

NEW



LeadTheCall

MICRO-COACHING SESSIONS

*Building Better Decisions
One Conversation at a Time*



SHORT CONVERSATIONS.
Real Impact.



**STRENGTHEN
DECISION-MAKING.**
Better Outcomes.



**BUILD ACCOUNTABILITY
& CONFIDENCE.**
Stronger Teams.



LEAD IN THE MOMENT.
Change Everything.



LeadTheCall

BECAUSE HOW YOU LEAD
IN THE MOMENT CHANGES EVERYTHING.

HEART • VISION • RESPONSIBILITY



WHY MICRO-COACHING MATTERS

Leadership Happens in the Moments.

In a 911 center, decisions are made in seconds, but their impact lasts far beyond the call.

Micro-coaching is the practice of having short, intentional conversations that strengthen decision-making, reinforce best practices, and build confidence—every single day.

Small Conversations. Powerful Results.

When we invest in our people in the moment, we create a culture of growth, accountability, and excellence that never stops.

Micro-Coaching Helps You:



Strengthen Decision-Making

Guide your team to think, analyze, and respond with clarity.



Build Accountability

Reinforce ownership and follow-through in every interaction.



Boost Confidence

Help your team trust their training, their judgment, and themselves.



Improve Performance

Reinforce what works and correct what doesn't—quickly.



Support Your Team

Show your people you care about their growth and their success.

“

The quality of your questions determines the quality of your team's growth.

You don't need more time. You need more intentional moments.

Lead in the moment.
Change everything.



YOU SET THE STANDARD

Every conversation is an opportunity to model leadership, strengthen your culture, and shape the future of your center.

Small conversations.
Lasting impact.



THE COST OF WAITING FOR ANNUAL FEEDBACK

Once-a-year evaluations are not enough to drive daily excellence.

When feedback is delayed, small issues grow. Habits become harder to change. Opportunities to reinforce good decisions are missed.

In 911 centers, that cost is paid in performance, morale, and sometimes, outcomes.

Don't wait until it's too late to lead.
Lead in the moment.



90%

of learning and behavior change happens with timely feedback—not once-a-year reviews.

Source: Center for Creative Leadership



THE REAL COSTS



Declining Performance

Small gaps in decision-making become bigger problems.



Lower Confidence

Without timely coaching, your people second-guess themselves.



Poor Accountability

Delayed feedback sends the message that it doesn't matter.



Reduced Trust

Your team may feel unsupported or overlooked.



Increased Risk

Unaddressed issues today can lead to critical mistakes tomorrow.



YOUR TEAM IS LOOKING TO YOU.

BE THE LEADER WHO SHOWS UP EVERY DAY.

WHAT THEY NEED

- ✓ Timely feedback that helps them grow.
- ✓ Coaching in real situations.
- ✓ Recognition for good decisions.
- ✓ Clear expectations and support.
- ✓ A leader who invests in their success.

WHAT THEY GET

- ✓ Stronger decision-making.
- ✓ Greater confidence and ownership.
- ✓ Higher performance and consistency.
- ✓ A culture of accountability and trust.
- ✓ A team that is ready for anything.



You can't improve what you don't address.
You can't lead where you aren't present.



**MICRO-COACHING
CHANGES THAT.**





THE DAILY MICRO-COACHING FRAMEWORK

Great leaders develop their people in the moments that matter most—before, during, and after the call.

Micro-coaching doesn't add more to your day. It makes the moments you already have more meaningful and more impactful.

Use this simple framework to build stronger decisions, accountability, and confidence—one conversation at a time.



**IT ONLY TAKES
A FEW MINUTES.**

The impact lasts **all shift long**
and **far beyond**.

THE 3 MOMENTS THAT SHAPE PERFORMANCE



1

BEFORE THE CALL

Set the Standard

Prepare and align your team before the shift begins.

- Set expectations and priorities
- Reinforce focus areas
- Build confidence and readiness



Purpose:

Prepare your team for success.



