

Rethinking Volunteer Management

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What questions would you like answered today?



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Snowball Fight



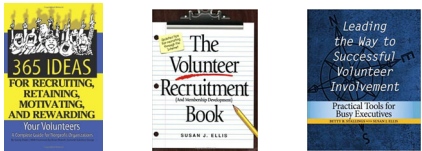
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Snowball Fight

- 1. What is the best way to recruit volunteers?
- 2. Why do you think volunteers stop volunteering in your program?
- 3. What value do volunteers bring to your program?

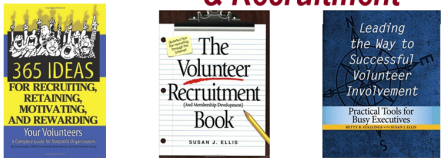
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Volunteer Recruitment, Retention, Management



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~~Volunteer Recruitment,~~ Retention, Management & Recruitment



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12 Reasons People Volunteer

- 1. To feel good about themselves
- 2. A desire to make a difference
- 3. As an act of gratitude
- 4. To share their gifts and talents
- 5. To maintain proficiency with an unused skill
- 6. To acquire new skills

365 Ideas for Recruiting, Retaining, Motivating and Rewarding Your Volunteers



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12 Reasons People Volunteer

- 7. As a way to live their faith
- 8. To make new friends and build community
- 9. To realize a sense of accomplishment
- 10. To help save the world
- 11. To support and indulge their passion for the arts
- 12. To follow family traditions

365 Ideas for Recruiting, Retaining, Motivating and Rewarding Your Volunteers



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Management

How do you engage your volunteers?

- Make them feel welcome
 - If you have staff working with volunteers, make sure they are prepared and know what is expected of them and the volunteers
- Give them decision making power
 - Support them in a way that makes them successful
- Provide social opportunities – with staff, other volunteers, etc.



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Management

Volunteer buddies

Match new volunteers with experienced volunteers for mentorship
or
Match two new volunteers together to bond through orientation and their new experiences



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Management

Other Considerations

Generational preferences, differences

Staff don't have to like their supervisors, volunteers do



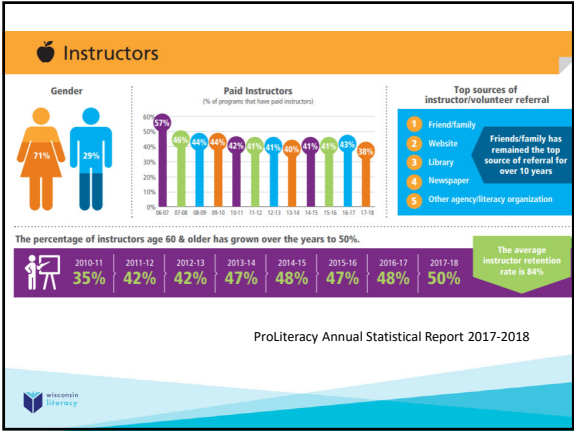
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Retention

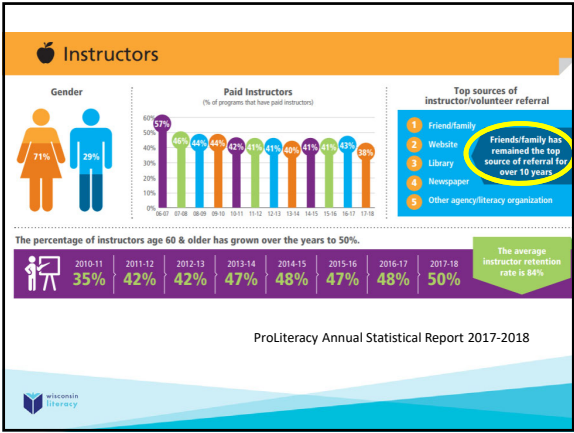
- Retention is critical
- Less effort to retain than to recruit and train new
 - True for donors as well



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Recruitment

Word of mouth is the most effective tool for volunteer recruitment

- Use your existing tutors and board directors
- Ask them explicitly and be specific in your ask
 - ie. we are looking for a tutor in Waupaca. Do you have a friend or know a community member that might be able to help?
- True for learners as well

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Recruitment

How do you make good recruiters out of your existing volunteers?

- ✓ Positive Experiences – they'll leave your program saying positive things in their remaining interactions for the day



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What characteristics are you looking for in a volunteer?



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Tutor and Instructor Support

What is the most effective way your program supports your tutors and instructors?

How are your tutor and instructor trainings and ongoing support structured?

What additional support do you wish you could provide to your tutors and instructors?



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