



The Leader's Role in Sustaining Volunteer Passion

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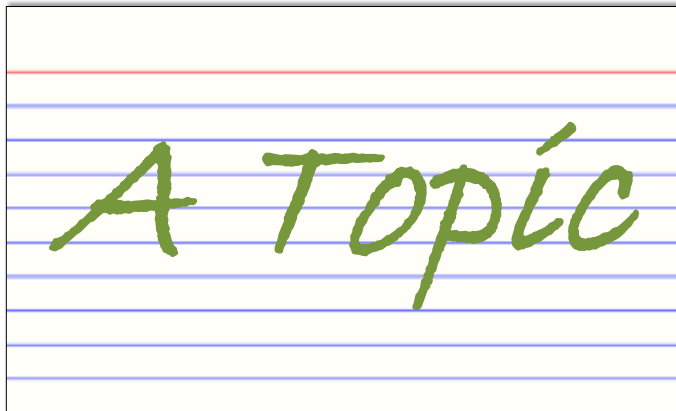
Four Questions



Your Engagement Today . . .



Your Engagement Today . . .



Rethinking Leadership



Question #1 – Understanding Motivation



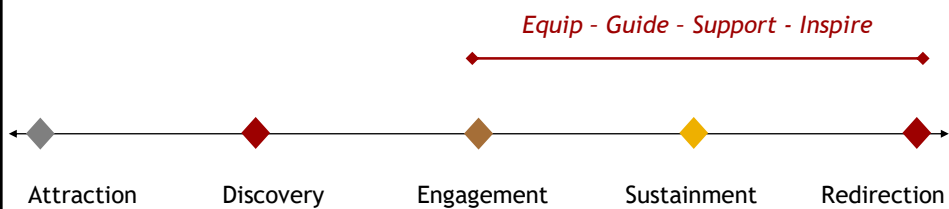
Motivation: Only Two Types



Question #2 – Discovery



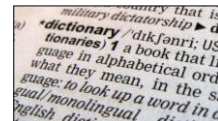
The Volunteer Life Cycle



Question #3 – Guiding and Supporting



Feedback Defined



Feedback is
*a series of informal, on-the-spot
interactions with others
to acknowledge work performance
for the purpose of
recognition or improvement.*

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

The R-B-I/B-I-F Feedback Model



When delivering feedback for *recognition*:

- Recognition** → *Capture attention with a superlative word*
- Behavior** → *Describe the behavior*
- Impact** → *Explain the impact of the behavior*

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Superlative Words



pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

The R-B-I/B-I-F Feedback Model



When delivering feedback for *improvement*:

- Behavior** → *Describe the behavior*
- Impact** → *Explain the impact of the behavior*
- Future** → *Provide guidance/recommendations*

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Skill Practice



When delivering feedback for *recognition*:

- Recognition** → *Capture attention with a superlative word*
- Behavior** → *Describe the behavior*
- Impact** → *Explain the impact of the behavior*

When delivering feedback for *improvement*:

- Behavior** → *Describe the behavior*
- Impact** → *Explain the impact of the behavior*
- Future** → *Provide guidance/recommendations*



pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Feedback



Replace stale phrases
with descriptive Feedback

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Feedback

Consider
the environment



pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Feedback



Positive and Negative?

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Feedback

1:5

8:1

16:9

Ratio?

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Feedback



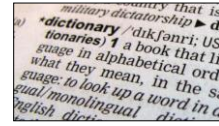
The Value of Documentation

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," *The Peppertree Press*, 2015.

Question #4 – Meaningful Conversations



Coaching Defined



Coaching is
*Conducting regularly scheduled
one-on-one discussions
between the leader
and the team member
that are focused
on performance and development.*

pp. 115-121, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

A Powerful Tool in Your Leadership Toolkit



Coaching Skill Practice



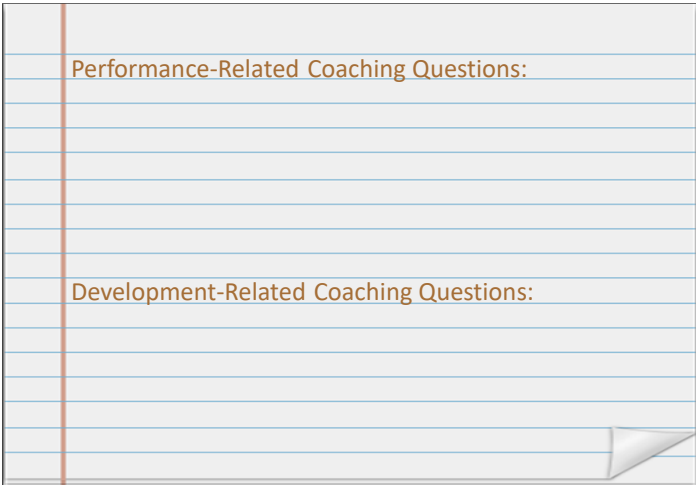
WHERE? WHAT? WHO? WHY? WHEN?

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Creating a Coaching Conversation Template



The graphic shows a notepad with a vertical red margin line on the left. The notepad has horizontal blue lines. The top section is titled "Performance-Related Coaching Questions:" in brown text. The bottom section is titled "Development-Related Coaching Questions:" in brown text. A small white tab is visible at the bottom right corner of the notepad.

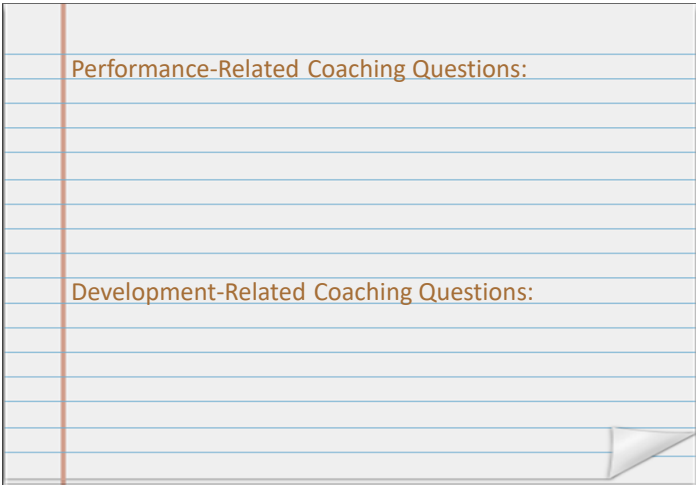
Performance-Related Coaching Questions:

Development-Related Coaching Questions:

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Performance-Related Coaching Questions:

Development-Related Coaching Questions:

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How Can Coaching Become a “Thing” In Your Organization?

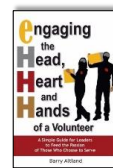


Head, Heart and Hands . . .



*Engagement happens
one person at a time.*

1 for \$15,
2 for \$20



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