



People First
-Total Solutions
Effective People, Better Organisations, Stronger Society

GROUP DISCUSSION NOTES

1006 NYC Culture

These notes are from the group work at a recent [People First -Total Solutions](#) workshop.

Messages

- Every volunteer has a gift to offer....we have a place for you
- Everyone has an opportunity to make a difference no matter how big or small
- Everyone is an owner to the success of our organization and its mission
- Volunteers are equal team membersyour input matters!
- The end result of all off our efforts is impact and results

Volunteers

Employee attitude toward volunteers

- Fear of job – secure in their position (confident)
- Volunteers will be an asset to department / organization
- Respectful and mindful
- Mutual respect – relationship seen as a partnership
- Trust
- Enhance job of organization
- View as source of wisdom
- Recepture to lean from volunteers
- Partnership between staff and volunteers
- Recognize – appreciate attitude
- Recognition of efforts
- Seek feedback to demonstrate value and contribution to organization
- Be prepared for volunteers

1. Keep crucial element – create an open / respectful partnership where the volunteers are valued
2. Volunteers contribution are recognized as an asset to the mission

Mentoring to Provide Orientation

- Mentor for new volunteers
 - (veteran volunteers)
- Team leader for all projects assigned
- New volunteers orientation
- Team building activity
- Diversity training and cultural competencies
 - for senior long-serving volunteers and ask them to pass along to newbie's
- Reinforce impact on the community they are affecting
- Organize so the volunteers feel worthwhile and are utilized

"What's in it for you?"

- Show measurable results of volunteer efforts

"First cut" at behaviors expected from the volunteers

That they:-
are motivated and dependable;
have a positive attitude;
are happy in doing their volunteering work.

Items for which training would be required and provided:-
learning how to care for each other;
learning how to work well with each other;
handling conflict management -- "if volunteers are elderly that they don't boss each other around";
that they understand the organisation's mission;
why it is important that they are there for the organisation.
Offer them an option of telling them exactly what is required and how to do it OR to give them the freedom and flexibility to decide how to do a task to provide the same end result.

The core values of the organisations are:
respect for each other as well as our clients;
to aspire to perform to the best of their ability and seek excellence in their work and their inter-personal relations;
that they care about the project in which they are engaged;

When reduced to just 2 items they are:-

They are expected to do a competent job,
They will adopt and hold a common set of core values.

Leadership: CEO - Board

- Board should have volunteer representation

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- An “engaged” board; not simply advisory, they actively participate in volunteer activities
 - Encourage board to openly talk to volunteers; open communication
 - Client representation on board
 - Board should have active role in setting policy
 - Orientation for board members and a clear expectation that members attend meetings and volunteer

1. Board composition should include volunteer and client (recipient) participation
2. Board should be engaged and active in volunteer activities

Board and CEO → on Mars

- Active and involved board → know the organization
- Board members engage in service as well to get a sense of volunteers’ roles → welcoming, open community from day 1
- Forum for feedback on quarterly scheduled basis
- Transparent feedback about return on investment and volunteer impact
- Clear channels of communication for volunteer feedback → both directions
- Clear training and manual so CEOs and board members know that volunteers have adequate information about project

Shared Assumptions

- Volunteers are the responsibility of all
 - Volunteers shape and are essential to the work we do
 - Hold the passion around the mission and see their value proposition
 - Dependable, trustworthy, capable and loyal
 - Flexible and willing
 - Enhance the available skills to solve and organizational issues and fill gaps
 - Unique view points
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- They are Part of the power / decision making process
 - Build public trust
 - Positive energy
 - Competition (in a way that builds motivation)
 - Well recognize
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1. Slap up photo of a human helping a Martian
 2. Inclusive brand message sending out
 3. Something that is open to learning something new – open to learning, tolerance, flexible
 4. Bilingual
 5. Survey to see what they assume
→ focus group, market and research

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6. Toolkit (evaluation / analysis)
 7. Give them something that says everything we can do
 8. Social agenda
 9. Meet and greet
 10. PR, event planning – work with them first
→ interviewing them and have them give us feedback
 11. Needs assessment – what can we deliver, what are their needs (do we overlap)
 12. Media appearances

- 1...Survey (needs, evaluation)
- 2....PR (to share information about ourselves)

Mission

1. Our mission is accurately reported
2. Volunteers are advocates for our mission and for our volunteer program and because of this there is a synergy of top down to bottom up.

