Peer Assist

Peer Assist is the most economic way of designing a project and avoiding errors and mistakes based on others' experience and knowledge. A work team starting up a new project or task – the hosts – call on another team having acquired experience in the respective field of activity.
Peer assist allows the requesting team to gain input and insights from people outside the team, and thus, reusing existing knowledge and experience rather than having to reinvent the wheel.
It is worth using a peer assist when a team is facing a challenge, where the knowledge and experience of others will really help, and when the potential benefits outweigh the costs of travel.

SDC – Knowledge Management Toolkit

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Steps in a Peer Assist?

1. The host team clarifies the purpose and invites an experienced team.
2. Allow time for socializing and create a good climate.
3. The host team explains its project, needs and expected outcome.
4. The visiting team further explores the situation and gives feedback to what they learnt.
5. The visiting team identifies options to solve the problem. The host team listens carefully.
6. The visiting team presents their final feedback and (even unexpected) conclusion.
7. The host team commits to actions and to keeping the visiting team updated.
8. Together, they identify lessons learnt.

More information: www.daretoshare.ch

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