



Introduction to Coaching

MLD – Membership & Leadership Development

June 29, 2015



A word cloud illustrating the phrase "thank you" in various languages and scripts. The words are arranged in a roughly rectangular shape, with "thank you" being the largest and most central text. Other prominent words include "danke", "gracias", "merci", "arigatō", "terima kasih", and "mauriuru". The colors of the text vary, including shades of red, blue, green, purple, and orange.

THANK YOU!

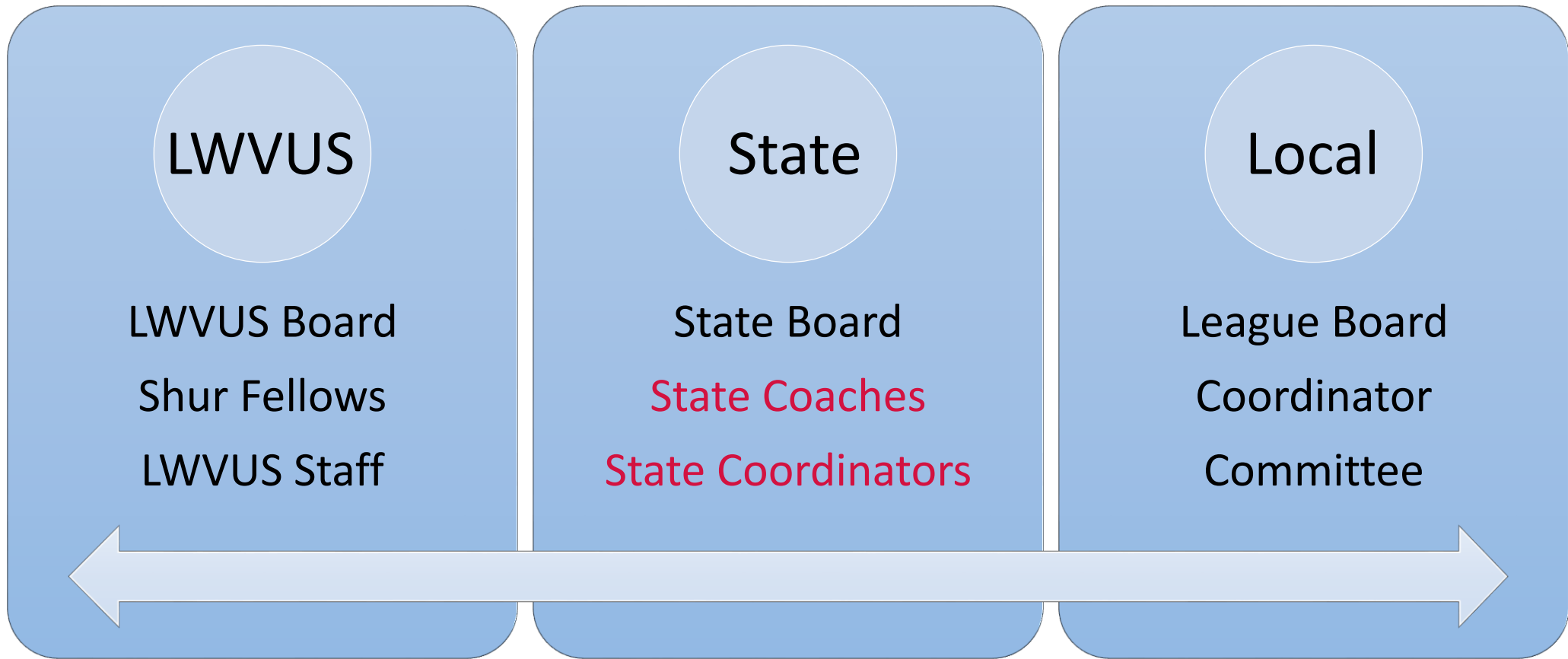
Who We Are:

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What is the goal of MLD?



Partnership



Why Coach?

Coaching is a deliberate process using focused conversations to create an environment for individual growth, purposeful action and sustained improvement.



As a coach, you are:

- Mentor
- Cheerleader
- Accountability Coach*
- Communicator



*This is only to keep Leagues on track and focused. You do not have to be the bad guy!

Coaching success

Coaching helps team members improve what they do, helps make them independent, and brings forth sources of creativity and energy. That makes the entire organization smarter and more effective. It's a win-win-win situation.

- Eric Yaverbaum and Erik Sherman



dreamstime.com

You are NOT expected to be:

Miracle worker

Instant success

Perfection

Solver of all problems

What it looks like every month



State Coach



Local League Team A



Local League Team B

And then...



All State Coaches and
State Coordinator in the
State



Ruth S. Shur Fellow
(National Coach)

Calendar of calls

Weeks 1 & 2	State coaches talk with local League teams
Week 3	Fellows talk with state coordinator and coaches
Week 4	Fellows talk with MLD Support team (i.e. LWVUS)

What is coaching?

Coaching is... Listening!

Active Listening Tips:

- Stop Talking
- Give Your Full Attention
- Encourage Them
- Recall or feedback what's said
- Ask open-ended questions
- Respond appropriately
- Set a positive tone for the call
- Be candid, open, respectful
- Listen to listen, not to respond
- Form a picture in your mind

Coaching is not prejudging situations or people. We must pull back our filters in order to be good coaches.



