

# NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

# 2022

WINTER TRAINING CONFERENCE  
FEBRUARY 28 – MARCH 3

## EMPOWERING PEOPLE – CHANGING LIVES



[www.nascsp.org](http://www.nascsp.org)

## Peer Advice in Action

*Thank you for joining us!*

**Jeannie Chaffin, CCAP**  
**President, Jeannie Chaffin, LLC**  
former Director, Office of Community Services (OCS)



*Thank you for joining us!*

**Leslie Taylor**  
Deputy Director  
California Department of Community Services and  
Development



**Ben Faul**  
CSBG Program Administrator  
North Dakota Department of Commerce)



# Coaching Training Series

## **Series 1: Using a Coaching Approach to Improve Results**

*(December 1, 2021)*

## **Series 2: Coaching for Performance Management**

*(January 26, 2022)*

## **Series 3: Coaching and Financial Management**

*(February 9, 2022)*

## **Peer Coaching Pilot Session at NASCSP Winter Conference**

*(February 28, 2022)*

<https://nascsp.org/using-a-coaching-approach-a-guide-for-state-csbg-administrators-to-improve-results-webinar-series/>

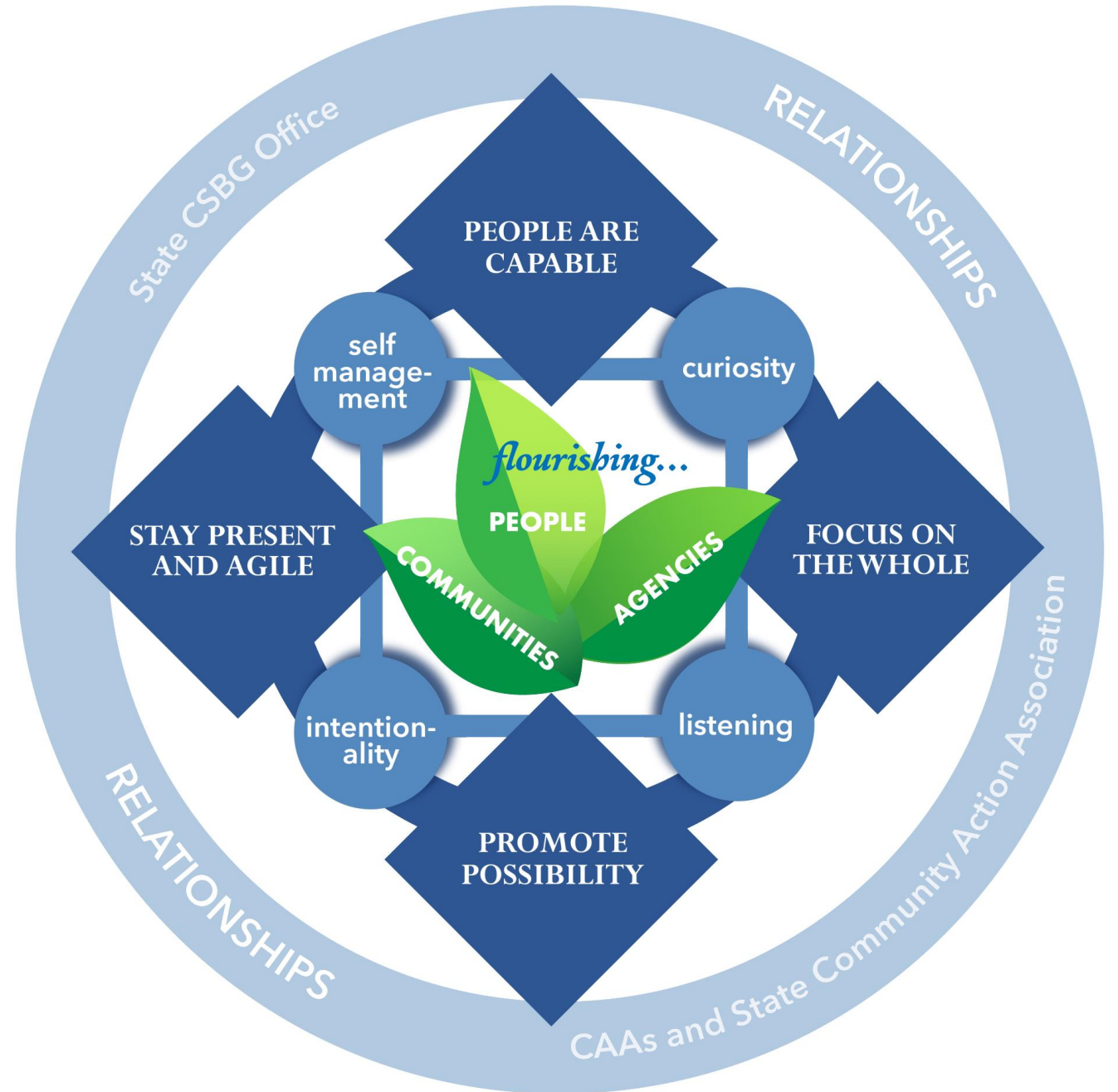
# WHAT IS COACHING?