2

DURING THE CALL

Guide in the Moment

Provide real-time support and coaching while it matters most.

- Ask clarifying questions
- Reinforce good decisions
- Redirect and adjust as needed



Purpose:

Support better decisions in the moment.



3

AFTER THE CALL

Reinforce and Reflect

Debrief and reflect to turn experiences into growth.

- Reinforce what went well
- Explore what could be better
- Identify one action for next time



Purpose:

Turn every call into a learning opportunity.



CONSISTENT CONVERSATIONS CREATE CONSISTENT RESULTS.

Small conversations. Real impact.





THE D3 DECISION-MAKING MODEL

Better decisions start with better thinking.

The D3 Model helps your team slow down just enough to think clearly, assess the situation, and choose the best course of action.

Use it in the moment. Coach it daily.
Build it into how your team leads.



**THINK. DECIDE. ACT.
COACH. REPEAT.**

When your team uses D3,
they make better decisions—
every time.

THE D3 MODEL

1



DISCOVER

What's really happening?

- Clarify the facts.
- Identify key information.
- Understand the impact.
- What do you know?
- What don't you know?



Coaching Focus:
Ask questions that uncover
understanding and insight.

2



DECIDE

What's the best choice?

- Consider your options.
- Evaluate risks and benefits.
- Choose the best course of action.
- What's the priority?
- What's the expected outcome?



Coaching Focus:
Help your team think
critically and weigh
consequences.

3



DO

Take action and own it.

- Act with confidence.
- Communicate clearly.
- Monitor and adjust as needed.
- Learn from the outcome.
- What will you do next time?



Coaching Focus:
Reinforce accountability
and encourage reflection.



WHY IT WORKS

D3 builds a repeatable process for thinking
clearly, deciding confidently, and acting
with purpose—especially under pressure.



Reduces
impulsive
decisions



Increases
consistency
and clarity



Builds
confidence
and trust



You can't eliminate pressure.
But you can build a process that performs under it.



**LEAD IN THE MOMENT.
CHANGE EVERYTHING.**





THE FAST DEBRIEF METHOD

Short conversations. Powerful impact.

The FAST Debrief helps you turn every call into a learning opportunity.

Use it right after the call while the details are fresh and the learning is real.

WHY IT WORKS



It's quick and easy to remember.



It keeps the focus on learning, not blame.



It builds confidence and strengthens decisions.



It creates a culture of growth and accountability.

THE FAST FRAMEWORK

F



FOCUS

Set the Stage

- What was the call or situation?
- What were you trying to accomplish?
- What was the most important goal?



Purpose:
Align on the situation and the goal.

A



ANALYZE

Explore the Decision

- What happened?
- What factors influenced your decision?
- What went well?
- What was challenging?



Purpose:
Understand the thinking behind the decision.

S



STRENGTHEN

Identify the Learning

- What did you learn?
- What would you do again?
- What would you do differently?
- How can we prepare for next time?



Purpose:
Turn the experience into actionable insight.

T



TAKE ACTION

Commit and Close

- What's one thing you'll do differently next time?
- What support or resources do you need?
- Is there anything I can do to help?



Purpose:
Commit to growth and reinforce accountability.

WHEN TO USE FAST



- ✓ After every significant call
- ✓ When something doesn't go as expected
- ✓ When your team makes a great decision
- ✓ During training or ride-alongs
- ✓ Anytime you want to build skills and confidence



MAKE IT A HABIT.

Small conversations today build stronger leaders tomorrow.



LISTEN. LEARN.
LEAD BETTER.





WEEKLY COACHING THEMES

Focus your conversations. Build stronger habits.

Use weekly themes to guide your coaching conversations and keep development a priority.

These themes provide structure and consistency while giving your team the support they need to grow in the moments that matter.



HOW TO USE THEMES



Introduce the theme at the start of the week.



Use it to guide conversations before, during, and after calls.



Reinforce the theme in debriefs and team discussions.



