

Why

Because there is a lot of experience and knowledge present within the company in all areas.

What

One colleague coaches the other(s) on a certain topic.

How

If you feel that you can link two people in order to develop a competence in one or both of them then:

Have a conversation with both workers at the same time to explain your intent and together define goals for the coaching process: what exactly has to be developed? Agree on the timing and frequency of coaching. Also, agree upon confidentiality: they never speak about the coaching unless they agree together to do so.

Leave it up to them to invite you to be present (remain available for this).

Regardless of their choice plan a meeting with them to take place in the middle of the timeframe you agreed upon. Then you can conduct an evaluation of the process: how is it going? What are the results so far?

Also, offer participants the opportunity to consult HR if they need some help.

You can keep up-to-date about how it is going in an informal way when you encounter the participants in the workplace.

When

When it is clear that people can learn skills or knowledge from each other. This can be in the field of operational tasks but also in the field of problem analysis tools, effective communication, how to manage stakeholders, influencing skills and so on.

Skills and necessary training

Some basic training in coaching skills is desired, e.g. the GROW coaching concept.

Critical success factors

Trust between the two people learning from each other.
Agreed confidentiality.

Possible workshop exercise

Do a coaching session.
See if you want to use GROW or another method.