TriBE Coach Guide

Learn Together
Pray Together
Act Together
Care for Each Other
Play Together
Accountable to Each Other
TriBE Coach Guide

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Job Description of a TriBE Coach

Objective
To help and prepare TriBE Coaches build relationships with TriBE Leaders and offer support, assistance, and guidance as needed.

Goals
1. Maintain regular personal contact with each TriBE Leader in your area (i.e. phone, e-mail, note, lunch meeting, etc.).
2. Provide inspirational leadership, training, support, and accountability for TriBE Leaders.
3. Help lead training sessions for TriBE Leaders that will help them improve as facilitators.
4. Assist TriBE Leaders in identifying and mentoring other participants of their TriBEs to take on leadership roles within the group (facilitator, host, organizer, etc.).
5. Identify and mentor TriBE Leaders to become future TriBE Coaches.
6. Assist TriBE Leaders with curriculum questions as needed and help them develop meetings and events for their TriBEs.
7. Communicate important information or requests to TriBE Leaders.
8. Report what you hear, learn, and experience to the TriBE Core Leadership Team.

Questions to ask TriBE Leaders
There are sample questions you should periodically ask your TriBE Leaders:
1. How are you doing personally? How is your family, work, life, etc.?
2. How is the TriBE bonding, growing, learning succeeding?
3. How are you doing with the Ask Big Questions materials? Successes? Challenges?
4. What is one thing about your TriBE so far this year that has really encouraged you?
5. Have there been any situations involving challenging participants?
6. What aspects of serving as a TriBE Leader have been challenging?
7. How are you taking steps create ownership in the TriBE by asking participants to bring nosh/refreshments, lead the opening prayer and brit, open up their homes to host, etc.? (Remind them that this takes weight off their shoulders and empowers others so participants also have a chance to lead).
8. Have you identified someone in your TriBE who might make a good future TriBE Leader or Co-Leader? If so, how might you help empower them?
9. Do you have any scheduling, leadership, or other changes that we should know about?
10. How can I help you as a TriBE Leader?
C.O.A.C.H. - Five Steps to Success

C  Care
Care about your TriBE Leaders – their families, jobs, health, lives, and their futures. It is often said, “People do not care how much you know until they know how much you care.” Effective TriBE Coaches demonstrate that they care about the TriBE Leaders they oversee. Learn to give your TriBE Leaders appropriate care. It fills their tanks and enhances your relationship. Tell them. Show them. A timely phone call, a card with words of encouragement, an appropriate handshake, a pat on the back, or a hug will go a long way in showing people you coach know that you are there for them.

O  Observe
Visit your TriBE Leaders’ groups and observe them. TriBE Coaches can make a big difference by visiting the TriBEs they are working with. When a TriBE Leader knows you are coming to visit, they will feel encouraged, validated, and motivated. The TriBE is energized as well. TriBE Leaders often feel like they are out there on the front lines alone. The visit of a TriBE Coach quickly changes that perception. Observation helps ensure quality control in the groups the TriBE Coach oversees.

A  Appreciate
Recognize the efforts of your TriBE Leaders. There are two words every TriBE Leader yearns to hear from their TriBE Coach: “Good job.” Verbally and publicly appreciate their progress.

C  Challenge
Help your TriBE Leaders see Temple’s vision (http://templebethel.org/community/tribes/) for connecting in small groups and help them feel motivated to lead their groups toward balance and health. The Second Law of Thermodynamics states that all living things constantly move from a state of organization and energy to a state of disorganization and lethargy. This is true of everything, including your TriBE Leaders. One way to combat the Second Law of Thermodynamics is to describe the dream. Remind them of the big picture and the great purpose of TriBEs. Let them know that you believe in them.

Encouraging TriBE Coaches say things like:
- I believe you can become a great TriBE Leader.
- I believe that you can encourage others to lead.
- I believe you can become a great TriBE Coach.

