



FPP Virtual Leadership Development Series

CALL-IN #

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BILL MILLS

PRESIDENT/CEO

FLORIDA PROSPERITY PARTNERSHIP





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*PROVIDING PATHWAYS TO ECONOMIC SECURITY
THROUGH A STATEWIDE COALITION OF ORGANIZATIONS*



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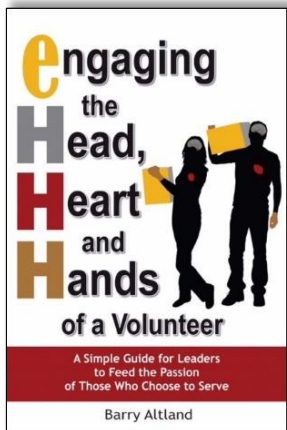


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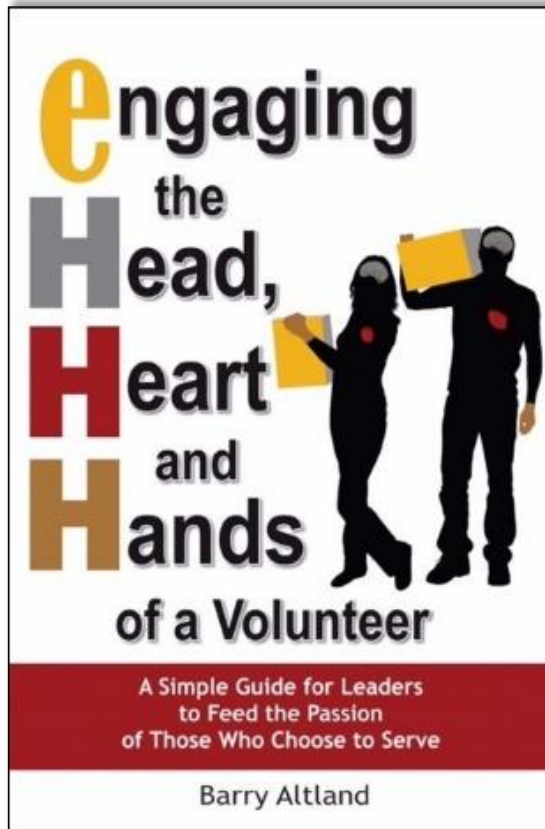
FPP Virtual Leadership Development Series: *Engaging VITA Volunteers for the 2017 Tax Season* Session #5: Coaching VITA Volunteers for Sustained Impact

Florida Prosperity Partnership
Thursday, January 26, 2017



Barry Altland, Facilitator
Head, Heart and Hands Engagement Collective
Winter Garden, FL
<http://HHHEngagement.com>





Available as a Learning Resource to you,
the Leader of Volunteers, at . . .

<http://shop.HHHEngagement.com>

Additional Learning Resources accessible at . . .

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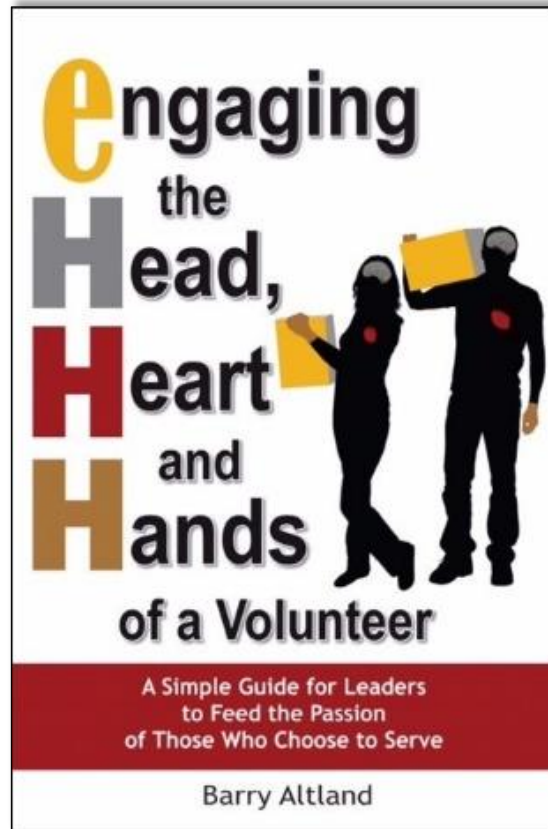


