

Supervising Volunteer Projects

Participant Materials ●●●

Organization Expectations

- Volunteer Orientation Components:
 - Organization Overview
 - Volunteer Policy Overview
- Regular Reviews and Evaluations
- Guidance and Support

**What is included in your current volunteer orientation and what could be added?
If you don't currently have a volunteer orientation, what are a few components to focus on?**

**What is your organization's process for volunteer reviews or evaluations?
If your organization does not currently do volunteer reviews or evaluations, how might you start?**

What are some things volunteers can expect when volunteering with your organization?

What are some ways your organization supports your volunteers?

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Volunteer Expectations

- Be responsible and considerate
- Communicate issues and concerns
- Complete duties as assigned and accept guidance
- Be willing to learn
- Comply with all policies

What are some expectations your organization have for volunteers?

**Who do volunteers turn to when they have questions or concerns?
How do you volunteers get this information?**

**What happens if a volunteer steps outside the bounds of the role?
Who is responsible for reviewing, redirecting, or, if necessary, terminating the volunteer?**

**Do your organization's volunteers receive continual training?
If so, how is that communicated and delivered to volunteers? If not, how might you start?**

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General Volunteer Supervisor Duties

Host, direct, and lead volunteers in fulfilling project objectives and create a positive volunteer experience.

Who are the staff (or other volunteers) who help host, direct, or lead volunteers in your organization?

What do your volunteer supervisors do to promote a positive environment for your volunteers?

What might your leaders start doing?

How do your leaders report on progress, needs, and other updates to others in your organization? Do any changes need to be made to this process? If so, what might those changes be?

What training do your leaders receive in order to fulfill their leadership duties? Do any changes need to be made to this process? If so, what might those changes be?

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Volunteer Supervisor Qualities

- Honesty
- Forward-Thinking
- Competent
- Inspiring

**How do your volunteer supervisors communicate with your volunteers?
How does your organization ensure your volunteers receive honest feedback and any issues are addressed in a timely manner?**

**How do your volunteer supervisors communicate your organization's mission, vision, and goals?
How are your volunteers a part of your organization's plan for the future?**

**How do your volunteer supervisors coach volunteers to continue to improve?
How do your volunteer supervisors ensure the volunteer program/project runs smoothly?**

**How do your volunteer supervisors model desired behavior?
How do your volunteer supervisors help volunteers set goals?**

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Volunteer Supervisor Skills

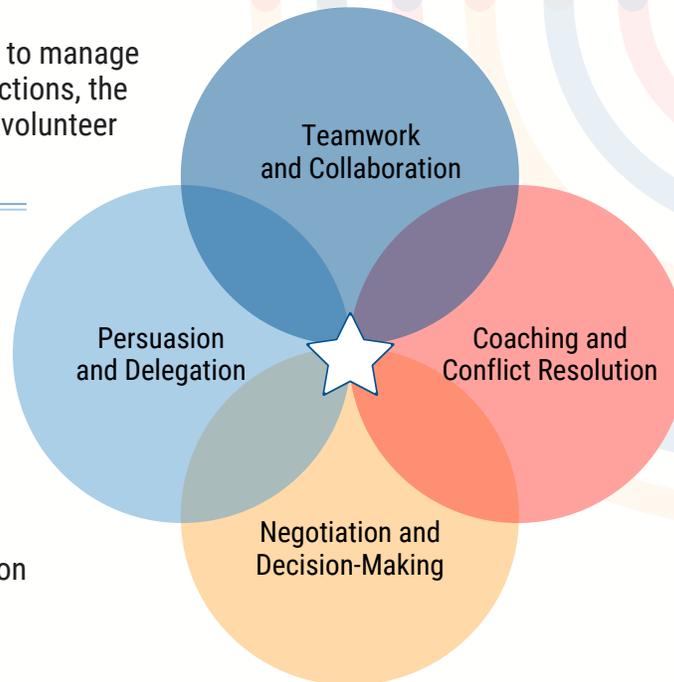
When a volunteer supervisor is able to manage time and priorities *and* social interactions, the organization has a well-functioning volunteer program or project.

Managing Time and Priorities

- Persuasion and Delegation
- Negotiation and Shared Decision-Making

Managing Social Interactions

- Teamwork and Collaboration
- Coaching and Conflict Resolution



How do your current volunteer supervisors balance time and priority management and managing social interactions?

