



Volunteer Management: It's an Art

#SIAConv2024

Soroptimist International of the Americas, Inc.

MEET YOUR PRESENTER

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SI/Tampa, FL
Southern Region



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MASTER THE ART

WHY IS THIS IMPORTANT?

- 1** **Optimizing Resources**
Time, Skill, Expertise
- 2** **Enhancing Efficiency**
Define Roles, Set Expectations, Provide Training
- 3** **Building a Positive Member Experience**
Recognize Contributions, Create Supportive Environment, Address Needs
- 4** **Professional Development**
Develop New Skills, Gain Experience In Leadership, Coordination, & Interpersonal Skills

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OBJECTIVES:

**UNDERSTANDING THE
BASICS OF VOLUNTEER
MANAGEMENT**

**LEARN HOW TO RECRUIT,
TRAIN, RETAIN, AND
REWARD VOLUNTEERS**

**DISCOVER BEST PRACTICES
OF VOLUNTEER
MANAGEMENT**



UNDERSTANDING THE BASICS: WHY

CONNECTION TO OTHERS: Strengthen bonds by committing to a shared activity.

MIND & BODY: Volunteering counteracts the effects of stress, anger, & anxiety; creates a solid support system; increases self-confidence; provides a sense of purpose; helps us stay physically healthy

CAREER ADVANCEMENT– experience and new connections; develop new skills and deepen existing ones

FUN & FULFILLMENT – relaxing and energizing escape from the day-to-day routine





***WHAT OTHER BENEFITS CAN
YOU THINK OF THAT HAVE NOT
ALREADY BEEN MENTIONED?***

UNDERSTANDING THE BASICS: HOW

Recruitment

*Orientation &
Training*

*Clear Roles &
Responsibilities*

*Recognition &
Appreciation*

Communication



Flexibility

*Documentation &
Record Keeping*

Risk Management

*Feedback
Mechanisms*

Support

RECRUIT, TRAIN, RETAIN, REWARD

Strategic Outreach:

Articulate the mission of Soroptimist. Leverage various channels, such as social media, community events, and local partnerships.

Build a Volunteer-Friendly Culture:

Value and celebrate member contributions. Prioritize member well-being and create a supportive environment. Communicate clearly, provide opportunities for skill development, and avenues for social interaction.

Tailor Roles:

Match volunteers with roles that align their skills, interests, and aspirations. Engage in dialogue to understand members strengths and preferences. Fosters a sense of purpose and connection.

Expectations and Support:

Transparency is crucial in volunteer recruitment. Be clear in the responsibilities, time commitments, and potential challenges with each role.





***WHAT RECRUITMENT ACTIVITIES
HAVE YOU DONE IN YOUR CLUB
THAT HAVE BEEN SUCCESSFUL?***



TRAINING – STRATEGIC INVESTMENT

Transform members from enthusiastic individuals to competent contributors. Training serves to standardize procedures, enhance specific skills, and instill a shared understanding of organizational values and objectives.

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KEY COMPONENTS OF SUCCESSFUL TRAINING PROGRAMS

Orientation & Onboarding – history, mission, structure, & foundation

Skill Development – technical competencies, as well as soft skills such as communication, teamwork, and problem solving.

Roles Specific Training – specialized workshop & mentorship

Ongoing Training & Development

Cultural Competence & Diversity Training – sensitivity, respect, & appreciation for the richness of diversity



THE IMPACT OF WELL-TRAINED MEMBERS

*Enhanced Satisfaction – satisfied with member experience;
long-term commitment and engagement*

*Positive Organizational Image – professionalism, efficiency,
and commitment to mission; attracts more members &
strengthens reputation in the community*

*Increased Effectiveness – efficient, positive,
& confident*

*Community Impact – more effective
community service & a ripple effect of
positive change*

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WHAT TRAINING OPPORTUNITIES DOES YOUR CLUB OFFER?



RETENTION: EQUALLY ESSENTIAL

Recognition & Appreciation



Meaningful Engagement



Supportive Community



Flexible Opportunities



Feedback & Growth Opportunities



WHAT RETENTION ACTIVITIES HAVE YOU DONE IN YOUR CLUB THAT HAVE BEEN SUCCESSFUL?



REWARD – THE VALUE



Culture of Appreciation

Verbal, handwritten notes, & public acknowledgement are ways to convey to the volunteers their efforts are seen, valued, and integral to the organization's success.

Validation of their commitment, affirming the impact of their work and contributing to a positive and fulfilling member experience.

Sense of Belonging

Recognition emphasizes they are part of a large community working toward a common goal. A feeling of inclusion and being valued strengthens the emotional connection between volunteers and the organization.



Forms of Recognition



Verbal & Written Appreciation: Simple yet powerful; foundational method. Personalized thank you notes, public announcements, or a heartfelt acknowledgement during meetings

Certificates & Awards: Recognizing milestones and achievements through certificates provides a tangible element. Member of the month, spotlights, or certificates of excellence also help to motivate members.

Events & Celebrations: Having an event dedicated to a member or hosting an appreciation dinner, picnic, or ceremony provide a platform for recognition and opportunities to connect.

Flexibility: Recognize the time constraints and personal commitments of members and adjust when possible.

LONG-TERM IMPACT



Increase Retention Rate

Members who feel appreciated and recognized are more likely to continue their service over the long-term.



Positive Organizational Image

Attracts new volunteers and enhances Soroptimist's standing within the community.



Enhance Motivation & Morale

Boosts self-esteem, leading to increased confidence in their abilities, and willingness to take on more challenging roles within the organization.



***HOW IS YOUR CLUB PROVIDING
RECOGNITION FOR MEMBERS?***

BEST PRACTICES = RELATIONSHIPS

It is not just about what programs a member works on or the tasks accomplished; it is about the connections formed, bonds forged, and collective spirit propelling communities towards a brighter future.



Building Trust

Transparency, consistency, and open communication. Club and region leaders play a pivotal role in fostering an environment where volunteers feel secure, heard, and respected.

Regular updates, clear expectations, and a sense of belonging are essential elements that contribute to the establishment of trust.

BEST PRACTICES



Creating a Sense of Community

Inclusivity is a key aspect of community-building. Volunteers come from diverse backgrounds. Recognizing and celebrating this diversity not only enriches the volunteer experience but it enhances the effectiveness of collective efforts.

Team-building exercises, social events, and share experiences contribute to the development of a strong volunteer community.

WHAT TEAM BUILDING
ACTIVITIES HAVE YOU DONE IN
YOUR CLUB?



Volunteer Relationship Building

Ongoing, dynamic process that requires commitment, empathy, and a genuine understanding of the volunteers' needs and aspirations.

As communities face ever-evolving challenges, the strength of these relationships will continue to be the driving force behind positive change and societal progress.



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