

MPD Coaching Role-Plays: Scratch Your Head Scenarios

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**Mobilize
More**
Support Raising
Leaders Conference
2019

Aaron Tips:

Healthy coaching looks like a variety of things but typically:

- Builds on head and heart knowledge
- Tracks steady results
- Uses SMART goals
- Has consistent communication
- Won't always look the exact same
- Isn't a time for the coach to brag about their glory days
- Knows the organizational culture and policies (and if they are used) the staffer will be affected by
- Doesn't waste time trying to inspire the unconvinced

Jenn Tips:

Healthy coaching looks like:

- Figure out what motivates the person as best you can! Some like a high degree of accountability, others rebel if there is too much. Some are self-starters and others need a lot of handholding.
- Every time I have a coaching appointment, I ask pretty much the same three basic questions:
 - what they worked on since our last coaching session
 - what they will be working on until our next coaching session
 - any questions?
- Take notes! Refer to them when you coach. It's helpful to remember the details, particularly if your coaching a lot of people all at once as I am - it's easy to forget!
- You do the calling / meeting initiation if the situation requires it. I talk on the phone as my missionaries are scattered across the country and I have 73 (currently) of them. I call them.
- Meet in person with your staffee's whenever you can for coaching
- Consistent time frame (I do bi-weekly on the same day, same time)
- Don't be afraid to experiment with what works best for you, staffers, and your organization.
- Pray with them!

Take Aways From Scripts

Coaching Notes

- Set up SMART goals the first time you meet for coaching. Specific, Measurable, Attainable, Relevant, and Time-Specific.
- For the first example, Aaron's SMART goals were 8 meetings per week which may mean reaching out to 20 or more people per week to set those meetings up – with a target date of March 2020 to be at 100%

- Coaching is not about punishing bad behavior, but to help the staffer get up and get back on track as quickly as possible. Give grace, identify obstacles, and don't lower the standard.
- Use probing questions to open up a funnel when the staffer is exploring an issue. Probing questions usually flow naturally from intuitive listening. Probing questions are used to explore and gather information, *not set goals*. The objective is to help the staffer think more deeply and creatively about the issue at hand.
- Coaching is best done after thorough training of the new support raiser. Some ministries have minimal training and opt for in-depth coaching, but personalized coaching simply can't impart all the knowledge needed when launching into support raising. Have them read a quality support raising book, do in-depth bible studies, and go through in-depth and focused training and role-playing before you release them to raise support and start the process of being personally coached.
- Some great probing question examples:
 - "Tell me a little more about that"
 - "Give me some background - what led up to this situation?"
 - "You mentioned that _____. Say more about that."
 - "What would be most important for us to focus on."
- In a coaching conversation - the staffer should get 80% of airtime and the coach 20%!
- Coaches must become all things to all people and learn how coaching might be different amongst millennial college students, mid-career professionals, boomers, nationalities, men, women, minorities, rookies, veteran staff, etc. If possible, coaches should be paired up support raisers with similar experiences or backgrounds. (But it won't always be that way.)
- Support raising is not the only thing going on in life! Family members have illnesses, sisters are getting married, kids have recitals, and married couples still need date nights to keep their marriage healthy. Coaches should be aware of the life of their support raiser and not be myopic on just their support raising activity. While people can easily make poor choices in time management, good coaches can help set priorities, know when to encourage them to take some rest, or encourage them to focus during chaotic times.
- Does your ministry do written reports? Consider creating one or using some type of written system for coaching! SRS Has a Support Raising Progress Chart available in the Coaching Guide.

Tips taken from our brains and experience, The SRS Coaching Guide (available online to SRS Network members!), and *Leadership Coaching: The Disciplines, Skills and Heart of a Christian Coach* by Tony Stoltzfus

- Have you seen your staffer's presentation? Make sure you have seen your staffer practice their appointments, phone calls, and other elements of the MPD process with you. Provide tips and feedback to the staffer.
- Don't be afraid to go back over basics! They may need some additional help figuring out best practices and that's okay.
- Take time to hear their presentation regularly! it is important to review the staffer's presentation monthly. This keeps the presentation sharp and minimizes the drift that often happens when support raisers feel bored with the standard presentation and begin adding things. Some staff become ineffective because their presentation has become convoluted instead of being accurate, smooth and compelling.