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**COACHING CASAs**

“The coaching relationship is one of equals. The coach sets standards, assists in development of strategies, adjusts those strategies to accomplish goals, but the DOING is the responsibility of the volunteer.

Contrast this with the concept of a supervisor who is in charge, who is responsible and ultimately accountable for the activities. When volunteers are encouraged to take responsibility for their actions, they do act more responsibly. When volunteers believe that any failure to act on their part will be compensated for by the manager, they are less likely to act responsibly.”

Marilyn MacKenzie, *Dealing with Difficult Volunteers*

**Supervising vs. Coaching – What Coaching Is and Isn’t**

**Coaching Is:**

**Coaching Isn’t:**

\*Grounded Support Role/Relationship \*Supervising/Directing

\*Sharing Observations \*Mentoring/Therapy

\*Listening \*Training

\*Re-stating/Re-framing \*Consulting

**Supervising vs. Coaching – Coaching for CASAs**

**Coaching for CASAs is: Apply Coaching to:**

\*Tied to goals, roles and procedures \*Brainstorming

\*Reinforcing \*Venting

\*A parallel process \*Connecting to resources

\*Modeling \*Deconstructing and navigating systems

**Supervising vs. Coaching –The Language of Coaching**

What does coaching sound like?

“As you are talking about this, I’m noticing…”

“What is the fear behind your concern?”

“I may be going out on a limb here…but I wonder if it’s possible that…”

“Is there another way to understand or make sense of what is going on in this situation?”

“Okay, I can see you don’t have any strong feelings about this…” (use humor!)

“Say more about that…”, “Tell me more…”, “What else?”

“I have the sense there is something that you do not feel comfortable telling me...”

“Can I check something out with you?”

**6 Principles for Coaching and Supporting Advocates**

1. Empower advocates to successfully advocate for the children they serve
2. Foster communication with advocates so they feel supported
3. Match/Align advocates’ expectations and experiences
4. Inquire rather than tell or do
5. Help advocates see his/her impact
6. Provide and accept continuous feedback

**Common Pitfalls**

Over-reliance on drawing out (inquiry) or cutting in (advocacy)

Getting lost in role and projecting self issues

Balancing technique with intuition

Losing perspective, becoming too close

Working harder than the coachee

**Remember…**

This model is a work in progress – believe in potential, stick to and help forge the path, enjoy the journey, expect mess, and be curious!