

What motivates you to
volunteer?



Training and Managing Volunteers

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Volunteer Stream Monitoring Coordinator, UW-
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And also my colleagues:

Linda Green & Elizabeth Herron

URI Watershed Watch

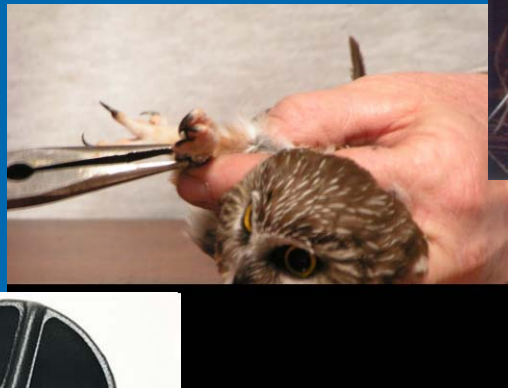
(and) National Extension Volunteer Monitoring Network

Key Concepts To Learn Today

1. To effectively manage volunteers, 1st understand their motivations, then practice the 5 R's
 2. Training is a process that flows throughout a program
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Volunteer Management

- It's more than just training a few folks to:



Adult Volunteers in the US

- 44% volunteer (63% do so regularly)
- Average 3.6 hours/wk
- Estimated annual contribution: \$239 billion



Photos: Joanne Kline

Source: www.independentsector.org

It's Important to Know People's Motivations for Volunteering



What motivates you to volunteer?

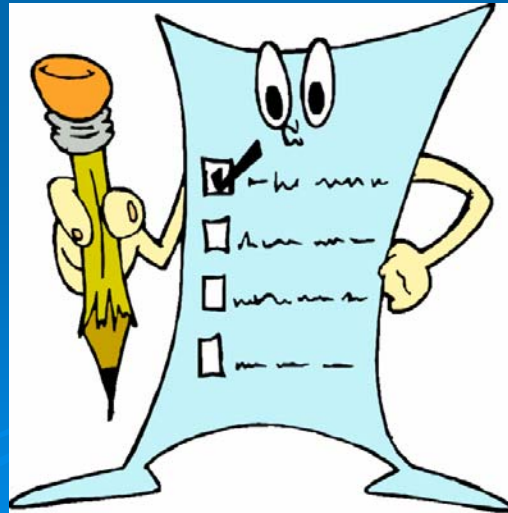
- Group needs help
- I support that group's mission