H  Help
Teach, train, instruct, counsel, guide, aid, and supply resources regarding what your TriBE Leaders need when they need it in order to help them succeed and become better TriBE Leaders and TriBE Coaches. The product of good coaching, which is the product of Caring, Observing, Appreciating, Challenging and Helping, is developing leaders who are able to spearhead a growing, healthy TriBE. In other words, the goal is to develop effective TriBE Leaders who will then turn around and develop future TriBE Leaders. Simply put, the goal is not to merely build a TriBE – it is to build other TriBE Leaders.

Take advantage of all the resources available to help your TriBE Leaders. Some of these resources include on the job training, one-on-one mentoring, trainings offered by Temple, and seminars. As you do so, be wise. Always remember “the advisory sandwich”: for every one negative you share with them, put a few positives around it.

Discuss:
1. Which of the tips above are you most excited about? Why?
2. Which of the tips above are you most nervous about? Why?
Common Obstacles to Success

Every TriBE Leader needs a TriBE Coach. We may call this person a mentor, a trainer, or something else, but the function and the necessity are the same. TriBE Coaches should instruct, prepare, and encourage TriBE Leaders.

There will be plenty of obstacles. Here are several common obstacles for TriBE Coaches and ideas on how to overcome them.

A Lack of Leaders

A TriBE Coach must understand that potential TriBE Leaders and participants will rarely self-select and volunteer to lead a TriBE. For that reason, part of the TriBE Coach’s job is to identify and encourage individuals who might be good TriBE Leaders. Just like in athletics, TriBE Coaches are responsible for both on-field coaching and recruiting.

One of the main reasons potential TriBE Leaders do not volunteer is that they are not familiar with what is involved and they are not aware that training and mentoring are available. Therefore, the most helpful guideline for TriBE Coaches in this regard is to meet with potential TriBE Leaders and explain the benefits of having an accessible TriBE Coach and TriBE Leadership Team throughout the process.

Telling Instead of Showing

Writers are familiar with this basic instruction: Show, do not tell. The idea is to help the reader experience the emotion of a scene through powerful imagery and dialogue, rather than spoon-feeding descriptions about what is going on. In education, too, teachers understand more and more that people almost always learn better by demonstration than by lecture.

And yet, too often TriBE Coaches imagine they can train a TriBE Leader through one-on-one instruction – or worse, by lecturing to a group of TriBE Leaders – when in fact the best way to learn how to be an effective TriBE Leader is to participate in a real and active group. Theory is fine, but the true formation of the TriBE Leader takes places when they are able to experience a TriBE.

For that reason, TriBE Coaches train new TriBE Leaders by gathering and conducting trainings in a group setting.

Misunderstanding Modeling

TriBE Coaches will have difficulty if they view their function as conveying information, rather than modeling what it means to be a TriBE Leader. It is always more tempting to teach than to exhibit, but TriBE Leaders will learn more from watching how you guide and inspire others than by listening to lectures.

This is another reason why we teach in group settings. In a training scenario, the TriBE Coach can serve as the TriBE Leader, modeling what to do (and what not to do). Role-playing is a powerful tool. Sometimes we will ask potential or current TriBE Leaders to play out different situations that might arise in TriBEs.

Confusing Style and Substance

It is a given that every TriBE Leader will have different approaches to leading their groups – different from each other, but also different from what their TriBE Coaches might think is best. But “different” is not always bad, and in many cases is very good.

A TriBE Coach must never imagine that his or her way is the way of doing things. TriBE Coaches must be open to their TriBE Leaders developing their own styles, giving them time and space to grow. Of course, it is still the TriBE Coach’s job to make sure the TriBE Leader does not wander off-course in that growing process, so TriBE Coaches must also develop a keen eye for discerning whether a TriBE Leader is making bad decisions, or is just doing something “different.”

When you find yourself in such a situation, ask the following questions to gain some extra clarity:

- What is the general climate of the TriBE? Is it balanced and constructive?
- Are participants attending and growing personally through their experience?
- Is the TriBE Leader open to coaching and willing to consider others’ ideas?
TriBE Corrections
When TriBE Leaders begin making choices that negatively impact the health of their group, TriBE Coaches may be hesitant to do anything about it. Few people enjoy interpersonal conflict. It is usually uncomfortable to try correcting others.

