Coaching Your Peers

Effective Leadership Techniques

✔ Most importantly, listen
✔ Sandwich negative/delta between two genuine affirmations
✔ Emphasize individual strengths and assign tasks according to strengths
✔ Offer challenges to help people realize their potential
✔ Create a friendly constructive atmosphere; be playful and invite humor
✔ Show enthusiasm and smile
✔ Check-in and follow through regularly
✔ Reinforce and remind the shared goals and vision

Establishing Good Communication with Volunteers

- Listen! Understand and value the volunteer’s insights and concerns.
- Be aware of your unspoken communication: tone, body language and overall presentation
- Be available and accessible to them. An absent supervisor is as good as no supervisor.
- Provide your contact information and schedule.
- Establish a regular, feasible communication time (ex. weekly meetings, end of week emails, etc)
- Commit to agreed communication expectations for both you and the volunteers.
- Consistently respond to emails and phone calls. Meet your standard of reliable communication.
- Ask for feedback! Provide too. Use it. Maximize opportunities to improve and grow together.
- Offer Assistance. Ask too. We need each other.
- Take time to get to know the volunteers through one-on-one interactions

Coaching through Conflict

- Deal with it in private
- Clearly identify the issue at hand
- Identify and examine the related facts, feelings, & behaviors
- Search for commonalities; identify and clarify differences
- Explore alternatives; be solution-focused.
- Weigh and balance the consequences of each alternative
- Avoid demanding compliance, arguing, interrupting, and consequences without explanation

Conflict will inevitably arise between volunteers, with volunteers and community partner staff. When conflict is effectively managed, relationships and work performance are improved and strengthened. Assume conflict is not inherently negative; rather it is natural, inevitable and unavoidable.