

MANAGING YOUR ● VOLUNTEER FORCE

Chauna Wall & Tanise Love
Traveler's Aid Conference
June 13th, 2019



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

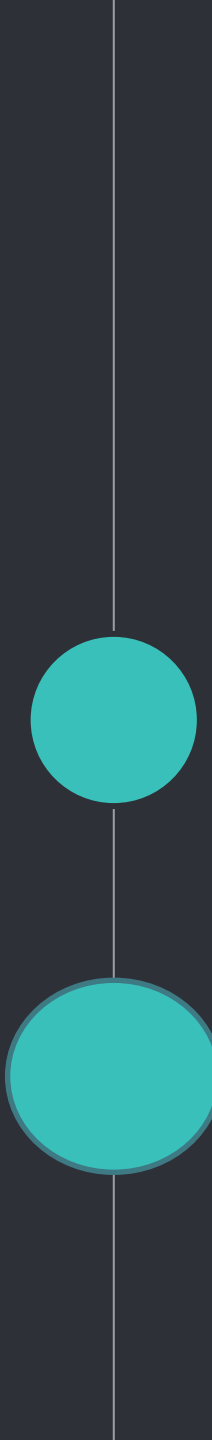
**I ALREADY
FORGOT YOUR NAME**

VIA FUNNYSTATUS.COM



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

memeshappen.com

● 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?

LET'S BREAK IT DOWN

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**

quickme.me.com



Creativity is Key to Great Management

Activity: What are the key traits in a leader?



**I don't trust anyone
who doesn't laugh.**

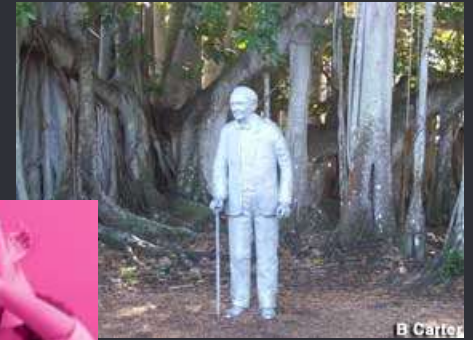
MAYA ANGELOU

Creativity is Key to Great Management



- 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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