

Getting The Best From Your Volunteers Through The SAVE Approach

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Introduction



Volunteering Today



What they want

- Choice
- Control
- Customer service
- Supervision
- Clear job descriptions
- Recognition
- Training
- Perks

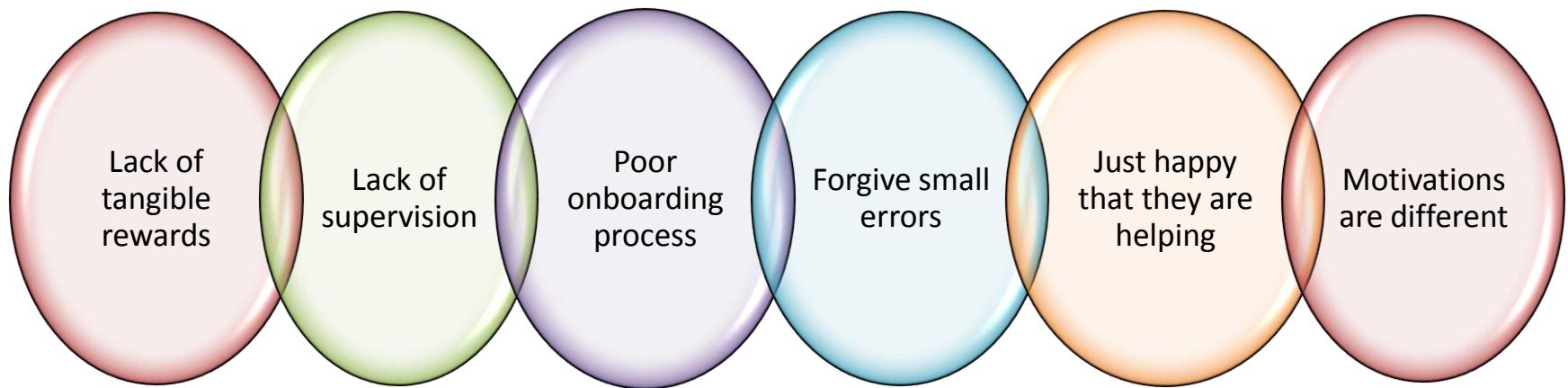


The volunteer relationship



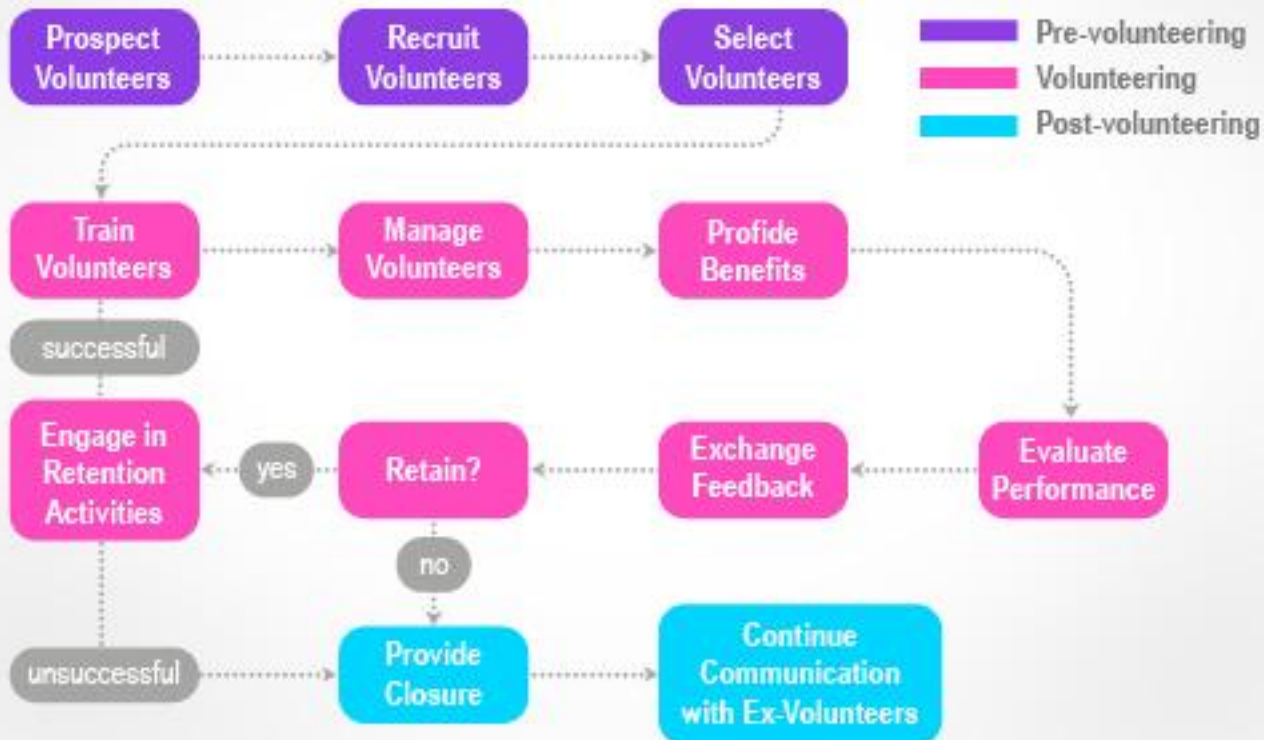
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Why is it hard to manage volunteers?



