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# EVERYONE CAN COACH: GET **FUELED** UP!



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# EVERYONE CAN COACH: GET FUELED UP!

## OPENING ACTIVITY!

- What are some coachable moments you've experienced?
- What are some scenarios you are facing?
- Write as many as you want and place them on the wall chart.



## OBJECTIVES: WE STRIVE TO INFLUENCE YOUR...

- **Awareness:** that any one can coach.
- **Knowledge:** the FUEL model is an easy way to coach.
- **Attitudes:** that you feel confident in coaching.
- **Skills:** you have coaching questions to ask.
- **Opinions:** that coaching doesn't require an expert.
- **Aspirations:** that you feel confident in being a helpful colleague.
- **Motivations:** you enjoy an improved workplace morale and service.

## AGENDA:

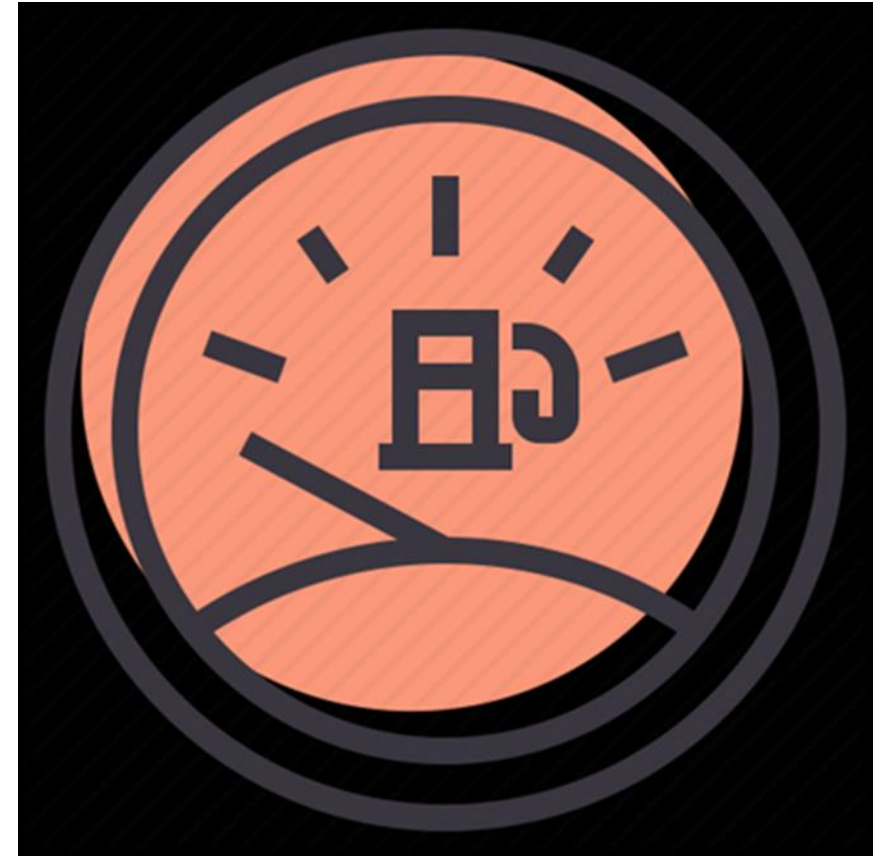
- TEACHING The Model- 35 min
  - Frame:
  - Understand:
  - Explore:
  - Lay Out:
- PRACTICE- 45 min
- WRAP UP- 5 min



