

# Coaching Empowerment and Scaling

Jenn Fortner – Wednesday Session SRLC 2021

Are you feeling like you have a handle on coaching, but are wondering how to identify potential coaches within your organization? Who do you ask or invite? Once you have them, how do you empower them? How do you scale? Let's get into it!

## Identifying Coaches

Questions to Consider When Identifying Coaches:

- Have they successfully raised a budget?
- Are they empathetic?
- Are they curious?
- Are they committed?
- Can they live in non-judgement?
- Can they focus on others?
- Are they action oriented?
- Do they have time? How much time?
- Are they self-motivated? *You need someone who doesn't need handholding*
- Are they passionate about the Great Commission? *This vision and focus keeps the coach on target for what his/her objective is: to coach their staff to be fully funded so they can be fully engaged in the Great Commission.*
- Are they organized? *You want someone who systemizes their own work and responsibilities*

7 Principles of Coaching according to the ICF (International Coaching Federation) definition:

- Maintains commitment to support the client
- Builds the coaching relationship on truth, openness, and trust
- Believes the client is responsible for the results they are generating
- Focuses on what the client thinks and experiences
- Believes clients generate their own solutions
- The coaching conversation is based on equality

Consider These Possible Qualifications for A Coach:

- Number of years as a staff member to qualify as an MPD coach: A recommended period of two years from when the staff member finished raising his/her initial support and reported to his/her assignment.
- Models personal commitment and ownership of his/her own MPD: Models consistency in ministry partner cultivation through monthly communication with ministry partners.
- Basic Computer Skills: Has a basic proficiency for MPDX, Google Docs, Word, Excel and PowerPoint. Is willing to learn how to use new apps to enhance coaching.
- \*\*Knows something about social media and how to wield it.

Look for these Skills and Abilities:

- **Cross Cultural Coaching:** Ability to connect and coach staff of various ethnicities.
- **Handling Policies and Guidelines:** Is aligned with MPD policies and guidelines and can interpret and apply them in varying situations.
- **Shepherding and Encouragement:** Has the ability to come alongside people to encourage them to take a course of action. Builds up others by identifying and affirming their character qualities, abilities and accomplishments.
- **Confrontation:** Communicates the truth about a person's actions in a spirit of love.
- **Training Skills:** Can train others in MPD skills and help them successfully perform well in MPD.
- **Tracking/Follow-Through:** Establishes procedures for monitoring and evaluating processes and activities of those he/she supervises.
- **Servant Leadership:** Motivates and leads others to accomplish a goal through seeking knowledge of individuals' needs, giving practical help and modeling by example.
- **Active Listening:** Concentrates on what another person is saying and seeks to understand his viewpoint: Summarizes, paraphrases, reiterates, and mirrors back what staff has said to ensure clarity and understanding.
- **Concern** for all staff members to be fully funded.
- **Communication ability** on phone, one-to-one, in small groups, and through email.
- **Powerful Questioning:** Ability to ask questions that evoke discovery, insight, commitment or action

Think Outside The Box:

- Veterans / Retired workers within organization
- Mom's who can be utilized
- Providing group coaching
- Dedicarted vs. Non-dedicated coaching
- Could leaders / staff members take on 1 or 2 persons at a time?

\*\*Group Coaching benefits:

- Group think
- Group accountability
- Creates compacity for coach to coach multiple people at a time

**\*\*Group Coaching Reminders:**

- Identity: each member has a role to play
- Responsibility: all members are equally responsible
- Communication: the group will develop an overall style
- Ideas: the free exchange of ideas should be possible
- Self-Control: all members should demonstrate self-control of expression
- Safety: the group environment should be safe for experimentation and disclosure
- Self-Esteem: allowing members to appreciate their own input/value
- Empowerment: group goal-setting and achieving in a supportive environment



## Empowering Coaches

How do we empower coaches to be great? What can we provide them with to succeed?

1. Provide Resources:
  - Monthly Report Reminders
  - Suggested resources for coaches
  - Covenants
  - Email Templates
  - Power Questions
  - Surveys for coaches

Can you think of other resources that would be helpful to provide a group of coaches?

2. Provide Structure:
  - Training for coaches (SRS!)
  - Regular communication
  - Coaches meetings emphasizing what's working and what isn't
  - Time frames
  - Expectations

Can you think of other structure pieces that would be helpful to a new coach?

3. Coach the Coaches
  - Host monthly or quarterly meetings to touch base on how your coaches are doing in their role. Answer questions and take feedback.
  - It doesn't have to be a long meeting to be effective.
  - Provide Slack / Text Message thread
  - Consider providing access to yourself when questions arise.

What are some other ways we can empower our coaching teams?

## Scaling

1. Be open minded to possibilities, one size does not fit all
2. Consider group coaching if need be
3. Could you dedicate someone to support raising coaching?
4. SRS Coaching Program
5. Accountability partner structure
6. Who of your staff needs coaching? Think through all possibilities
7. Consider a pilot program with a segment of staff and scale