Learning Pathways
Leading and Advocating
Part 1: Leading Not Doing
Welcome!

This is a new format for learning at VolunteerMatch

- Designed for more participation.
- All resources and slides will be available afterwards.
- I want to hear your feedback!
- Please register for all Parts of a Learning Pathway – they build on each other.
Let's Check In - How are you doing?

So much change since March 2020 - Transition and change is a form of loss and can trigger grief.
● Change without strategy or direction can be draining - change fatigue.
● Change in response to external forces can feel both urgent and imperative.
● As a society we have lost so much, but we've also experienced loss in our organizations and as individuals. This is all real.
● Understand - and embrace - the emotional journey of change.
This Work is Complex

We hear ‘You just work with volunteers, they’re just volunteers,’ but it:

● Is a mix of hard and soft skills
● Requires managing/motivating people not bound by pay/contract
● Contains 67 distinct skills/competencies
Core Competencies

Strategic Architect
● Needs assessment, develop operational and programmatic foundation components, risk assessment.

Articulate Ambassador
● Plan & implement internal & external communications, develop volunteers as advocates, advocate for volunteers, partnerships.

Relationship Builder
● Develop volunteer roles, design & implement recruitment plan, screen & place volunteers, evaluate.
Core Competencies

Talent Cultivator
● Develop, design, & conduct orientation & training, role specific & ongoing training, evaluate learning & additional needs.

Data Manager
● Gather, maintain, & safely store volunteer records, generate statistical information, budgeting, inform funding & partner requests.

Champion of Quality
● Train others to work with volunteers, coach & supervise, conduct reviews, discipline/dismiss, gather feedback.
Core Competencies

Passionate Motivator

- Develop & support relationships with volunteers, share impacts & outcomes, recognize & celebrate.
Transformational Leadership

You don't have to be born a leader!

- Lead by example and inspiration not by positional authority
- Create a vision of the future that is exciting and believable
- Work with followers to advance and work toward a common goal
- Inspire followers to believe that there is more than self-gain in following
- Build strong, trust-based relationships with followers
Traits of Exemplary Leaders

From The Leadership Challenge by Jim Kouzes and Barry Posner
Take a Moment

Reflect on your creativity and resilience!
- Where are you now?
- What challenge or problem have you faced?
- How did you solve it?
- What did you learn?
- How did you show leadership skills?
How are you talking about your achievements?

The Arrogance of Belonging

How entitled do you feel to create, to invent, to change, to engage with this world, to move, to grow, to take risks, to have a voice and a vision of your own?

~ Elizabeth Gilbert, Question of the Day, 11/30/14
s/o to Sue Carter Kahl
For Next Time:

Explore the Resource Packet:
- Can the worksheets help you start conversations?
- What addition resources do you need, what resources do you have to share?
- Fill out the Feedback Form!
- Join the LinkedIn Group to share ideas, ask questions, get support.
Inviting Volunteers in to Volunteer Engagement
How can volunteers help you?

Recruitment and Communications
● Recruitment plan, messaging, info sessions/volunteer fairs

Program Foundations and Core Components
● Position descriptions, handbook, town halls, training and mentoring, design new roles

Interviews and Screening
● Review applications, conduct initial interviews, shift/team leaders screen new team members

Relationship Building and Recognition Activities
● Shift/Team leaders, conduct check-ins, survey design/evaluation, education, social, recognition events
Create the Right Team

Be selective - Not everyone will be the right fit.
- Start with the great volunteers you know you can work with.
- Look for the skills/experience you need
- HR consultants, hiring professionals, organizational structure specialists. Screen them as if you were going to hire them!

Be clear about your vision - If you don’t know where you’re going - no else will

Let go, but don’t check out
- Build in evaluation and check in points to ensure you’re supporting your team

Be honest about what’s working and what’s not
- Feel comfortable having those conversations. Learn to say and hear no.
Thank You!

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