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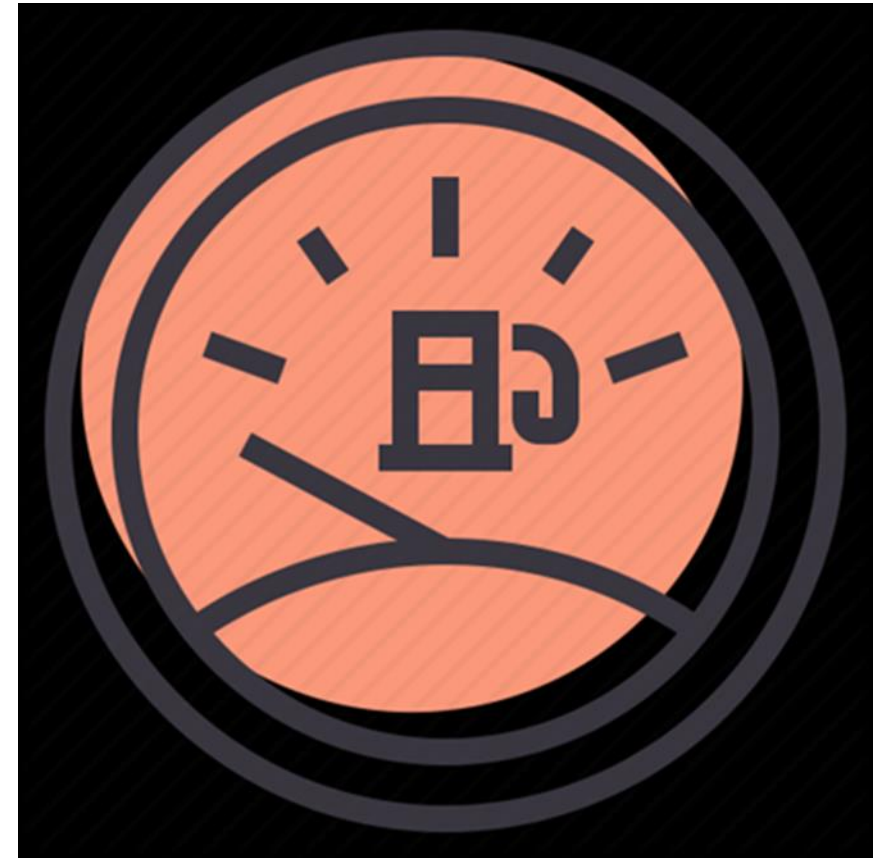
# SURVEY SAYS.....

WHO DO YOU ASK FOR ADVICE AT WORK?



## WHO DO YOU ASK FOR ADVICE AT WORK?

- Peer in the organization: 24%
- Another senior staffer: 15%
- Friend outside the workplace: 14%
- Mentor or coach: 13%
- Supervisor: 11%
- Spouse or Partner: 7%
- Nobody: 4%



# FUEL

- Frame the conversation
- Understand the current situation
- Explore the desired outcome
- Lay out an action plan



# FRAME THE CONVERSATION

## The WHAT

- Establish the purpose of the conversation
- Establish how the conversation will go
- Establish the goal of the conversation

## The QUESTIONS

- What is the most important thing to focus on?
- What are your goals for this?
- Why is this important
- Where should we start?
- What would you like to leave this conversation with?





# UNDERSTAND THE CURRENT STATE

## The WHAT

- Explore/understand the person's point of view
- Determine consequences of status quo
- Offer your perspective



## The QUESTIONS

- How do you see this situation?
- How do others see this situation?
- What's happening?
- Who is this affecting?
- What's working well? Failing?
- What are long term implications?

# EXPLORE THE DESIRED STATE

## The WHAT

- Define success.
- Set goals and expectations.
- Identify potential obstacles/barriers.

## The QUESTIONS

- What would you like to see happen?
- What approaches can you take?
- If you had a magic wand, what would happen?
- What's a best case scenario?
- What would you try if you knew you could not fail?
- What are barriers to this happening?
- What could go wrong?
- How will you know when you've succeeded?



# LAY OUT A SUCCESS PLAN

## The WHAT

- Develop an action plan and timelines
- Recruits others to support you
- Set milestones for follow up and accountability

## The QUESTIONS

- What will your first steps be?
- When will you start?
- How will you keep on track?
- How can I support you?
- Who else can support/help you?
- When should we touch base on this again?



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**YOUR TURN!**

BREAK INTO TRIADS!



## ROLES & TIMING

- Coach-ee: Asks a question
- Coach: Uses FUEL model
- Observer: Provides feedback to the coach and keeps time.
  
- 8 minute session
- 2 min for Observer to offer feedback to coach
- Switch roles.
- Repeat 3 times.



## REFLECTION AND ACCOUNTABILITY

1. On the front of the page, put your mailing address.
2. On the back of the page, fill in your name, email and make the following reflections.
  - After today, I will start....
  - After today, I will stop...
  - After today, I will continue to...
3. Take a picture of your response for your own use.
4. Turn in at the back and we will mail this to you in 6 months to see if you kept it up!

# THE UN-COACHABLE: DO THEY EXIST?

## ■ Characteristics

- Resistant to change
- Know it all
- Fearful
- People who shut down or become non-responsive to feedback
- Lacks follow through—gives lip service to actions requested but then doesn't do it.

## ■ What you can do

- Work your performance review process in your organization
- “Coach up or coach out”
- If/then statements: “if you don't arrive on time for the next 30 days, you will be written up.”
- Inquire about effects on team: “how does it affect your colleagues?”

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**THANK YOU!**

YOU CAN DO IT!