MANAGING YOUR VOLUNTEER FORCE

Chauna Wall & Tanise Love
Traveler’s Aid Conference
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Hi There!

I AM Chauna Wall

Volunteer Manager
Charlotte Mecklenburg Library
Hi There!

I AM TANISE LOVE

Minority and Faith Based Program Manager
Donate Life North Carolina
NICE TO MEET YOU
I ALREADY FORGOT YOUR NAME
objectives

Let’s Brain Dump

Overview and Trends in Volunteer Management

Self Check – Growing Within

Creativity is the Key to Great Management
You can do anything, but not everything. – David Allen
I NEED HELP

GUYS
Brain DUMP

Getting everything out of your brain and on to paper.

Writing a list of miscellaneous thoughts on a piece of paper.
Brain DUMP Prompts

- Anything you haven’t had the time to do?
- Projects you’ve started but not completed?
- Projects that you *need* to begin?
- Any outstanding commitments?
- Do you owe communications to anyone (inside or outside your organization)?
- Any writing to need to complete (reports, proposals, plans)?
- Any materials to need to create?
- Any professional development issues (wants/needs/changes) that should be addressed?
- Any research that needs to be done?
Trends in Volunteer Management

- Volunteer engagement can make or break an agency
- The role of volunteer management hinges on staff involvement across levels
- The paradigm in volunteerism is shifting
- Need to expand volunteer capacities and more toward deeper, more meaningful experiences
SELF CHECK CONTINUED

Personal Growth = Program Growth

- Personal Branding
  - Defining what makes you special
  - Name 5 positive qualities about yourself
  - How do you define yourself outside of your title?
  - Creating a vision for your future
  - Creating a need for you
  - Professional recognition
  - Know thyself
SELF CHECK CONTINUED

Personal Growth = Program Growth

- Program Check Up
  - Management Competency Indicators
  - Novice, intermediate, advanced and expert strategies

3 Buckets
- Supervision/Human Resources
- Management and Operations
- Leadership
WHAT IF I TOLD YOU

ONLY BORING PEOPLE GET BORED
Creativity is Key to Great Management

Activity: What are the key traits in a leader?
I don’t trust anyone who doesn’t laugh.

MAYA ANGELOU
Creativity and humor in the workplace, let’s look at the facts

- 91% of executives believe a sense of humor is important for career advancement; while 84% feel that people with a good sense of humor do a better job.
- Another study by Bell Leadership Institute found that the two most desirable traits in leaders were a strong work ethic and a good sense of humor.

How to bridge creativity, passion, and problem solving

- Humor/Creativity (they go hand in hand and light up the same part of the brain) is very rarely on list.
Creativity is Key to Great Management

- Linked In, IBM, MIT have studies on why creativity is such an important trait.
  - In 1968 NASA found out that IQ doesn’t mean creative.

- How to bridge creativity, passion, and problem solving?
  - Average kid laughs 400 times a day, adults about 14 because why? Fear of judgement.

- Creativity is single most important leadership skill needed in a world that is more volatile, more uncertain and more complex than at any time before.
Creative Exercise 1

Activity: A Funny Lesson in Writing or
The 1,2,3 Game
Creativity is Key to Great Volunteer Management

◦ Strategizing Using Right Brain Thinking
  ❖ Be a person not a thing
  ❖ DIY activities for right brain thinking
  ❖ Breathe through your left nostril
  ❖ Tickle your funny bone
  ❖ Connect the dots

◦ Meaningful Experiences
  ❖ Warm body vs. skill based recruitment
  ❖ Volunteers want to feel impact
  ❖ Need to inspire volunteers around specific projects and causes
Creativity is Key to Great Volunteer Management

- Managing Widespread Locations
  - Identify team vs. individual goals
  - Identify/highlight skills of each volunteer
  - Allow time for interpersonal sharing
  - Share and rotate leadership
  - Strengthen communication norms
  - Meet in person when possible
  - Establish code of conduct.
  - Promoting healthy boundaries and dealing with volunteer dismissal

- How do your volunteers break boundaries at airports?
- How many of you have ever had to dismiss a volunteer?
- How many of you have said no to someone volunteering?
Creativity is Key to Great Volunteer Management

Recognition is Still King

- Fueling Your Program
  - Making it personal
    - All about you form during onboarding
    - Character Compilation
    - Love notes
    - Fun Facts Sheet
    - Round of Applause

- Recognition by Intensity
  - Long Term
  - Peer involvement
  - Presentation from Person of Authority
  - Linking to success to furthering org’s mission

- Short Term
  - Recognition on immediate outcomes achieved
  - Portable recognition - photos, memorabilia, external training
  - Presentation from client or person of authority
There needs to be mandatory nap time after lunch for adults 😴
All in favor say I
ANY QUESTIONS? WANT RESOURCES?

Thanks!

Email us!

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