**“Coaching is chiefly about discovery, awareness, and choice. It is a way of effectively empowering people to find their own answer, encouraging and supporting them on the path as they continue to make important choices.”**

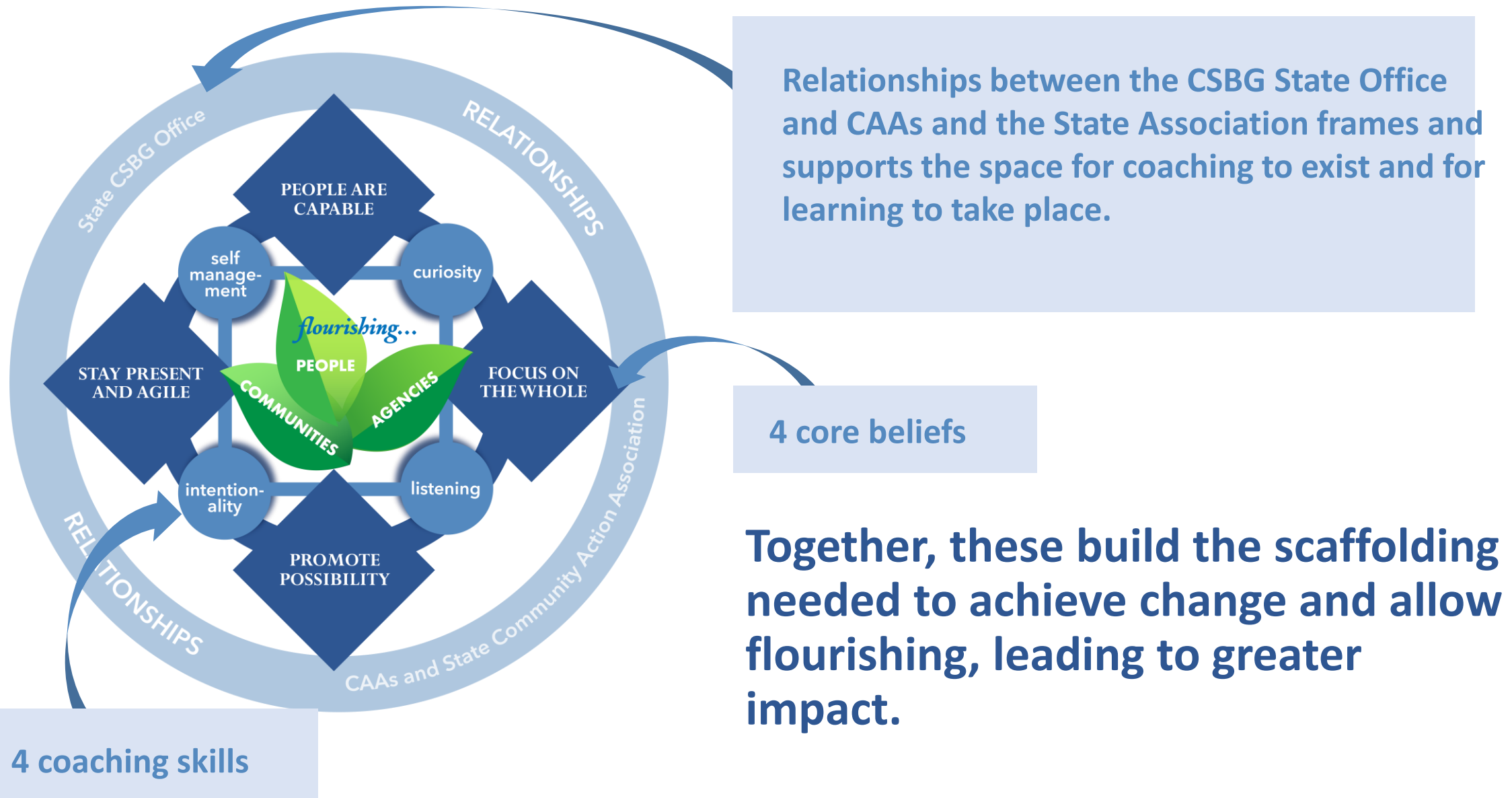
**—Henry Kimsey-House**

**In other words—coaching is about unlocking people’s potential to maximize their own performance.**

# The CSBG Network Coaching Model



# THE CSBG NETWORK COACHING MODEL



## REMEMBER:

**“Coaching is chiefly about discovery, awareness, and choice. It is a way of effectively empowering people to find their own answer, encouraging and supporting them on the path as they continue to make important choices”**

**—Henry Kimsey-House, et al., xvi**



# WHEN DO YOU COACH?

- **A coaching approach or mindset can be applied in many different situations**
- **Structure: informal/unplanned to formal/planned**
- **Intensity: light touch to high touch**

# PEER ADVICE PROCESS

- A formal/planned process that uses coaching skills and peer learning to help teams unlock greater potential and flourish
- State office and partners craft a question they want advice on from peers. It should be something you are doing now or that you want to do in the near future.
- Assemble a diverse team to attend the peer advice session and help to explain the question.

Task	North Dakota Timing	California Timing