What extra steps can your organization take to help your volunteer supervisors grow in these areas and support their ongoing work?

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Supervising Volunteers

Five Basic Principles:

1. Volunteers are real staff
2. Volunteers aren't free
3. Supervision is about forming and maintaining relationships
4. The functions of a supervisor can be shared
5. Supervision cannot be isolated from other aspects of volunteer program management

What resources does your organization invest in your volunteers? Think about dedicated staff time, work space, training, material costs, etc.

Who in your organization shares responsibility for supervising volunteer programming? If only one person is solely responsible, who supports them and what other supports might be helpful or necessary?

Who are the staff who interact with the volunteer program or assist with aspects of the program? How do they assist the volunteer supervisor? What additional resources might be helpful or necessary?

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Empowering Volunteers

- Show your dedication to your organization's mission and its goals
- Understand how volunteers play a key role in the success of the organization
- Provide sufficient training, feedback, and support to ensure volunteers' success
- Express your appreciation for volunteers consistently and in varied ways

How do you connect volunteers to your organization's mission and goals?

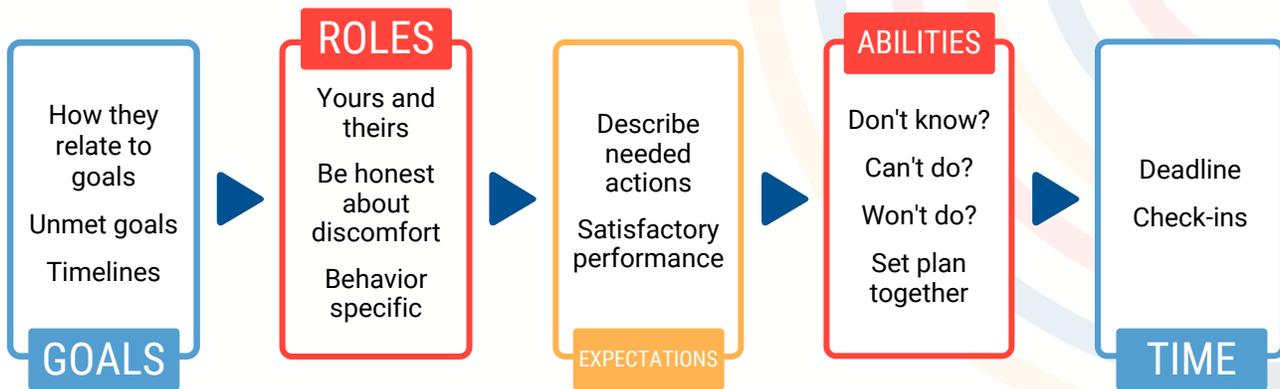
Who in your organization shares responsibility for supervising volunteers? Do those individuals have sufficient training and support to work with volunteers? What else might be needed?

How do you collect feedback from volunteers? What other avenues might be helpful for gathering feedback (formal or informal)?

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Giving Constructive Feedback



Feedback Plan Template

Thinking about a volunteer (real or fake), take some time to think about the different aspects of constructive feedback and how you might approach a conversation with a volunteer when an issue arises.

Goals:

Roles:

Expectations:

Abilities:

Time:

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Other Tips for Feedback

- Celebrate in public and critique in private
- Listen to your volunteers and don't compromise on standards
- Use behavioral observations and not judgements

What are some ways you have provided feedback to volunteers in the past?

What was the response to that feedback? Did a situation improve? Was a volunteer empowered?

What are some things you might change about your organization's current volunteer feedback process? If you don't have one, why might it be important to start one?

What are some things you might add to your organization's volunteer feedback process? If you don't have one, what might you start with?

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Bosses Versus Leaders

Bosses

- Tell you what to do
- Need you to perform
- Hold you accountable
- Measure success by title or rank
- Focus in on what is right now
- Driven by fear and reaction
- Want to always be your boss
- Get joy from their success
- Build your fear

Leaders

- Teach you why and how
- Want you to be successful
- Build confidence for self-accountability
- Measure success by passion and impact
- Focus is on what is right
- Driven by passion and purpose
- Want you to do better than they did
- Get joy from others' success
- Build your confidence

How do your organization's current volunteer supervisors exhibit boss qualities?

How do your organization's current volunteer supervisors exhibit leader qualities?

Are there ways your organization's volunteer supervisors could lead instead of boss more? What might happen?