

How a Leader Generates Engagement at Every Phase of The Volunteer Life Cycle



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Why did you choose to engage with your peers in today's virtual session?

There are only two types of Motivation: _____ and _____.

Management of Volunteers focuses on the four lower case p's:

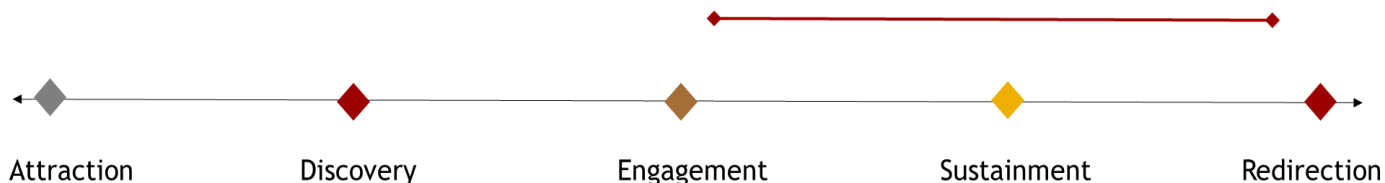
p_____ p_____ p_____ p_____

Leadership of Volunteers focuses on the one capital P: P_____

The Recent History of Organizational Metrics



The Volunteer Life Cycle



Coaching Defined . . .

Coaching is conducting regularly scheduled one-on-one discussions between the leader and the team member that are focused on performance and development.

The Guide for Engaging Volunteers

Seek

Demonstrate Leadership Presence

Touch

Interact with Others

Tune In

Determine Potential Interest in Involvement

Flip

Ask Questions to Discover Intrinsic Motivators

Listen/Learn

Explore Possibilities with Volunteer

Next Steps

Invite, Introduce, Connect and Follow Up

Rethinking Recognition

Appreciation is
*a general expression of gratitude
for presence,
demonstrated qualities
and characteristics
and overall contribution.*

Reward is a
*tangible item provided
in acknowledgement of
having met or exceeded
performance expectations;
a reward delivers extrinsic,
monetary valued to the recipient.*

Recognition is a
*specific expression provided
in acknowledgement of
having met or exceeded
performance expectations;
recognition delivers
emotional value to the recipient.*

Incentive is a
*factor that drives or enables
meeting or exceeding
performance expectations
by providing predetermined
recognition or reward;
an incentive may have
tangible or emotional value.*