Reflect on progress and set focus for next week.

8 WEEKS OF FOCUSED GROWTH

WEEK 1



FOCUS & PRIORITIES

Start with clarity.

- Set clear priorities
- Minimize distractions
- Align on what matters most

WEEK 2



COMMUNICATION

Speak clearly. Listen well.

- Communicate with purpose
- Ask better questions
- Close the loop

WEEK 3



DECISION-MAKING

Think. Decide. Act.

- Use the D3 Model
- Weigh risks and benefits
- Own the outcome

WEEK 4



ACCOUNTABILITY

Hold the standard.

- Set clear expectations
- Follow up consistently
- Reinforce ownership

WEEK 5



PERFORMANCE

Develop and improve.

- Identify strengths
- Address gaps early
- Recognize progress

WEEK 6



TEAMWORK

Stronger together.

- Build trust
- Support each other
- Win as a team

WEEK 7



ADAPTABILITY

Adjust and overcome.

- Stay flexible
- Learn and adjust
- Embrace change

WEEK 8



LEADERSHIP

Lead every moment.

- Be the example
- Inspire confidence
- Leave a lasting impact



MAKE IT YOUR OWN

These themes are a guide—adapt them to fit your team's needs and your center's goals. Repeat and build on what creates the most impact.



Revisit themes that need more focus.



Celebrate progress and keep the momentum.



SMALL CONVERSATIONS. CONSISTENT FOCUS. BIG RESULTS.

Growth happens one week—and one conversation—at a time.





“What gets tracked gets better. What gets coached grows.”

PAGE 8

PERFORMANCE TRACKING & COACHING LOGS

Track the conversations. Celebrate the growth.

Consistent coaching and simple tracking help you see progress, identify trends, and support your team more intentionally.

Use this log to capture key coaching conversations and follow up on actions that drive improvement.

WHY TRACK AND LOG?



Stay intentional and consistent with your coaching.



Identify patterns, strengths, and development areas.



Follow up on actions and measure progress.



Build trust, accountability, and a culture of growth.



COACHING CONVERSATION LOG

DATE	TEAM MEMBER	FOCUS / TOPIC	KEY TAKEAWAYS	ACTION STEPS	FOLLOW UP DATE

 **TIP:** Keep it simple. Capture the essentials right after the conversation while it's fresh.



TEAM MEMBER GROWTH TRACKER

Track progress over time in key areas.

DEVELOPMENT AREA	RATING (1-5)				NOTES
	WEEK 1	WEEK 3	WEEK 5	WEEK 7	
 Decision-Making					
 Communication					
 Accountability					
 Teamwork					
 Adaptability					

1 = Needs Improvement 2 = Developing 3 = Solid 4 = Strong 5 = Exceptional



ACTION FOLLOW-UP

Review and close the loop.

- ☐ Revisit action steps from last conversation.
- ☐ Check on progress and remove obstacles.
- ☐ Provide feedback and recognition.
- ☐ Adjust plan or set new goals.
- ☐ Document outcomes and key takeaways.



Small actions. Consistent follow-up.
Stronger performance.

“

Coaching isn't an event.
It's a habit that builds better leaders.



TRACK IT. COACH IT.
SEE IT GROW.



“ You don’t need more time. You need better moments. Lead them well.

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OVERCOMING COMMON CHALLENGES

Coaching isn’t always easy.
 These are common challenges leaders face—and simple ways to overcome them.
 Stay consistent, stay curious, and keep showing up.
 Your team is counting on it.



MINDSET REMINDERS

- ✓ Be present. Put away distractions.
- ✓ Listen more than you talk.
- ✓ Ask better questions.
- ✓ Give feedback that helps.
- ✓ Believe in your people.
- ✓ Focus on growth, not perfection.
- ✓ Every conversation matters.



NOT ENOUGH TIME

Busy days make coaching feel impossible.

Try this:



Use micro-moments. Great coaching can happen in minutes.



