



Rethinking Volunteer Management

Common Ground Conference

October 16, 2019

- **What characteristics are you looking for in a volunteer?**
 - ✓ Heart, empathy, desire to help, warm and welcoming nature.
- **What is the most effective way your program supports your tutors and instructors?**
 - ✓ Education Director works very closely with **teachers**- spends time in the classes, gathers relevant materials, holds regular teacher group meetings, listens to their successes and responds to teacher insecurities.
 - ✓ Education Director actively engaged with **tutors**- checks in periodically, varies office hours so she can be around in evenings for those who tutor at night, accessible, provides workshops based on trends and tutor requests, develops learner plans and training is ongoing as it relates to learner needs, responds to all needs in timely manner, periodic tutor newsletters.
- **How are your tutor and instructor trainings and ongoing support structured?**
 - ✓ Training is provided one-to-one and is solely based on the learner they are matched with. This is direct, personal training and support. Education Director can train and provide resources to meet very specific needs of tutor and learner. Our tutors have expressed they prefer this model to past models which include testing and assessing the learner.
- **What additional support do you wish you could provide to your tutors and instructors?**
 - ✓ Resources! Manipulatives, all levels of fiction for learners, consumable workbooks, citizenship test books for learners to keep. Perhaps some guest speakers for workshops related to refugee issues, ESL strategies and trends.
- **What are some innovative ways you connect with your volunteers:**
 - ✓ by making them feel welcome?
 - ✓ by involving them in program planning and design?

- ✓ through social opportunities?
 - ✓ work cell phone makes communicating with volunteers (and learners) much easier
 - ✓ talking with them about what their passions, hobbies etc are. As we develop new programs based on community and learner needs, we keep in mind the volunteers experiences (work and personal), so can keep them engaged by what THEY like doing.
 - ✓ Don't forget about RE-ENGAGING past volunteers.
- **How do you find out the reason why your volunteers volunteer? (see slides 7 & 8)**
 - ✓ Talking one to one at volunteer orientation provides great opportunities to find out about what program(s) the volunteer wants to be involved in and why. We provide one to one volunteer orientation vs. group orientation.
 - **How do you engage volunteers from distinct generations?**
 - ✓ Find out preferred method of communication. (this information is on our application)

Angie Fralish
 Volunteer & Community Engagement Director
 Winnebago County Literacy Council
 Work Cell Phone: (920)573-5507 | fralish@winlit.org
 106 Washington Ave. Oshkosh, WI 54901