When a TriBE Leader goes off course, his or her TriBE Coach must overcome any personal hesitation and speak directly to the TriBE Leader in question. During this meeting, the TriBE Coach can also ask the TriBE Leader if she would like to make this a matter for discussion with the rest of the TriBE. In the event that this does not resolve the problem, the TriBE Coach needs to have a resource person in place – be it another TriBE Coach, Andy Harkavy, or Rabbi Knight – who is willing to sit down with the TriBE Coach and the TriBE Leader to address the problem.

It is very rare that a TriBE Leader will need to be relieved of his or her responsibilities within a TriBE, but such situations will occur. This should only be done face-to-face and, in some cases, with the assistance of TriBE Leadership, a staff member, or a Rabbi.

Discuss:
1. Which of the situations described above do you feel most prepared to handle? Why?
2. Which do you feel least prepared to handle? Why?
3. What other obstacles are you worried about as you consider becoming a TriBE Coach? Who can you talk with to find solutions?

For more about this, look at “Stepping in and Correcting Problems” on page 11.
However, as a TriBE Coach, you are also the accountability person. You need to be able to go to your TriBE Leaders in truth when something needs to be fixed and then hold that person accountable.

Talk a little more about that partnership role. How do TriBE Coaches walk the fine line between teammate and TriBE Coach?

In dealing with TriBE Leaders, you have to treat that coaching relationship more as a partnership because you have walked in their shoes and know what they are going through. The TriBE Coach steps up into the mentor role and becomes the person who is giving back to the TriBE Leader through encouragement and support. The TriBE Coach helps the TriBE Leader stay balanced.

It is also okay to say as the TriBE Coach, “I do not know the answer to that problem/situation/question. Let me talk to someone who can help you with this.” The TriBE Coach then becomes the resource person who can put the appropriate information in the TriBE Leaders’ hands.

How do you get your coaching relationships off to a good start?

Ask more questions than you answer and listen more than you talk. You could be the first person that this TriBE Leader has been able to talk to about his or her joys and frustrations. Always be positive and encourage the TriBE Leaders to remember that no one is ever perfect; we are all growing. Offer to attend a TriBE meeting.

Also, be consistent with ongoing contact. A couple of times a year, you should meet with all of your TriBE Leaders in one place. However, most important is the one-on-one time with your individual TriBE Leaders. You should not go more than a month or two without touching base, depending on your TriBE Leaders’ personal needs.

What has surprised you most in your work as a TriBE Coach?

TriBE Leaders take very seriously the job that they are doing. Many TriBE Coaches have been pleasantly surprised to discover that their TriBE Leaders are looking for help. They are usually open to suggestions. You just get the sense that they are crying out, “I want to make this work!”

Yet that brings up an interesting point. As a TriBE Coach, what do you do with TriBE Leaders who do not want to be coached?

When you are faced with a challenging situation, meeting resistance from a TriBE Leader, or looking for different methods of delivering a message, do not hesitate to talk to other TriBE Coaches, TriBE Core Leadership, Andy Harkavy, or Rabbi Knight. At the same time, the TriBE Coach’s relationship with an individual TriBE Leader is what will give the TriBE Coach credibility. If you have taken the time to develop the relationship, you should be able to work through the difficulties.

Speaking of difficulties, what might be some obstacles that a new TriBE Coach will face?

First, do not get frustrated when it is hard to connect with people. Accept it. Use your creative juices to figure out a way to establish and maintain contact with your TriBE Leaders. Not everyone loves email. But there are email people out there who will only be accessible that way. It is the same thing for text messaging or Facebook - use technology in a way that works to meet your TriBE Leader’s needs. Some folks will need the good, old-fashioned personal phone call or meeting. Just be available and be flexible.

Second, know that it is okay to fail. You have to get over the fact that you do not know it all and you have not seen it all. The question you want to be asking your TriBE Leaders is, “How can I help you?” If you feel like you are not qualified to handle a situation or need advice, there are TriBE Leaders and Temple Staff who can help you. Seek that help if you start feeling ill-equipped.
Third, once you are into it, you never know what is going to show up at your door. Expect the unexpected. But if you are listening and compassionate you will have the skills to be a successful TriBE Coach. You can do it.