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*pp. 115-121,
Coaching and Mentoring*

*p. 145-149,
The Importance of Coaching*



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Feedback is Not a Gift



Feedback is More Like Sunshine

- ◆ Vitamin D
- ◆ Burns if unprotected
- ◆ Bask - Shade - Hide
- ◆ Essential to life
- ◆ Unique relationship
- ◆ Overexposure
- ◆ Tailor how warmth is shared



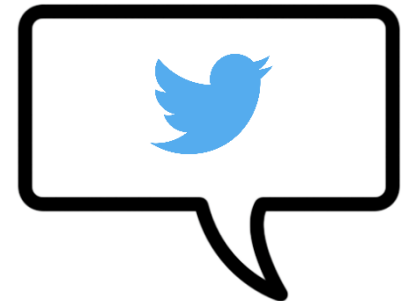
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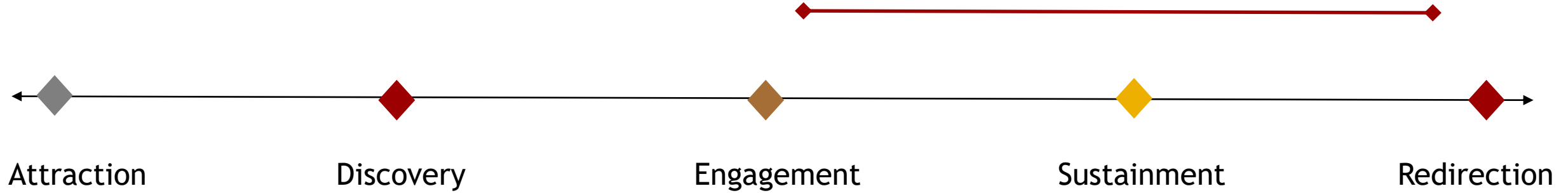
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What is to be gained from engaging in brief, meaningful conversations with dedicated VITA volunteers?



Why Offer Coaching?: The Volunteer Life Cycle



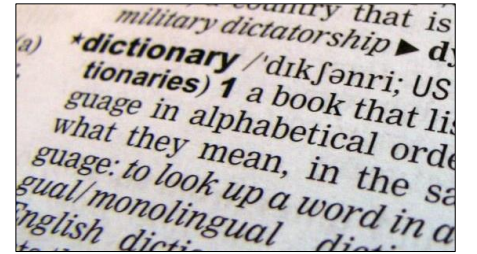
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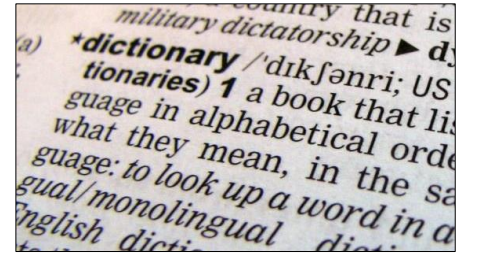
Sustainment: Continuous Sharing to Keep the Passion Alive



Coaching is

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

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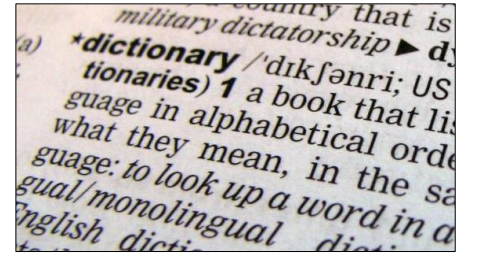


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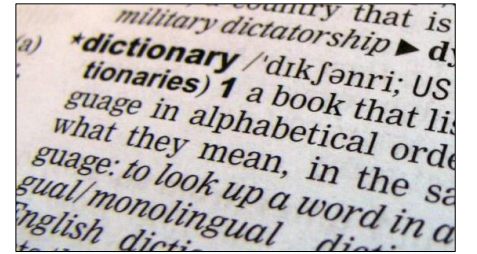
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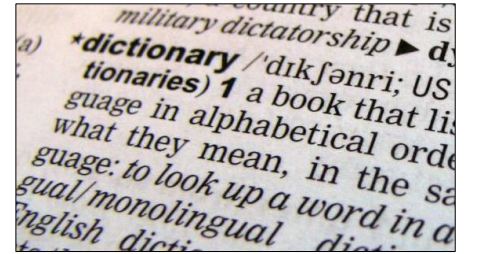


