Peer Engagement Activity Guide

UCSF Peer Engagement Self-Guide, Part 1

Interviews with UCSF staff revealed four ways that coworkers support each other’s engagement:

- Helping Out,
- Being Approachable,
- Giving Recognition and
- Having a Positive Attitude.

You can make these a regular part of your work life by following the suggestions below at least once a week:

- **Helping Out**
  
  - *Try this:* At the beginning of your workday, ask a coworker if there’s anything you can do to help; if you finish your work early, ask a coworker if you can help them complete their work; if you see something in your work area that needs attention, don’t wait for someone else to take care of it, or request help if it requires special expertise. (Please turn the lists into bullets for better legibility)

- **Being Approachable**

  - *Try this:* When someone gives you feedback or makes a suggestion, receive it graciously by maintaining good eye contact and open body language; avoid arguing; say “thank you”; evaluate their feedback carefully; and pay attention to your reactions.

- **Giving Recognition**

  - *Try this:* Look for coworkers doing something right; immediately show your appreciation; when giving recognition, be as specific as possible about what they did well. Mention the impact their action had on you.

- **Showing a Positive Attitude**

  - *Try this:* Schedule time to do the activities that make you happy; practice a spontaneous act of kindness for a coworker; set aside time once a day to remind yourself of the good things in your life; recall difficult times as well and contrast them with the things for which you are grateful today.
Make it a Habit. To help you become more aware of your own contribution to your peers’ engagement, reflect on the following questions at the end of your day. Try this daily at first, and then make a point of doing so at least weekly:

- How did I help my team today? (Helping Out)
- How did I let my coworkers know that I’m open to their questions and feedback? (Being Approachable)
- How did I show appreciation for my coworkers? (Giving Recognition)
- How did I try to have a positive influence on my workplace? (Showing a Positive Attitude)

Share with Others. You can help “spread” engagement throughout your unit by sharing the approach in this self-guide with your coworkers. Find a place to meet once or twice a month with a few of the people you regularly work with. But instead of reflecting on your own contributions to peer engagement, invite everyone in the group briefly to say what the group can collectively do to Help Out, Be Approachable, Give Recognition and Show a Positive Attitude.
Quick Peer Engagement Workshop

- What words or phrases would you use to describe your best day?
- What were you doing?
- What made the day great?

Make an “Engagement Banner” Together

On your own:

- Think of all the words from our Best Day at Work. Write down the top words that would increase engagement for all of us as a team.
- Highlight one word or phrase that is most closely connected with engagement for you, and one that would be the most engaging for others on your team.

As a group:

- Pitch one of your choice words or phrases to the others in your group. Explain why you think it would help with the team’s engagement. Everyone takes a turn with their choices. Seek consensus about the importance of each idea. If there are ideas that don’t appeal to everyone, it’s okay to set them aside.
- Write the group’s ideas that everyone agrees with on a piece of flip chart paper titled “Our Engagement Banner.” Add pictures and symbols as desired.
- Display your banner where it can be seen by all!

Group discussion: How will we reinforce our Engagement Banner? For example:

- Say thank you when you see someone doing one or more of them.
- When reporting on your own work, make the connection.
- What else?