VOLUNTEER MANAGEMENT*

*Volunteer managers, volunteer leaders and volunteer coordinators



S.A.V.E. Approach

Screening

Structure

Support/Supervision

Attainable

Attention

Validate

Value

Evaluate

Encourage

End

Screening

- Process of collecting & evaluating information about individuals to determine their suitability for service
- Identify individuals who have characteristics that increase the risk of placing them in positions

Purpose of screening

- Identify people who pose a risk
- Protects client and organization
- Prevent inappropriate placements
- Excludes high risk and dangerous people
- Minimize risk



10 Steps of Screening

- Assessment (of Programs, Policies and Risks)
- Volunteer Position and Assignment Description
- Recruitment and Communication Strategy
- Application Form and Information Package

- Interview and Information Sessions
- References
- Police Checks
- Orientation and Training
- Support, Supervision and Evaluation
- Follow-up and Feedback

Structure

- Set Goals and Expectations (SMART)
- Build the infrastructure
- Develop performance process
- Train
- Track

- Document, document
- Review the process
- Evaluate (360 review)
- Link performance management to recognition, leadership and rewards
- Use technology

The System





Support

- Accessibility
- Flexibility
- Appropriateness
- Shared Responsibility



Supervision/Support

- Supervisors understand their role in managing their volunteers and that there is open communication between all
- Ongoing feedback from supervisors and volunteers to assess their role with regards to risk

Strategies for Support

- Mentoring/buddies
- Team meetings/building
- Open door policy
- Training
- Personal conversations
- De-briefing sessions

- Shadowing
- Developing team leaders
- Volunteer get-togethers
- Recognition reflects roles

Attainable



Give Volunteers Your Attention

- ❑ Get to know your volunteers
- ❑ Revise roles to ensure relevancy and value
- ❑ Provide new opportunities for keeping volunteers involved and motivated
- ❑ Ensure volunteers have the ongoing support and education

Communicate The Value

- ☐ Clarify roles
- ☐ Clear goals and expectations
- ☐ Provide policies and procedures
- ☐ Specific, interesting, meaningful tasks
- ☐ Treat them with respect
- ☐ How do they fit in
- ☐ Create a social, welcoming, fun environment

Validate the role

- ☐ Help volunteers to be self motivating
- ☐ Sell idea of hard work
- ☐ Encourage them to go outside their comfort zone
- ☐ Model expectation
- ☐ Be a good role model

