Clarity, Consistency, Community:
Building a Culture of Volunteerism

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Coming Up

The Three Cs

Training
- **First Impressions**
- **A Team Approach**
- **Empowering Volunteers**

What are some of the biggest challenges you face when working with volunteers?

- **Staff capacity**
- **Flakiness**
- **Slow/stretched out learning curve**
- **"Strong personalities"**

Three Rs Vs. Three Cs

Three Rs

- **Recruitment**

- **Retention**

- **Recognition**

Three Cs

- **Clarity**

- **Consistency**

- **Community**

Three Cs

Clarity

- **Onboarding Process**
  - Requirements, responsibilities, resources
  - Built-in filters
- **Organizational Needs**
  - And lack thereof!
- **Messaging + Actionable Next Steps**

Community

- **Interaction + Engagement**
  - With staff
  - With each other
  - With cause
- **Identity**
  - Beyond the clinic walls

Consistency

- **Onboarding Process**
  - Structured, easy, confidence-inspiring
- **Training**
  - Policies, procedures, context
- **Accountability**
  - Follow-up + consequences
- **Path of a volunteer**
  - Opportunities for growth
- **Staff Support**
  - Staff education

Training New Volunteers: First Impressions Tools

- **Role Descriptions**
  - **Basics**
    - Schedule, commitment, location
    - Responsibilities, required skills
  - **Benefits**
    - Skills trained/gained
    - Impact on organization
    - Opportunities for growth
- **Online Application**
  - Should be easy for volunteers AND YOU
  - Self-selecting
  - Response time

- **Introduction**
  - Digital vs. In-Person?
  - Hard vs. Soft
- **Skills Training**
  - Policies, procedures, context
- **Re-Training**
  - Planting the seed!
    - Empowering volunteers

Training New Volunteers: First Impressions

Take it from me:

What did you first notice when you joined CH?
What is most important to you in joining a new organization?

Training Staff: A Team Approach

Common Concerns

Train Towards Empowerment

Why It Matters

- **Unified Message - Consistency**

- **Team Morale - Community**

- **Retention, Recognition→Recruitment**

Training Staff: A Team Approach

Methods

- **Presentations**
- **Small Group Meetings**
- **Resource Sharing**
- **UPDATE YOUR TEAM!**
  - Change in volunteer protocol/programming affects <u>everyone</u>

Top Tips for Working with Volunteers

- **Be appreciative.**

- **Be patient.**

- **Provide context.**

- **Don't be afraid to ask.**

- **Get to know your volunteers.**

- **Encourage communication and feedback.**

- **Relay information.**

Training Staff: A Team Approach

Take it from me:

What have you observed interacting with different departments across the clinic?

Training the Trainer: Empowering Volunteers

- **Peer-to-peer training**
- **Recruitment + outreach**
- **Supervising others**
- **Developing resources**
- **Consulting on areas of expertise**

- **Develop these advanced opportunities WITH staff – how can you better support your team?**

Training the Trainer: Empowering Volunteers

Take it from me:

What resources did you rely on to take on new responsibilities at the clinic?

What "flipped the switch" for you that helped you realize you could/wanted to do more?