



# STP PSC Shadowing Policy

## Overview

To ensure that all new Peer Success Coach hires have the opportunity to meet with and learn from the experience of other PSCs, Success Takes Practice requires that all new hires shadow more experienced PSCs. The purpose of the shadowing is to pass along experiential knowledge, best practices, tips, tricks, and other tacit knowledge that PSCs gain over time.

## Requirements

All PSCs in training will shadow a more experienced PSC for no less than 10 working hours. The structure for each shadow shift will be:

1. The PSCs direct supervisor (or assigned coach) will meet with the trainee and the PSC being shadowed to discuss the days expectations.
2. The PSC in training will shadow the assigned PSC for the duration of the shift.
3. The PSC in training will meet with their direct supervisor (or assigned coach) to discuss the day and lessons learned.

## Debrief

Each shift will end with a 5 to 15-minute meeting with the direct supervisor (or assigned coach) to discuss the following:

1. What was your biggest lesson?
2. What was one question that you have moving forward?
3. What was something you want to learn more about?
4. How will you make sure you apply what you learned in your future with STP?