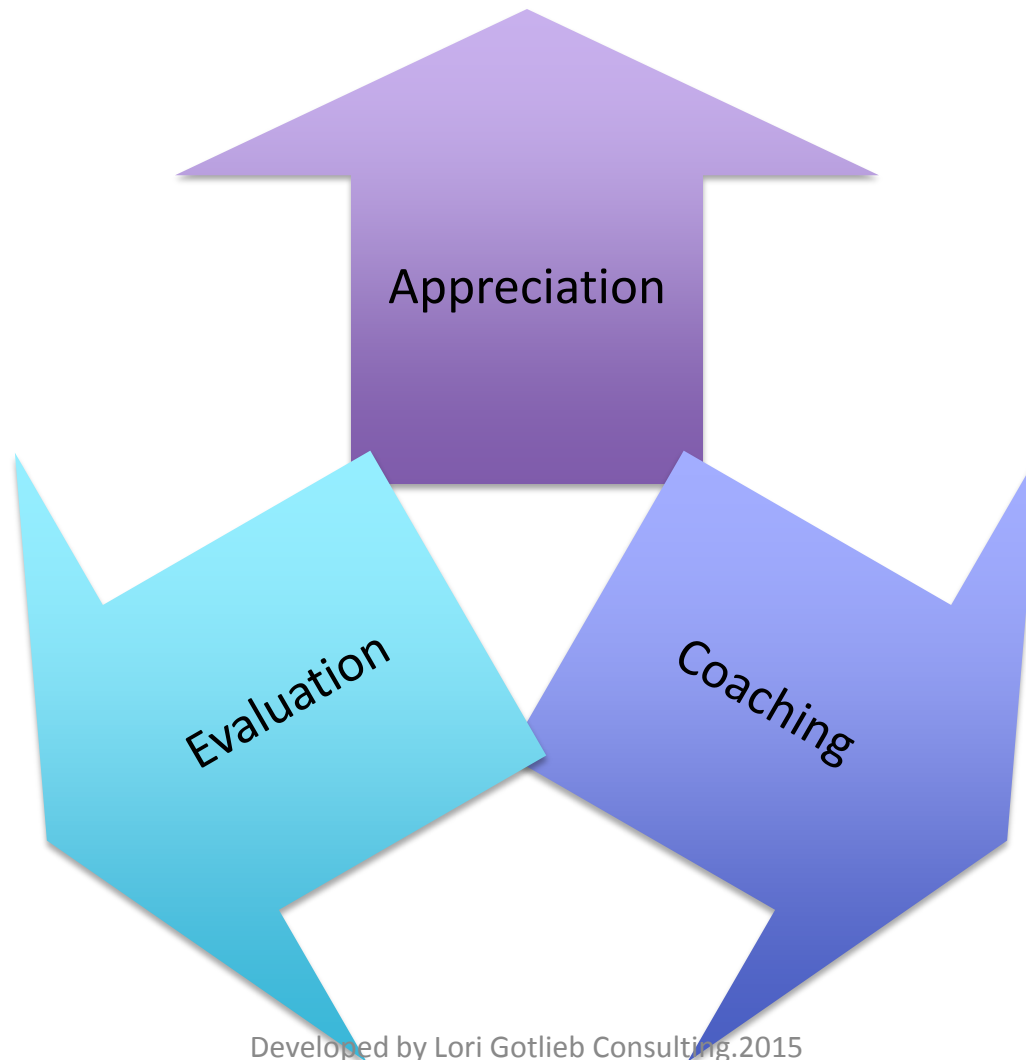






**YOUR FEEDBACK
MATTERS**

Feedback is....



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Performance Management

- ☐ Setting objectives
- ☐ Measuring results
- ☐ Providing feedback
- ☐ Addressing performance
- ☐ Identifying development needs



Do you recognize these people?



The Know-It-Alls

They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.



The Passives

These people never offer ideas or let you know where they stand.



The Dictators

They bully and intimidate. They're constantly demanding and brutally critical.



The "Yes" People

They agree to any commitment, yet rarely deliver. You can't trust them to follow through.



The "No" People

They are quick to point out why something won't work. What's worse, they're inflexible.



The Gripers

Is anything ever right with them? They prefer complaining to finding solutions.

Of course you recognize them. They're the people you work with, sell to, depend on, live with. Learn to deal with them quickly and confidently at *Dealing with Difficult People*.