<p><b><u>Advice-Seeking Team</u></b></p> <p>Present the group with your peer advice question – including any change you have made to it. Talk about:</p> <p><b>Why</b> is addressing this peer-advice question important to your work right now?</p> <p>What <b><i>one or two most critical obstacles</i></b> do you face in addressing the work or topic that is the focus of your question?</p> <p>What are the one or two <b><i>best things you have going for you</i></b> in making progress on addressing the work or topic that is the focus of your question?</p>	9 minutes	9 minutes
<p><b><u>Peer-Advisor Team and Resource People</u></b></p> <p>Pepper your colleague team relentlessly with clarifying and probing questions that you need answers to <b><u>before</u></b> you can develop advice.</p> <p><b><u>BUT DO NOT GIVE ADVICE YET!</u></b> <i>Use this time find out what you need to know first, so that your advice will be as good as you can get it!</i></p>	8 minutes	8 minutes
<p><b><u>Peer-Advisor Team</u></b></p> <p>Take 8 minutes (silent time) to craft and prepare your advice:</p> <p>What <b><u>two or three best pieces of advice</u></b> can you give them in relation to their question?</p>	8 minutes!	8 minutes!
<p><b><u>Peer-Advisor Teams and Peer-Advised Team</u></b></p> <p>Use the remaining time to offer and flesh out advice.</p>	Remaining 15 Minutes	Remaining 15 Minutes
Total	40 minutes	40 minutes

