

iVolunteer

The monthly COACHING RESOURCE for volunteer youth leaders who want to be the BEST they can be!

Jeanne Mayo

**The Most Life-Changing Skill
Any Volunteer Can Cultivate**

- A. In Wisconsin, two counselors spent several days in the back of a second grade classroom with stopwatches recording the behavior of students.
1. On average, one of the children was standing 360 times in every 20-minute period and the teacher was saying, "Sit down!" seven times in every 20-minute period.
 2. At first, the counselors suggested that the teacher increase her command to "sit down" in the 20-minute period.
 - a. The more the teacher focused on the negative behavior, the more constant it became.
 3. The final week the researchers asked that teacher to totally stop saying anything that sounded like "sit down." Instead, she was supposed to quietly compliment out loud the children who were staying in their seats and doing their work.
 - a. The teacher multiplied the positive behavior within only 1 short hour by over ____%.
 4. We all unconsciously _____ whatever behavior gets us attention, even if it is negative attention.
 5. The most life-changing leaders are the ones that focus on catching people doing something good and then verbally reinforce it.
- B. *How To Win Friends And Influence People* by Dale Carnegie
1. A key chapter in the book: "The Big Secret Of Dealing With People"
 - a. "Be hearty in your _____ and lavish in your _____."
 - Be _____ and _____ about verbalizing the positive things you see in other people.
 2. If you train your mind to search for positive things that you can say about people, you will be authentically surprised on how many great things you will be able to comment on.

3. "Every man I meet is my _____ in some way." – Ralph Waldo Emerson
 4. Remember, that correction, discipline, and instruction, by itself, _____
create permanent change in behavior.
 5. Sadly enough, human nature finds it pretty easy to focus on how others can improve.
- C. "The deepest principle in human nature is the _____ to be APPRECIATED."
- William James
1. Jesus was an encourager.
 - a. After Peter betrayed Him, Jesus' first words to Peter after the resurrection were...
"Peter, do you love Me?"
 - b. Then Jesus looked past the failures and told Peter, "Feed My sheep."
 2. Romans 2:4, "The kindness of God leads us to change." or "The goodness of God leads us to repentance."
 3. Counselors tell us it's about 7 to 1 in people's heads. They remember _____
statements about 7 times longer than a positive one.
 4. Not everybody likes a hero. But, we all like someone who makes _____
like a hero.
 5. "Three billion people go to bed hungry every single night; but four billion people go to bed hungry every night for a simple word of authentic encouragement. GO FEED SOME PEOPLE!" – *JEANNEisms: Short Thoughts That Echo Big Meaning*

Answers:

33; increase; appreciation; praise; sincere; intentional; superior; does not, craving, negative; us feel;