

Engaging & Maximizing Your Volunteer Efforts

LEADERSHIP

The art of influencing another to take an action.

– Neal Henderson

Leadership occurs when one person attempts to influence another.

– Hersey, Blanchard, & Johnson

“You Lead
People and
Manage
Things”

Admiral Grace Hopper

MANAGEMENT

Using resources, tools, and processes to accomplish a task.

– Neal Henderson

Process of working with and through Individuals and groups to accomplish organizational goals.

– Hersey, Blanchard, & Johnson

VOLUNTEER *(verb)*

To choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one’s basic obligations.

– Susan J. Ellis

EMPLOYEE ENGAGEMENT

Is the extent to which employees are motivated to contribute to the company’s success, and to apply discretionary effort to accomplish tasks important to the achievement of the company’s goals.

– Bob Ebers–Workplace Stars

WHO DO I LEAD?

Myself

Staff and Volunteers

Volunteers

13 Behaviors of a High Trust Leader

(*Speed of Trust*, Stephen M.R. Covey)

1. Talk Straight
2. Demonstrate Concern
3. Create Transparency
4. Right Wrongs
5. Loyalty
6. Deliver Results
7. Get Better
8. Confront Reality
9. Clarify Expectations
10. Practice Accountably
11. Listen First
12. Keep Commitments
13. Extend Trust

5 Functions of a Team

(Adapted from *The Five Dysfunctions of a Team*, Patrick Lencioni)

FOCUS ON TEAM RESULTS

ACCOUNTABILITY

COMMITMENT

HEALTHY CONFLICT

TRUST

Basic Leadership Programs

Recruiting and Selection

- Job descriptions/Expectations
- Ideal candidate descriptions

On-Boarding

- Both at the Organizational and Team level
- Communicate Expectations, Mission, and Vision, and how the new person provides value

Performance Management

- Provide clear expectations
- Provided Just-in-Time feedback (Situational Leadership)
- Provide formal feedback

Individual and Team Development

- Lead with Questions
- Provide opportunities for continual learning
- Build teams based on individual strengths

A REFLECTIVE QUESTION

In what way, tacit or explicit, does your organization communicate the value the volunteers provide to stakeholders, employees, and community?

LEADERSHIP The Secret Sauce for Employee and Volunteer Engagement

4 Actions my organization can take:

1. Conduct an Employee Engagement Survey.
2. Reward continuous learning.
3. Communicate Mission and Organizational Intent.
4. Acknowledge the accomplishments of the staff and Volunteers.

4 Actions I can take as an Official Leader:

1. Take ownership of your programs.
2. Clearly define your expectations.
3. Catch people doing things right, then provide feedback on how to improve.
4. Appropriately and publicly acknowledge accomplishments. Make sure senior management knows what good things are happening.

4 Actions I can take as an Informal Leader in my organization:

1. Seek feedback from your coworkers and volunteers.
2. Make yourself available for conversations with your colleagues.
3. Provide feedback to your supervisors.
4. Let those around you know you trust them and know they will do a great job.

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