

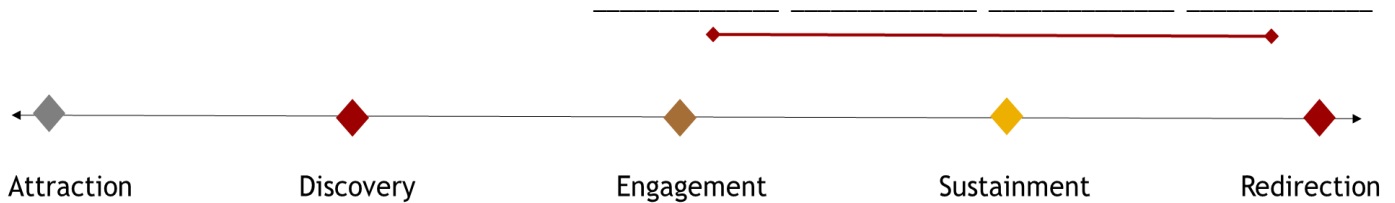
The Leader's Role in Sustaining Volunteer Passion

Meals on Wheels America Conference 2018

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There are only two types of **Motivation**: _____ and _____.

The Volunteer Life Cycle



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.

The R-B-I/B-I-F Feedback Model (pp. 106-114) and Skill Practice

Recognition	<i>Capture attention with a superlative word</i>
Behavior	<i>Describe the behavior</i>
Impact	<i>Explain the impact of the behavior</i>
Behavior	<i>Describe the behavior</i>
Impact	<i>Explain the impact of the behavior</i>
Future	<i>Provide guidance/recommendations</i>



R-B-I in Action—“Elsa, that was fantastic! I really love the way you organized those meal packs! Taking that extra step makes it easier for our drivers to pick them up for delivery!”

B-I-F in Action—“Juan, I noticed that the veggies were out of date in the cooler. Next time, make sure we double-check every label to ensure product freshness for those we serve!”

A) “Way to go, Jose! Just keep doing what you’re doing!”

B) “Domonique, why did you do that? Now I have to fix your screw-ups.”

More Ways to Rethink Feedback

- ◆ Replace stale phrases with descriptive feedback
- ◆ Consider the environment
- ◆ Positive and negative?
- ◆ Ratio?
- ◆ The Value of Documentation



1:5
16:9 8:1



Barry Altland

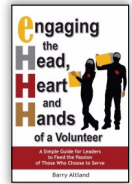
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Coaching Defined

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

Coaching: The Most Powerful Tool In Your Leadership Toolkit

Open-ended questions usually begin with W____, W____, W____, W____, W____ and H_____.

Skill Practice: Open-Ended Questions

- 1)
- 2)
- 3)

Creating a Coaching Conversation Template

Performance-Related Coaching Questions:

Development-Related Coaching Questions: