not familiar with the Peer Coaching Group offering, or who can’t afford this higher support structure,” she adds. “With budgets and travel restricted during the pandemic crisis for any kind of professional development and training, the PSC’s are a good option to help improve and support everyone’s work and life right now.”