NonProfit
HelpDesk

# COACHING: Motivating & Developing Staff

Tuesday, Jan 16, 2024 |  FACILITATOR: Linda Rich

# Jewish Community Council of Greater Coney Island's NonProfit HelpDesk

**We focus on small and emerging nonprofits, offering**
- **Workshops**
- **Training**
- **Consulting**

2,500 organizations have worked with us, benefiting from support in:

- financial management
- fundraising
- governance
- human resources
- management and operations
- marketing and social media
- strategic planning
- technology

JCCGCI
JEWISH COMMUNITY COUNCIL
OF GREATER CONEY ISLAND

NonProfit
HelpDesk

# Linda Rich



**Leadership**
**Motivation**
**Personality**

Settings: corporate, nonprofit, faith-based

Roles: line manager, internal/external consultant

Methods: exec coaching, consulting, workshops

Association for Coaching presenter

Lived abroad

Crafter

Art, Architecture, Design

# Single-Sided Demo



What do you notice?

3

# Single-Sided Demo



QUESTIONS

What did you notice?

# Tools You Can Use

STAFF

Board & Funders

Peers & Partners

Friends & Family

Self

# WHAT not WHY

# WHAT not WHY

— *What about this matters…*

— *What would make it more/less […]?*

— *What might be getting in the way?*



NO, NO, THERE IS NO WHY

*What's this about for you?*

# Avoiding WHY

– *What was the thinking behind…*

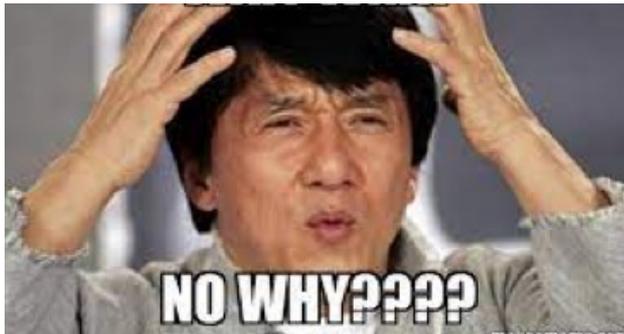– *What led you to decide …*

– *What's this about for you?*

So that….?

Because…?

In order to…?

I'm curious about…

Help me understand…

# **Positive Approach**

THINK POSITIVE

*What's going right? When does it go well?*

*Tell me about a time when you were* [courageous, able to, successful at] …
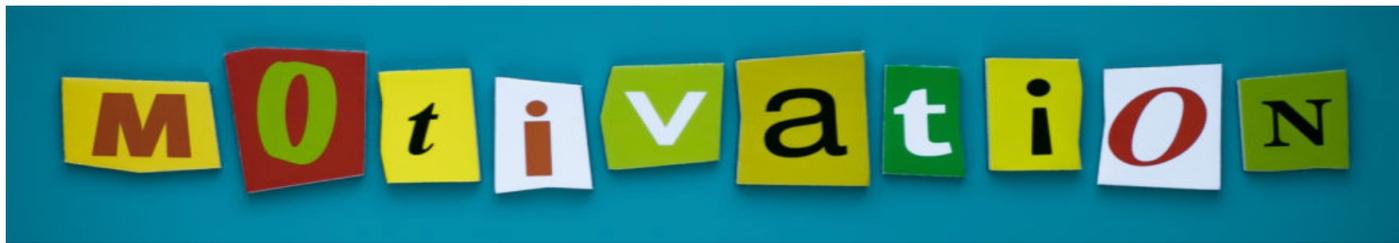
*When **do** you feel* [appreciated, confident, less frustrated] ?

# WHAT not WHY & Positivity

Where/when/with whom
might you use these techniques?

Formulate your
**"what question(s)"** and/or
**"positive question(s)"**
and share in the chat

*Energizing activities/jobs/projects …* [positive]

*What is it about those that …* [what]

*Suppose great day at work …* [positive]

*How might we incorporate …* [options]

**BETTER BOSS RELATIONSHIPS**

# Scales & Ranges

## On a 1-10 scale:

*How important …?*

*What's the chance of success?*

*What's going right that got you to this point?*
*What would it take to get to a [6, 7, 8…]?*

## On a range from:

[supportive to challenging] *where would you put yourself?*

# Miracle Questions

*If you had*
[super powers, a magic wand, unlimited resources]
*what would you change?*
*What would you hope never changes?*

*If you had a dream where the problem was solved, what would it be like?*

# Referencing Others

*Who do you know . . . ?*

*If someone else came to you with this problem . . . ?*

*What would your older self tell you?*

# Exercise

# Coaching Stance

Attitude [BEING]

- Open curiosity
- Suspend judgement



In order to [DOING]

- Understand them more deeply
- Help them arrive at their own answers

# Repetition

*When **CAN** you do it?*

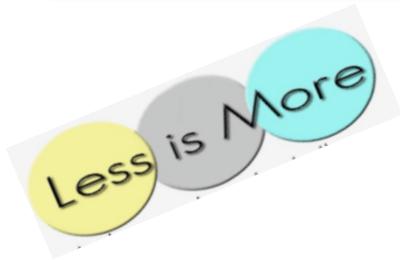*What do you **REALLY** want?*

**AWE Question:** ***And What Else?***

# Silence



*Silence is golden*

**FOCUS**

Helping them vs. feeding own curiosity

*Less is More*

*What's most important …
What should we be focusing on?*

*Where specifically do you want mv help?
What's the best use of our time N⊙W ?*

*What do you need me to know?
If you only had 3 bullet points …*

# Options

*What do you see as the choices?*

*Let's talk possibilities*

*What else ... ?*





*Which approach appeals to you?*

*What about that approach...?*

*What are the pro's and con's?*

*What does success look like? What criteria…*

*Next steps?*

*What support do you need?*

 **WHEN** . . . check-in?

# Coaching Example

**Jeff:** *I've been assigned a new project and not sure where to start.*

**COACH:** You've done projects before. What would you advise someone else who came to you with this issue?

**Jeff :** *…. to define desired outcomes, then create a plan to get there.*

**COACH:** Great. What outcomes are you hoping to achieve?

**Jeff :** *That's just it, I'm not really sure.*

**COACH:** What are you unsure about?

**Jeff :** *This for a new area for me, I don't know that much about it.*

**COACH:** How might you to learn more or tap others' expertise?

**Jeff :** *Yes, I guess so I could do that.*

**COACH:** What are the options for …

# When **NOT** to Coach

Do **NOT** use coaching to:

- **TELL** – safety, performance, organizational change
  ex: let them know where they stand, what's at stake

- **REFER** – guidelines or specialist

**DANGER**
**SAFETY WARNING**
**DO NOT USE**

# Exercise

# Recap

- ✓ **WHAT not Why**
- ✓ **Positive Approach**
- ✓ **Scales & Ranges**
- ✓ **Miracle Questions**
- ✓ **Referencing Others**

- ✓ **Repetition**
- ✓ **Silence**
- ✓ **Focus**
- ✓ **Options**
- ✓ **Action**

# **Opportunities**

**Individual Coaching:**

one 45-60 minute session

**Group Coaching:**

3-4 sessions, 4-5 people per group

*FREE but limited*

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and apply for consulting, visit our website:

jccgci.org/our-services/management-support-systems/the-nonprofit-helpdesk/

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