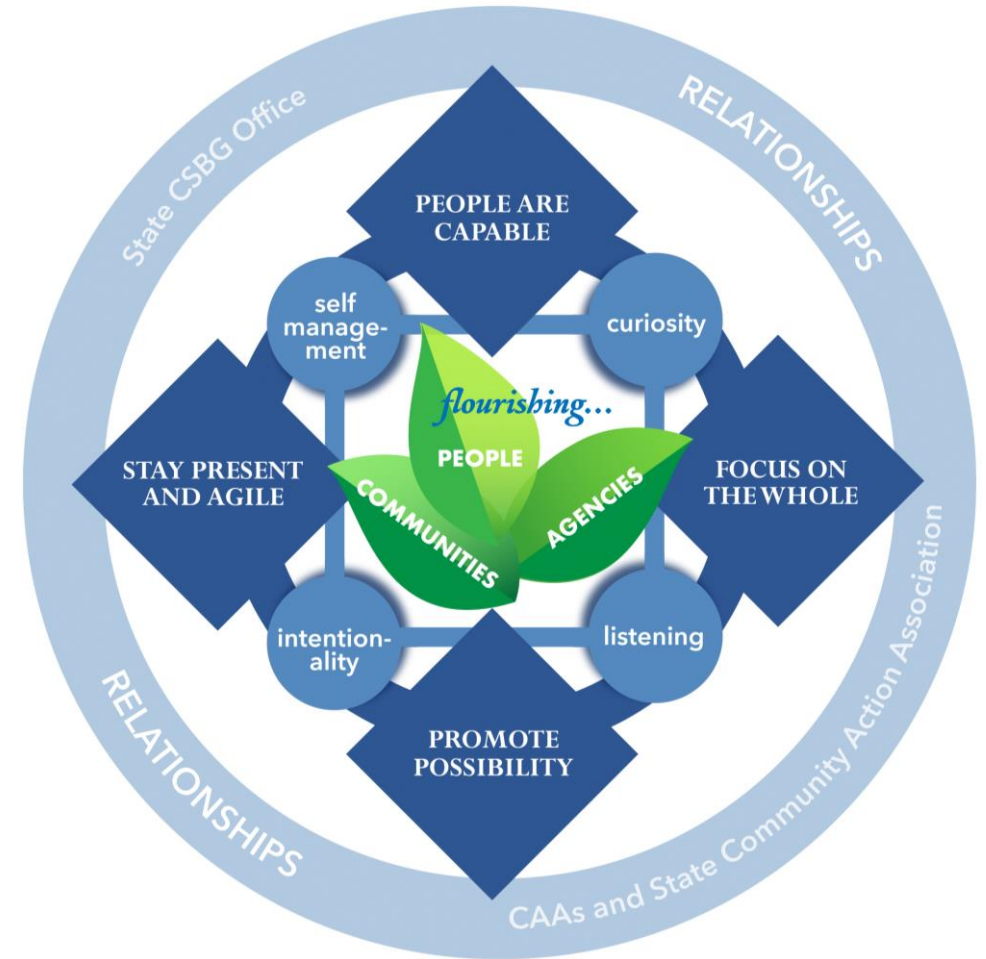
# PEER ADVICE PROCESS

## *Ben and Leslie's Questions*

# Questions/Discussion

- Questions
- Discussion

*Please send input/feedback/examples  
to Jeannie*



# Coaching Training Series

## **Series 1: Using a Coaching Approach to Improve Results**

*(December 1, 2021)*

## **Series 2: Coaching for Performance Management**

*(January 26, 2022)*

## **Series 3: Coaching and Financial Management**

*(February 9, 2022)*

## **Peer Coaching Pilot Session at NASCSP Winter Conference**

*(February 28, 2022)*

*<https://nascsp.org/using-a-coaching-approach-a-guide-for-state-csbg-administrators-to-improve-results-webinar-series/>*

**Using a Coaching  
Approach to  
Improve Results: A  
*Guide for State  
CSBG  
Administrators***

**Coaching Guide  
Coming Soon!**

*This guide and the accompanying tools are under development and will be released as this webinar series progresses.*

*Our contact info:*

Jeannie Chaffin, LLC  
573-821-2582  
chaffin.jeannie@gmail.com

Joelle Hoeft Consulting  
763-544-1992  
joellehoeft@gmail.com

***Thank You for Attending!***