

Coaching Volunteers

For leaders of volunteers, building coaching skills helps move from simply supporting volunteers to actively helping them grow, contribute, and succeed.

The FUEL* model is practical , conversational, and flexible. FUEL stands for:

- Frame the conversation
- Understand the current state
- Explore the desired state
- Lay out a plan

Use this template to plan your coaching conversation.

FRAME THE CONVERSATION

Create clarity, trust, and collaboration through a supportive tone and by inviting the volunteer into the conversation.

UNDERSTAND THE CURRENT STATE

This is where curiosity matters.

- What's been going well?
- What's been challenging?
- Where do you feel most confident?
- Where do you feel stuck?

EXPLORE THE DESIRED STATE

Discuss such questions as:

- What does success look like for you?
- Where would you like to build confidence or skills?
- What kind of impact do you seek?

LAY OUT THE PLAN

Together, identify:

- Next steps
- Support needed
- Timelines
- Follow-up

*Adapted from The Extraordinary Coach: How the Best Leaders Help Others Grow
John Zenger and Kathleen Stinnett, 2010