

Exercise #2

You Be the Coach

In this exercise you will work in groups of three to practice coaching using the GROW model.

Instructions: In groups of three, each person will have a turn to be the coach, receive coaching, and observe. It is fine for everyone to read the scenarios before coaching—there are no secrets! The objective is to practice using the steps of the GROW model.

1. Choose who will play the coach, who will be coached and who will observe
 - When you are acting as the coach, use the Coaching Guide to help you through the session.
 - When you are acting as the observer, use the Coaching Guide as a way to take notes so you can give feedback.
2. Use the first scenario to practice a coaching session.
3. When time is called (at about four minutes), the observer will give feedback to the coach.
4. Switch roles and try a different scenario.

Scenario 1: You are the supervisor of a group of circulation clerks. One of your staff comes to you saying she has seen one of her co-workers waive fines for a customer who complained that he didn't know he could renew his books online. Your staff member is confused about when to make exceptions and is concerned about what might happen if she is too lenient. She wants your help in determining when to make exceptions to the fines policy.

Scenario 2: You are the supervisor of a new children's librarian who shows a lot of promise but has had a bit of a rough start. After yesterday's storytime a parent complained that a couple of disruptive children had spoiled the program for her daughter and that the librarian couldn't control the group. You resolved the problem with the customer and now want to find out more from the librarian about what happened with the children--and maybe also about her customer service skills. This is not going to turn into a disciplinary interview—but it is an opportunity to help the librarian develop.

Scenario 3: When your staff member volunteered to be on the team to plan this year's Staff Development Day, he didn't realize he'd have to work with Jenny at the Smith Avenue Branch. Jenny isn't carrying her weight, and your staff member doesn't know how to get her to do her share. He has come to you for help. What he really wants is for you to talk to Jenny's supervisor and work it out for him.