

Multiplying Leaders: How Mid-Level Leaders Coach, Care, and Communicate

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Why Mid-Level Leaders Matter

- High performers get promoted, but leadership requires a shift from performer to people leader.
- Mid-level leaders are critical in influencing culture, retention, and engagement.
- They are the vital connection between senior leadership and front-line employees.

Culture of Development

- Culture shapes every interaction - be intentional
- People need to know they matter.
- Trust is the belief that the intentions and abilities of others are good.
- Learn – Coach – Lead: Real growth happens through 70% experience, 20% coaching, and 10% training.

The Power of 1:1 Meetings

- Intentional, Frequent, and Trust-Building
- **Care** Conversations: Emotional check-ins.
- **Development** Conversations: Growth and learning.
- **Performance** Conversations: Current work and support needs.

Compassionate and Direct Feedback

- Normalize feedback through consistent practice.

FBI/SBI Method:

- Feeling/Situation + Behavior + Impact
- Deliver feedback early, specifically, and with grace.
- Empower employees to own their solutions.



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Powerful 1:1 Questions

Care Questions

- What has your attention today?
- What is on your mind?
- What's something you're proud of this week?
- What's weighing on you?
- What's bringing you energy right now?
- What is keeping you up at night, if anything?
- What would it take to make Mondays as good as Fridays?

Performance Questions

- How do you know you are willing in your role?
- What's been the biggest win or challenge for you recently?
- What projects are you most passionate about right now?
- Where do you feel stuck or need additional support?
- Are you clear on your priorities for this week?
- How can I remove any obstacles in your path?

Development Questions

- In what area would you like to grow?
- Are there any skills you'd like to develop further?
- What stretch opportunities would you be interested in?
- Do you feel like you receive feedback often enough?
- Where you are getting stuck and what is getting in the way?
- How can I help?
- How does your current work connect to your long-term goals?
- What's your personal mission or purpose?

Other Powerful Questions

- What's something you've learned recently that excited you?
- What's one way we could make your work more meaningful?
- If you could redesign part of your job, what would you change?
- What motivates you most in your work?
- How do you prefer to receive recognition?
- Can you share a time when you felt most appreciated or valued by the team?