HARD CONVERSATIONS

It’s uncomfortable to address tough topics.

Try this:



Lead with curiosity and care. Focus on the facts and the future.



LACK OF ENGAGEMENT

Your team may not see the value—yet.

Try this:



Be consistent. Small wins build trust over time.



NO VISIBLE PROGRESS

Growth can feel slow or hard to see.

Try this:



Track progress. Celebrate small improvements.



NOT SURE WHAT TO SAY

It’s hard to know the right words.

Try this:



Use the frameworks in this guide to ask better questions.



LEADER REFLECTION CHECK-IN

Take a few minutes each week to reflect and reset.

☐ Did I create moments to coach this week?
 ☐ Did I listen more than I talked?
 ☐ Did I help my team think, decide, and act?
 ☐ Did I reinforce progress and recognize wins?
 ☐ What will I do differently next week?





YOUR NEXT STEP

START SMALL. STAY CONSISTENT.



Choose one framework from this guide and use it this week.



Have one meaningful coaching conversation each day.



Track your progress and celebrate the impact.



YOU DON’T HAVE TO BE PERFECT. YOU JUST HAVE TO BE PRESENT. YOUR TEAM IS WORTH IT.



GREAT LEADERS AREN'T BORN IN BIG MOMENTS. THEY'RE BUILT IN THE EVERYDAY MOMENTS THAT MATTER MOST.



“Great leadership isn’t built in a day. It’s built one moment, one conversation, one decision at a time.”

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IMPLEMENTATION ROADMAP

A simple plan to build lasting coaching habits and a stronger team—one week at a time.



HOW TO USE THIS ROADMAP

Follow the roadmap week by week. Build the foundation, create consistency, and sustain the culture. Adjust as needed for your team’s needs and pace.

WEEK 1



LAY THE FOUNDATION

INTRODUCE THE FRAMEWORK

Focus on learning the core models and spotting opportunities to coach in the moments that matter.

- ✓ Learn the D3 Model.
- ✓ Learn the FAST Debrief.
- ✓ Identify key coaching opportunities.
- ✓ Commit to one meaningful conversation per shift.



Leader Tip:

Start small. One conversation today can spark big change tomorrow.

WEEK 2



BUILD THE HABIT

BUILD THE HABIT

Put the tools into action and start building consistency through daily conversations.

- ✓ Use pre-shift interventions.
- ✓ Conduct real-call debriefs using FAST.
- ✓ Track conversations in your log.
- ✓ Reflect on what worked and what to improve.



Leader Tip:

Consistency creates trust. Make coaching as normal as briefing.

WEEK 3



CREATE CONSISTENCY

CREATE CONSISTENCY

Strengthen habits, reinforce growth, and celebrate wins to build momentum across the team.

- ✓ Introduce weekly coaching themes.
- ✓ Reinforce key behaviors and improvements.
- ✓ Celebrate progress and share success stories.
- ✓ Coach with purpose and follow through.



Leader Tip:

Recognize growth publicly. It reinforces the behaviors you want to see more of every day.

WEEK 4+



SUSTAIN THE CULTURE

SUSTAIN THE CULTURE

Embed coaching into your culture and keep developing leaders at every level.

- ✓ Review trends and adjust strategies.
- ✓ Coach proactively and prevent issues.
- ✓ Develop future leaders through coaching.
- ✓ Continue learning and refining your approach.



Leader Tip:

A strong coaching culture doesn’t happen by chance—it’s built on purpose and protected with consistency.



**SMALL CONVERSATIONS.
CONSISTENT COACHING.
LASTING IMPACT.**



**One team.
One standard.
One mission.
Lead in the moment.**





“ The quality of your questions determines the quality of their thinking.”

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COACHING QUESTIONS THAT CREATE BETTER THINKING

THE POWER OF BETTER QUESTIONS

Great coaching isn't about having all the answers. It's about asking questions that help others think, solve problems, and grow.



