

Saying Goodbye to Problem Volunteers



Ms. Shawn Steen
 Director of Volunteer Services
 Literacy Network of Dane County



Volunteer Wisconsin AmeriCorps

- ▶ AmeriCorps is like Peace Corps, only within the U.S.
- ▶ Members work hard for a year to make a difference
 - Modest stipend, benefits for FT, education award, EXPERIENCE
- ▶ Serve as volunteer coordinators to (1) recruit new volunteers and (2) strengthen your volunteer program
- ▶ Host site cost: \$8,100 FT or \$4,300 HT
- ▶ Apply in March 2020 to be a host site for year beginning September 2020 to August 2021

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Logistics



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- ▶ Maximize your screen
- ▶ Copy of the slides can be downloaded from the [Handouts](#) section of the control panel
- ▶ Type your questions in the chat box. We'll monitor them throughout the webinar
- ▶ This webinar training can be used for CVA Renewal = 1 credit. Certificate of attendance will be emailed.
- ▶ This webinar is being recorded. Link to access the recording will be emailed.

Meet our Presenter: Shawn Steen

- ▶ Frequent WVCA Conference Presenter
- ▶ 2018 WVCA Professional Achievement Award Recipient
- ▶ Director of Volunteer Services, Literacy Network of Dane County
- ▶ More than 900 volunteers/year
- ▶ 20 years volunteer program management experience



Why is a healthy volunteer team important?

- ▶ Good volunteers increase our:
 - Agency capacity
 - Mission impact
 - Good reputation in the Community



Problem volunteers often exhibit one or more of these 5 most common behaviors:

- ▶ Poor performance
- ▶ They can't work well with others
- ▶ They don't respond to feedback
- ▶ Not responsible for their own actions
- ▶ Resistant to change

WHO ARE YOUR PROBLEM VOLUNTEERS?

Are they bothersome? Or a liability?



CONFRONTING THEM

Remain calm and respectful

State facts, not assumptions

KINDLY STAND YOUR GROUND

TIPS FOR WEATHERING CONFLICT

- ▶ YOU are in charge of your emotions
- ▶ Set the emotional tone (be the rock!)
- ▶ Don't take emotional bait
- ▶ Listen; give space for their emotions
- ▶ Reiterate
- ▶ Don't apologize
- ▶ Be compassionate

THINGS YOU ARE RESPONSIBLE FOR

- ▶ Your emotions/behavior
- ▶ Expressing agency needs
- ▶ Conveying your stance

THINGS YOU ARE NOT RESPONSIBLE FOR

- ▶ Others' emotions/behavior
- ▶ Defending your decisions ad nauseum

FIRST STEP: PREVENTION

Be clear with expectations

Check in regularly

Offer constructive feedback

ALWAYS SET ASIDE TIME TO:

▶ **PREPARE** them to succeed in their work

- Provide clear instructions
- Outline expectations in a contract

▶ **Regularly CHECK-IN** with them

- What additional help do they need?
- Are they content with their work?
- Provide feedback



HAVE A DISCIPLINARY PROCESS

1. Provide clear, constructive feedback
2. Negotiate timeline for compliance
3. Follow up re: compliance
4. “I don’t feel this program is a good fit for you.”



YOU'RE AWESOME!

Thank You!

- Short evaluation follows
- Questions: **Shawn@litnetwork.org**
kaiser.shelly@marshfieldclinic.org
- Webinars @ 11am
 - July 22** (Mon)- *How a Leader Generates Engagement at Every Phase of the Volunteer Life Cycle*
 - July 25** (Thu)- *Special Event Planning: Plan to Make Your Event Special!*
 - July 29** (Mon)- *Leading With and For Compassion*
- 3 Hour Trainings: *Recruiting and Supervising Volunteers*
 - August 2** (Fri) - Eau Claire
 - August 5** (Mon) - La Crosse

<http://marshfieldclinicamericorps.org/whats-happening/>