



## Creating Connection Series: Kick Off Worksheet

*Please complete before attending or watching the Invitations & On-Boarding Workshop.*

Think about what it feels like to be a new volunteer coming into your organization. What 2-3 words would you use to describe that feeling? What are you currently doing to either support/mitigate those feelings? *As you think this through also consider what you might do, or could do to either support or mitigate those feelings. If new volunteers feel excited – are you asking them why they're excited and could you use that to craft an individualized recognition strategy, or incorporate that story into your recruitment messaging? If they're overwhelmed – could you match them with an experienced mentor volunteer? Etc.*

What does the data tell you about when and where volunteers drop off during your on-boarding process? If you don't currently track attrition what is your best guess or sense as to where volunteers drop off? What themes or trends can you identify?

*If you think of all of the volunteers that reach out, or express interest in volunteering how many of them make it to volunteering, and how many complete your minimum time commitment? This answer – of course - will depend on the role, the type of screening/training/on-boarding for the role, and the time commitment. You can choose to look at the average, or look at one specific role in your organization. What/Where are the barriers?*

When we discussed successful volunteer engagement and what that means for you and your organization, what was your answer?

*Would your answer be different from your manager's or ED's? Does this answer feel sustainable? Should you reconsider how you measure or gauge that success?*

Think about the average tenure of your volunteers – again this could be an average for all volunteers, or for a specific role. Do you have a specific time commitment for that role? (This could be in hours, days, months, or based on milestones – like for project-based opportunities.) Do you gather data to help you understand this tenure? (Or, can you make a guess or have a sense of this tenure.)

*Does this tenure feel like it's a success? Would your manager/ED answer the same way? Should you reconsider how you measure or gauge that success?*