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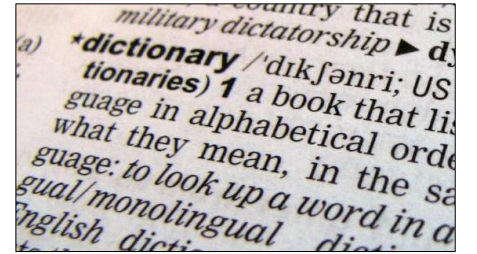
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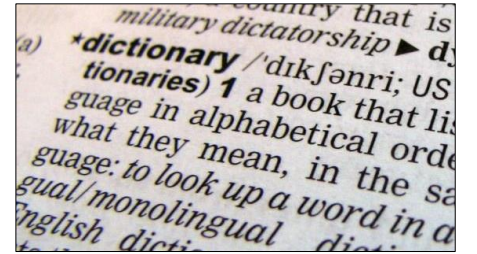
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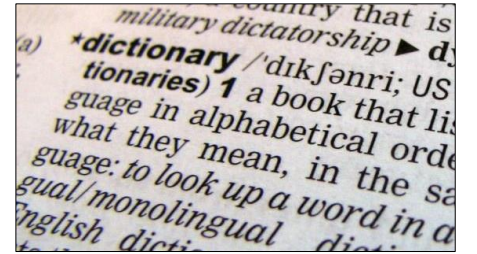
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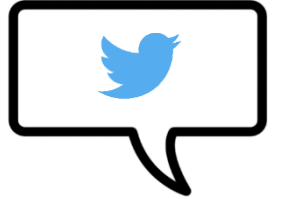


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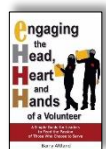
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Sustaining the Passion of Your VITA Volunteers

*Equip,
Guide,
Support
and
Inspire*



How is Feedback
similar and different
than *Coaching*?



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Feedback and Coaching are Similar Because . . .

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

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



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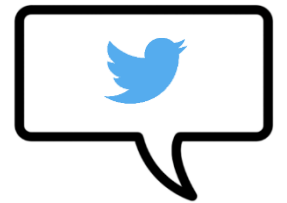
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Skill Practice: Using Open-Ended Questions . . .



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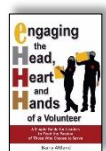
Performance

- ◆ “Let’s discuss our progress toward goals for this year. What must we do to stay on track?”
- ◆ “What challenges or roadblocks have you encountered? How do you suggest we address those obstacles?”



Development

- ◆ “In what projects are you interested in getting more involved?”
- ◆ “What improvements can you suggest we consider implementing?”
- ◆ “Think back to when you first began volunteering here. In what ways have your reasons for choosing to serve evolved or changed compared to then?”



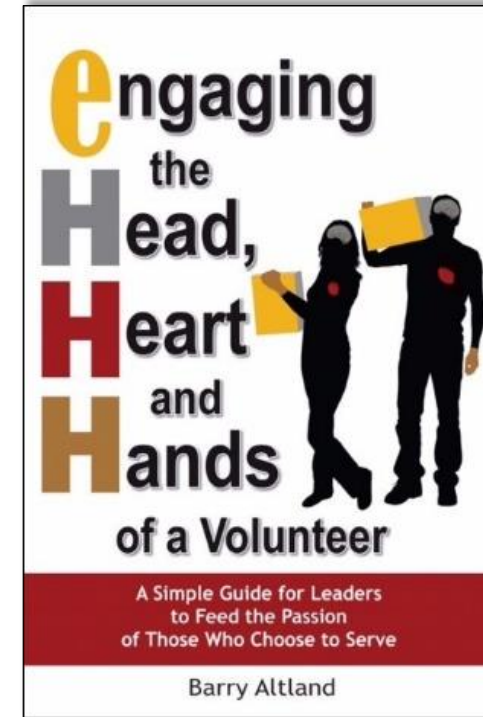
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*What questions
do you have?*



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deeply discounted at \$10 at
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Head, Heart and Hands . . .



*Engagement happens
one person at a time.*



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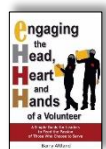
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Next Session in the Virtual Series:

This is Not Going Well!: Redirecting the Passion of a VITA Volunteer

Thursday, February 9, 2:00 p.m.



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