

Managing Volunteer Conflict

motivating & engaging
volunteers

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“Volunteers will make a decision
for a volunteer organization that
they would never allow to be
made in their place of business.”

- Arthur A. Roberts, CCE



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Agenda:

- Identifying challenging volunteers
 - Strategies and tactics
- Identifying great volunteers
 - Strategies and tactics
- Tips



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Challenge: Never good enough



- Characteristics
- It feels personal
- Never, really is never

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Challenge: It's about me and me



- Characteristics
- Noticeable to others
- Where's the recognition

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Challenge: The fight

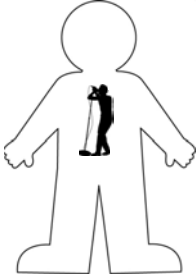


- Characteristics
- Entrepreneurial spirit
- Works for you, works against you

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Challenge: Good intention, bad idea



- Characteristics
- Let's try...
- Prone to frustration

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Promote: Rah-rah



- Characteristics
- Viral
- Apparent to others

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Promote: Put me in coach...



- Characteristics
- Dedicates time
- Wants to make a difference

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Your tools:

1. Time/agenda
2. Policies (by-laws; mission; budget)
3. Procedures (controls; operations)
4. Precedence (expectations)
5. Legality
6. Brand



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My top tips:

1. Focus on the task at hand.
2. Respect what volunteers bring.
3. Understand the limits of a volunteer.
4. Explain the value of the works/project.
5. Not ever great idea has to be implemented by your organization.
6. Recognition.
7. Train volunteers.



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