WHY QUESTIONS MATTER

- ✓ Spark critical thinking
- ✓ Increase self-awareness
- ✓ Build confidence
- ✓ Drive better decisions
- ✓ Create lasting impact



BEFORE THE CALL

Set the stage. Clarify focus.

- 1 What is your priority for this shift?
- 2 What challenge might require your best judgment today?
- 3 What does success look like?



Focus:

Clarity. Preparation. Confidence.



DURING THE CALL

Guide the thinking. Expand options.

- 1 What information do we know?
- 2 What information is missing?
- 3 What options are available?



Focus:

Awareness. Exploration. Better Decisions.



AFTER THE CALL

Reflect, learn, and reinforce.

- 1 What went well?
- 2 What would you do differently?
- 3 What did you learn?
- 4 What should we reinforce next time?



Focus:

Reflection. Learning. Improvement.



REMEMBER

TELL LESS. ASK MORE.

The best coaches develop thinkers, not followers.



QUICK TIPS



Ask one question at a time.



Listen fully before responding.



Use open-ended questions.



Stay curious and patient.





“ The best leaders don't have all the answers. They **coach people** to find them.

MICRO-COACHING

QUICK REFERENCE GUIDE

Your go-to guide for coaching in the moments that matter. Use it often. Keep it simple. Make it impact.



THE DAILY FRAMEWORK



PRE-SHIFT: Intervene early. Prepare. Align. Set the tone.



IN-SHIFT: Coach in real time. Guide decisions. Stay connected.



POST-SHIFT: Debrief and develop. Reflect. Reinforce. Grow together.

THE D3 DECISION-MAKING MODEL



DISCOVER

What's the real situation? Clarify facts and understand what's happening.



DECIDE

What's the best choice? Evaluate options and choose the right path.



DO

What's the next right action? Act with confidence and follow through.

THE FAST DEBRIEF METHOD



FACTS

What happened? Stick to the facts.



ACTIONS

What was done? Look at key actions and decisions.



SYNTHESIS

What did we learn? Identify insights and opportunities.



TAKEAWAYS

What's next? Determine what we'll do differently.

WEEKLY COACHING THEMES



WEEK 1
FOCUS & PRIORITIES
Start with clarity.



WEEK 5
PERFORMANCE
Develop and improve.



WEEK 2
COMMUNICATION
Speak clearly. Listen well.



WEEK 6
TEAMWORK
Stronger together.



WEEK 3
DECISION-MAKING
Think. Decide. Act.



WEEK 7
ADAPTABILITY
Adjust and overcome.



WEEK 4
ACCOUNTABILITY
Hold the standard.



WEEK 8
LEADERSHIP
Lead every moment.

QUICK COACHING TIPS



Be present. Eliminate distractions.



Listen more than you talk.



Ask better questions.



Give feedback that is specific and actionable.



Focus on behaviors, not personality.



Reinforce progress and recognize wins.



Stay consistent. Small actions create big change.



Every conversation matters.



REMEMBER

- Coach the thinking, not just the outcome.
- Ask more. Tell less.
- Reinforce progress.
- Stay consistent.



Coaching isn't an event.
It's a habit that builds better leaders.



READY FOR THE *Next Step?*

Let's Start the Conversation.



Leadership is built in the everyday moments.

Small conversations.

Consistent coaching.

Stronger performance.

Lasting impact.

If you're ready to strengthen leadership, accountability, and performance within your center, **let's start the conversation.**

Whether you're exploring leadership development, supervisor coaching, workshop opportunities, or a broader culture initiative, the first step is simply a conversation.



WHAT WE CAN EXPLORE TOGETHER

- ✓ Micro-Coaching Implementation
- ✓ Supervisor Development
- ✓ Leadership Workshops
- ✓ Team Culture & Accountability
- ✓ Leadership Partnership Opportunities



START THE CONVERSATION



LeadTheCall.com/start-the-conversation



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LEADERSHIP IN CRITICAL MOMENTS

*Because how you lead in the moment **changes everything.***



HEART



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