What is coaching?

- **Coaching is... Asking Questions!**

- Avoid yes/no questions
- Ask probing, conversation *expanding* questions
 - Instead of asking “what do you need to fix?” ask “what is the smallest change you could make that would have the biggest impact?”



- Coaching is not about having the answers, it is about asking the right questions so your Leagues can find a solution that works for them!



Why Ask?

1. All the info is with the coachee.
2. Asking creates buy-in.
3. Asking empowers.
4. Asking develops leadership capacity.
5. Asking creates authenticity.

Asking = taking opinions and ideas seriously.

Powerful Questions

DEFICIT APPROACH

- What's the biggest problem here?
- What do you have to do to correct what's not working?
- Why do you miss the mark so often?

AFFIRMATIVE APPROACH

- What possibilities exist that we have not thought about yet?
- What's the smallest change that could make the biggest impact?
- What solutions would have us all win?



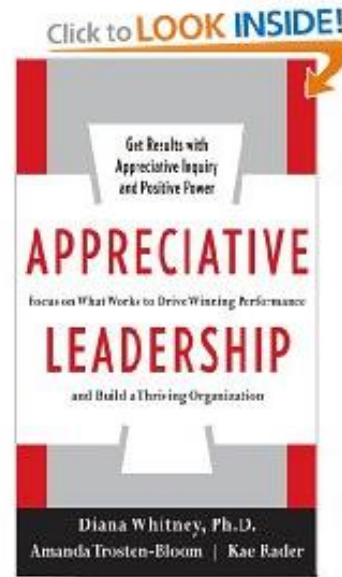
Practicing Open Ended Questions



The local League indicates that it's been difficult to get the other board members to see the value in adopting the membership and leadership growth best practices while planning events/activities.

Appreciative Inquiry & Leadership

- Much of the MLD philosophy comes from the Appreciative Inquiry (AI) and Appreciative Leadership style. In fact, listening and asking good questions are central to AI.



Yes, but ...

VS

Yes AND ...

What is coaching?

- **Coaching is... Relationships!**

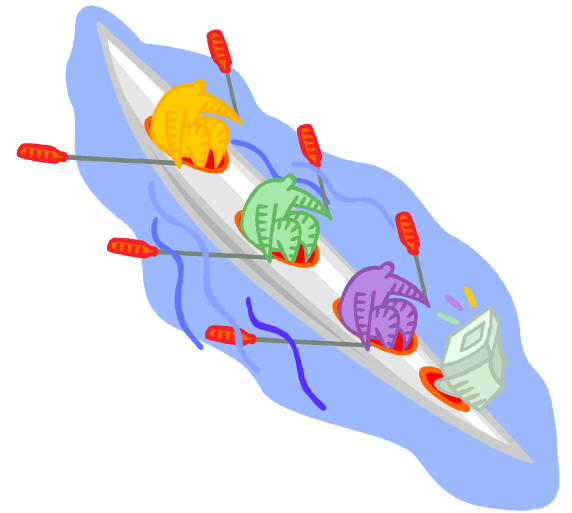
- Thankfully, listening and asking conversation expanding questions build relationships.
- Trust is critical, set clear expectations of confidentiality as soon as possible.
 - Be honest and non-judgmental. It might take time, but the relationships will bloom.



A good coach. . .

Avoids being judgmental and is open to considering new ideas – *understanding that*

- All Leagues are different
- Different personalities handle challenges differently
- Multiple good solutions to every problem exist
- Coaches guide, don't dictate



What is coaching?



- **Coaching models**

One of the most common coaching models is the GROW-ME

Goal → **R**eality Check → **O**ptions → **W**ill → → **M**onitor & **E**valuate

What all coaching models boil down to is:

- Setting a concrete goal
- Making sure it is optimistic but realistic
- Getting buy-in
- And making sure someone is monitoring the progress to see if it is working or if something needs to be adjusted



Variety of resources

- Guidances
- Coaching methods

To respond to local
League concerns

Your toolkit...

What is coaching?

Coaching is... Flexible!

- Something that works in one state or with one League might not work with yours. That is ok!
- You know your Leagues best, feel free adapt these to what works best in that situation.
- There is no one size fits all, these are simply guidelines and best practices.





Use what fits... to help the local Leagues engage more people, have more impact and be more visible in their communities



Questions?

Resources & Tools!

Resources

- Your Shur Fellow!
- Monthly Guidances
- MLD Handbook (Binder)
- The League Management Site
 - forum.lwv.org
- Your fellow coaches
- US!

Tools

- Skype – www.skype.com
- FreeConferenceCall.com - www.freeconferencecall.com

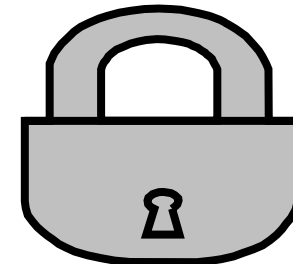


Wrap-up: Role of a Coach

Clarity of expectations:

- Guide
- Inform
- Cheerlead
- Mentor

What is the key
to success?
**ASKING THE
RIGHT
QUESTIONS**



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