**What are some of the joys of being a TriBE Coach?**

Hearing the stories from TriBE Leaders when they say, “This amazing thing happened in our TriBE last night...” Those are the kind of conversations that put a big smile on your face. So much of what goes on in small group life, you just do not see or know about as a TriBE Coach – like the whole TriBE taking meals to someone or making weekly visits to a congregant with cancer. As a TriBE Coach, it is powerful when you start to witness the active Jewish living and stakeholdership come to life.

**Good Coaching Questions When TriBEs Are Challenged**

Questions are powerful. When a TriBE is having a problem, we often want to ask a lot of questions. Questions are embedded throughout the fabric of our tradition. Not all questions are the same. Some questions create problems. For example:

- Questions that start with “should you,” “could you,” “will you,” “can you,” “are you,” and so on tend to put people in a defensive posture. Basically, if you ask a question where the second word is “you,” you may find the TriBE Leader on the defensive.
- Questions that begin with “why” also tend to put people on the defensive. For instance, which of these questions would leave you more open to change: “Why did you say that?” or “What was your thought process that led you to say that?”

Good open-ended questions to ask TriBE Leaders in a difficult situation are:

1. Ask them to share what they want for themselves in regard to the resolution of this given problem, action, mistake, or accusation.
2. Ask, “What emotion were you feeling when the situation occurred?” This helps them sort through the emotions behind their actions.
3. Ask, “What are you presently doing to resolve this problem?”
4. Ask “What they are going to do the next time an issue like this arises?” (They will most likely know the correct response, but give them some possibilities, if necessary.)

**Practice, Practice, Practice**

To avoid the pattern of just telling someone what they should do, it is important to train TriBE Leaders how to listen well and ask follow-up questions based on specific situations. One of the best ways to do this is through role play. For example, assume the following situations have happened in the TriBE you are coaching:

**SITUATION 1:**
An individual in your TriBE has shared that they are going through a tough financial time right now. **What follow-up questions might you ask them?**

**SITUATION 2:**
You know someone who is really discouraged by their current family situation (either parenting or dealing with other family members).

**SITUATION 3:**
Someone in your TriBE shares they are having a really tough time at work and may be fired. **What follow-up questions might you ask them?**

**SITUATION 4:**
You know someone who has major issues with past failures, and you know they still struggle with it. **Listen before formulating follow-up questions. Use the ideas mentioned above to help formulate the wording.**
When practicing having these conversations, focus on all of these questions. Listen well, know what questions to ask, how to ask them, and practice asking them.

When practicing having these conversations, focus on listening before formulating your follow-up questions. Use the ideas mentioned above to help formulate the wording of questions. Remember, how we handle coaching questions and conversations will have a big impact on the development of TriBE Leaders.

Discuss:
1. When was the last time you shared something personal with someone? How did it feel if they gave you advice? How did you respond?
2. What other ways can TriBE Coaches practice these kinds of questions?

Stepping In and Correcting Problems

None of us like correction. Coaching a TriBE Leader does require that corrective action be taken in certain situations. The key is knowing how to give corrective suggestions that remedy the problem and help the TriBE Leader.

What To Do?

Call and set up an appointment at a time that is convenient for the TriBE Leader. Ask them for a face-to-face meeting. Never correct them in front of a TriBE or within hearing distance of participants. Initially, meet with the person in question by yourself, unless you feel the person is prone to misuse, misunderstand, or distort what you say – in that case, have another TriBE Coach or a person from TriBE Leadership meet with you for the first visit. If the issue has not been resolved over a period of time (about a month), reschedule another appointment. This time, include someone from the TriBE Core Leadership Team (http://templebethel.org/community/tribes/) or Temple Staff. Such drastic action should only happen with issues of major consequence.

These meetings should include the following:

- Emphasize the TriBE Brit and use it in the conversation that you have.
- Sit directly in front of or to the side of the TriBE Leader.
- Affirm their contribution. Be kind, considerate, and to the point. State the issue as soon as possible in the meeting. Allow time for feedback to assess how they perceive the problem. They may have information you do not.
- Steer them away from peripheral issues unless they directly impact the problem under discussion.
- Emotions may surface throughout the discussion, but shift some of that by sharing how you feel.