Dealing with Difficult Volunteers

- ✓ Be prompt
- ✓ Be honest
- ✓ Keep out the emotion
- ✓ One to one unless second person needed
- ✓ Describe observations
- ✓ Have examples of behaviour
- ✓ Use the position description
- ✓ Indicate a shared commitment
- ✓ Arrange a follow up

Document...Document

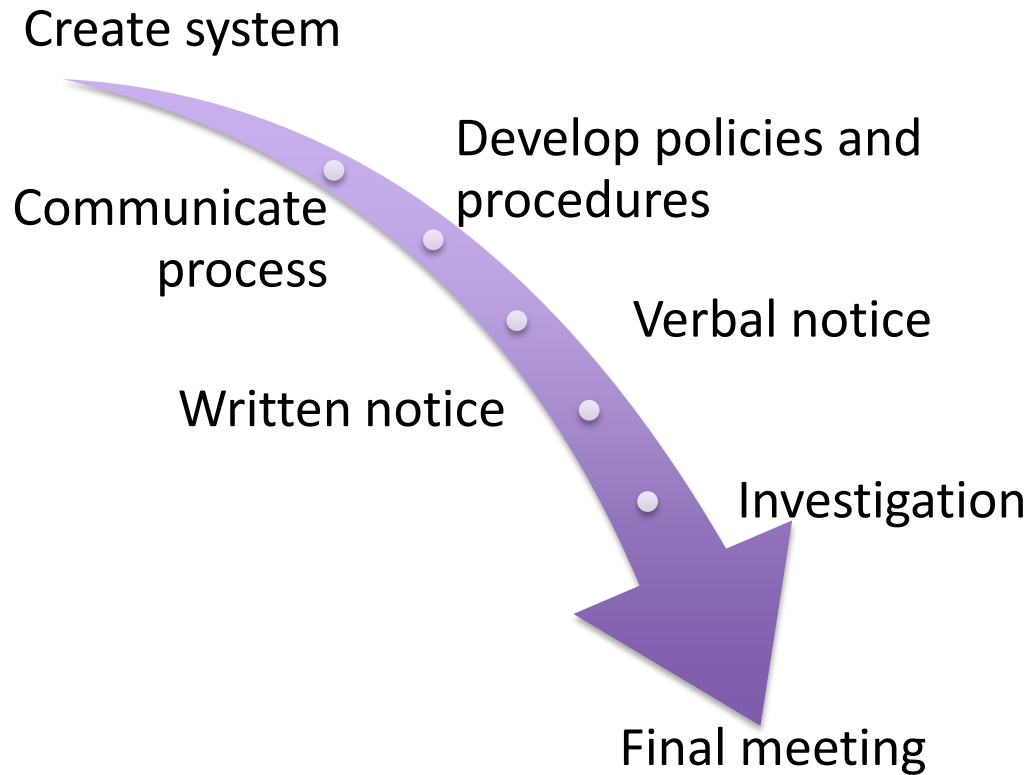


THE END

Options

- ✓ Re-assign to the new position
- ✓ Train or re-train
- ✓ Provide a more motivating environment
- ✓ Send them elsewhere

Stages For Firing



Firing Volunteers

- ✓ Volunteers have the right to expect that fair practices
- ✓ Be as honest as you can be
- ✓ The key to discipline and dismissal...risk management and fair process
- ✓ Issues are clear, shared and documented
- ✓ Educate and involve staff
- ✓ Be aware of impact
- ✓ Be objective and clear
- ✓ Do not back peddle

Final Thoughts

- ☐ Share the S.A.V.E. Approach
- ☐ Be consistent
- ☐ Be fair
- ☐ Process, policies and best practices
- ☐ Involve others
- ☐ Educate staff
- ☐ Document
- ☐ Know your risk and minimize
- ☐ Forms are important
- ☐ 360 Approach

"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results." --*Andrew Carnegie*

**We HAVE lots of
good ideas**

**But we need to identify,
share & get our hands
on them!!**



Thank you

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