There are a variety of behaviors that could result in the suspension of TriBE Coach and TriBE Leader duties as determined by Temple Leadership. If any behavior causes you concern, please communicate with the TriBE Core Leadership Team and Temple Staff immediately.

Use “I Feel” Statements Instead of “You” Accusations

Whenever you talk to a TriBE Leader in a corrective setting, consciously try to use “I feel” statements—things like, “I feel disappointed that you have chosen to ignore our Curriculum in this regard,” or, “I feel angry because you violated confidentiality.” Such declarations help connect the person with your feelings and allow for reflection.

When you use “You” accusations, however, it puts the person on the defensive and almost always causes them to rebel at any correction. For example, compare the statements above with the following: “You chose to ignore our policies.” “You make me angry because you violated confidentiality in your TriBE.” See the difference?

If you are not familiar with using “I feel” statements in conversation, you may want to practice with fellow TriBE Coaches before meeting with the Leader in question—especially if you struggle with sharing
emotional feelings about things. Having empathy is important to understanding why a person did what they did.

**Use “Could It Be” Questions**

Questions asked from a “could it be” perspective offer TriBE Leaders a way to state their mistake in a way that is less dogmatic and involves less of a blow to the TriBE Leader's self-esteem. For instance, instead of saying, “You messed up when you spread information that was told to you in confidence,” say something like: “Could it be that the information told to you was best kept confidential?”

The first question creates walls of defiance. The second offers a possibility for action without condemning the TriBE Leader. “Could it be” questions can also be used when developing solutions. For example, “Could it be that checking with me first is the best decision when you have questions about confidentiality?”

When correcting a TriBE Leader, also take into account the following:

- Treat every TriBE Leader like you would want to be treated.
- Tame the anger within you. Never address a TriBE Leader’s failures when you are mad.
- Tackle conflicts when you are rested. You will be emotionally exhausted after addressing the issue, so make sure your body is ready to take on the stress.
- Tread softly. More damage results from mishandling a TriBE Leader who is loved by participants than any one minor offense for which the TriBE Leader is guilty.

**TriBE Coaches as Bridge Builders**

If you serve as a TriBE Coach, you have a dual role. Your main purpose is to develop, prepare, and encourage the TriBE Leaders in your care. But to do that job well, you frequently function as a bridge between those TriBE Leaders and Temple leaders. TriBE Coaches are often the relational intermediaries between the TriBE Leader and Temple – which in some contexts may refer to the TriBE Core Leadership Team, or in other contexts, Temple’s clergy. As a TriBE Coach, you assist the TriBE Leaders to understand, value, and listen to each other while helping to integrate the vision of Temple within the individual TriBEs. The following are some key ways that TriBE Coaches build bridges to serve both the TriBE Leader and Temple.

**TriBE Coaches Facilitate Vision Alignment**

Temple has a vision and expectations for its TriBE and for how they fit within the context of the greater congregation. A significant part of a TriBE Coach's function is to share this vision and equip TriBE Leaders toward Temple’s goals for TriBEs. As a TriBE Coach, whether you are working with new or existing TriBE Leaders, you need to be familiar with Temple’s vision, understand its value, and be invested in bringing it to fruition. TriBE Coaches need to share the broader vision while also encouraging TriBE Leaders to be creative about tailoring that vision to fit their specific TriBEs.

**TriBE Coaches Provide Practical Resources**

Some of the most frequent questions that TriBE Leaders ask TriBE Coaches pertain to the curriculum. A discussion about curriculum gives you a valuable opportunity to hear what is happening in a TriBE while encouraging the TriBE Leader, influencing the group’s spiritual direction (Shabbat and Holiday practices) and providing course corrections as needed. So, instead of just pointing TriBE Leaders to a website or giving them a list of TriBE studies,
consider asking probing questions about how they are experiencing the Ask Big Questions materials, next steps, spiritual maturity, and group dynamics. Then you can brainstorm with the TriBE Leader and tailor recommendations that would work well in their specific situation.

TriBE Coaches are also instrumental in removing institutional barriers for TriBE Leaders. TriBE Leaders are almost always thankful to have someone on the "inside" helping them with any details. At the same time, Temple's staff appreciates having TriBE Coaches that can streamline and address questions as they arise.

**TriBE Coaches Communicate and Troubleshoot Issues that Arise**

For some TriBE Leaders, their level of relationship with their TriBE Coach determines how connected and invested they are to Temple.

Since most of TriBE happens off-site, it is important that TriBE Leaders have regular and consistent communication from their TriBE Coaches. This is a simple and effective way to value their partnership in making TriBEs and the vision of Temple work. Make sure you keep TriBE Leaders informed about the important happenings at Temple.

When an issue arises that is beyond the capacity of the TriBE Leader to manage, it is the TriBE Coach's role to step in and help. Scheduling a visit can help TriBE Coaches see first-hand the group dynamics that the TriBE Leader is facing, and is also an opportunity to help preempt possible issues. If TriBE Leaders have issues with others in their small group, TriBE Coaches can step in to model humility, avoid gossip, and guide them through a healthy conflict resolution process.

**TriBE Coaches Speak on Behalf of Their TriBE Leaders**

As a TriBE Coach, you are on the front line of hearing what is happening in the TriBE, which is an important slice of congregational life. TriBE Leaders will want to hear feedback about what is happening in the TriBE. So share your TriBE Leaders' stories whenever you can—stories of triumph, need, spiritual movement, life transformation, challenges, concerns, and so on. Remember that you are a voice for the TriBE Leaders with whom you work.

At the same time though, TriBE Coaches need to protect their TriBE Leaders from being over-asked and "volunteered" for every need that arises at Temple (e.g., providing food for shelters, ushering, moving furniture, giving rides). There are so many good causes, and there may be a temptation for Temple to use its TriBEs and TriBE Coaches as a delivery system for all sorts of needs and announcements. We will work to make sure that when you are asked to communicate something to TriBE Leaders it fits within the vision and purpose of TriBEs at Temple. You do not want to dilute your influence as a TriBE Coach by becoming a clearinghouse for every random need. Use your discretion wisely and make sure that whatever "asks" you make to TriBE Leaders line up closely with the vision and purpose of TriBEs.

TriBE Coaches exist as relational and functional bridges between Temple and the TriBE Leaders. When TriBE Coaches serve their TriBE Leaders in practical, relational, and organizational ways, they will facilitate unity and purpose between the TriBE Leaders and the Temple, thereby helping both move forward together.
Addendum:
Sample and Checklists for TriBE Coaches

Coaching Check-Up: Below are questions that TriBE Coaches should ask once every 30 days.

1. How well have I listened to the TriBE Leaders? ______________________________________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

2. Have I done a good job of celebrating victories with my TriBE Leaders? _________________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

3. How (specifically) have I demonstrated personal care and concern? ____________________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

4. Do I have an idea or a plan for where each of my TriBE Leaders needs to go and grow? __________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

5. Have I helped my TriBE Leaders develop measurable, achievable goals for their TriBEs? __________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

6. Am I living up to the covenant I agreed to with my TriBE Leaders? Brit? _______________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

7. What makes my TriBE Leaders tick? What do they need from me? ______________________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________

8. Are the TriBEs I am overseeing developing deepened relationships? ____________________________
   _____________________________________________________________________________________
   _____________________________________________________________________________________
Coaching Appointment Checklist:

TriBE Leader/TriBE Name: ___________________________________________ Date: __________________
Meeting Location: ________________________________________________ Time: __________________

Use these questions to prepare for your coaching appointment:
1. Have I reviewed my notes (mental and/or written) from our last meeting?
2. What personal needs am I aware of?
3. What issues do I need to inquire about?
4. What core value at Temple will I focus on with this TriBE Leader during our time together? What is the most effective way I can pass on this concept?
5. How, practically speaking, can I encourage this TriBE Leader?
6. What information do I need to convey about Temple's vision or upcoming events?

Notes: ________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Assignment(s) for the TriBE Leader: _________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Specific things I need to do as TriBE Coach as a result of this meeting: _____________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Next Meeting:
Date: ___________________________ Time: ___________________________
Place: ___________________________