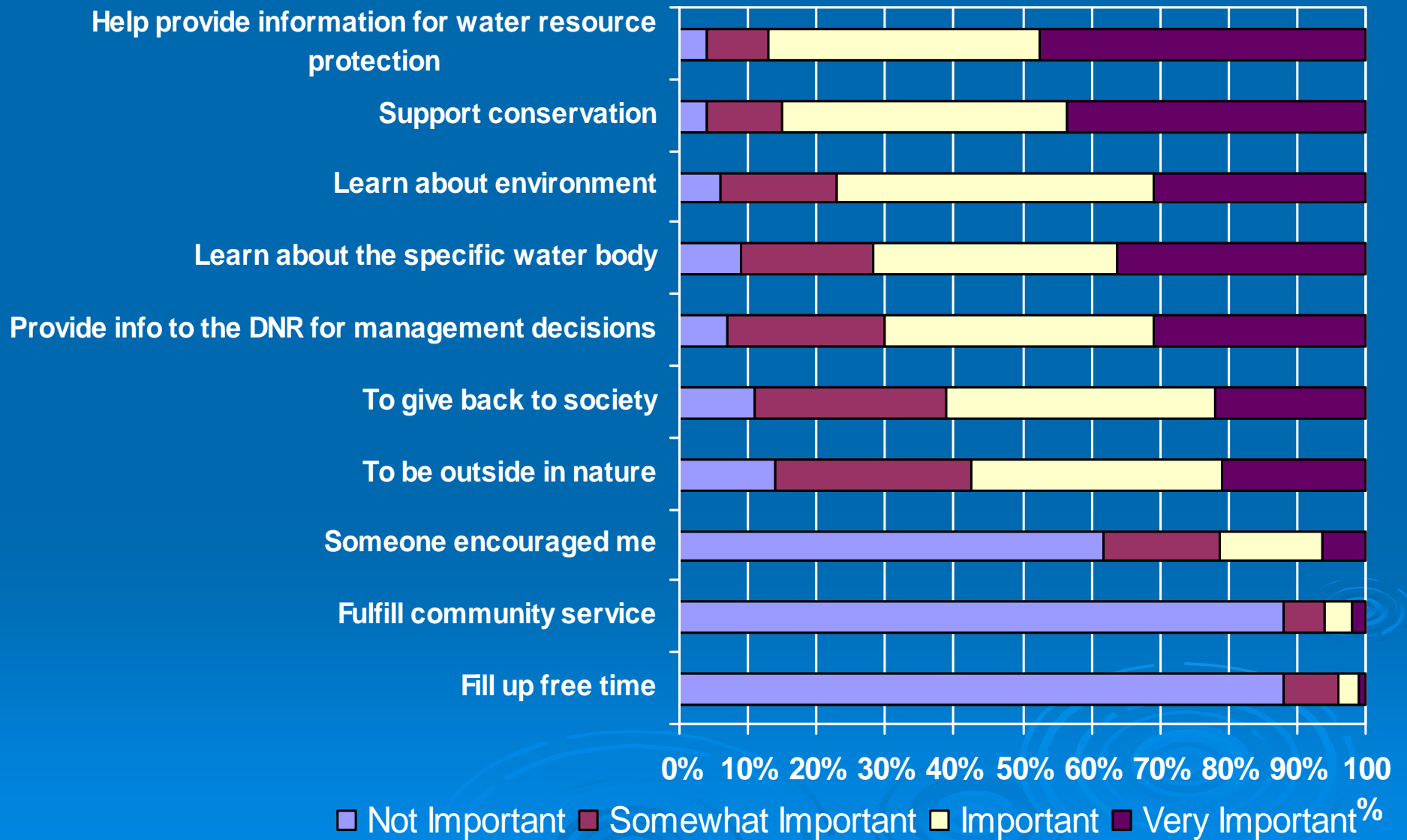
Photo: Paul Krahn

Motivations for Becoming a Volunteer Stream Monitor

- 2006 survey of Water Action Volunteers
- WI statewide stream monitoring program
- 60% response rate (334 of 564 people responded)



Importance of Reasons to Train & Possibly Monitor

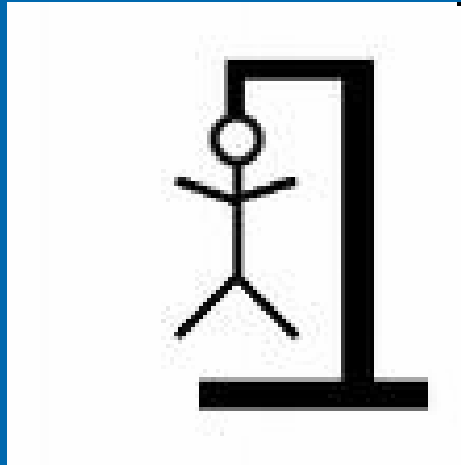


Know Your Volunteers and Their Needs...

- But also know what your program needs



The 5 R's of Volunteer Management



R _____

R _____

R _____

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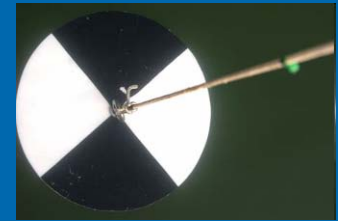
R _____

The 5 R's of Volunteer Management

- Rights
 - Responsibilities
 - Recruitment
 - Retention
 - Recognition
- 

Volunteer Rights

- Orientation & training
- Clear, appropriate assignments
- Fulfilling work
- Agency support
- Respect as a volunteer
- Time put to best use
- Safe, healthy working conditions
- Recognition of contribution



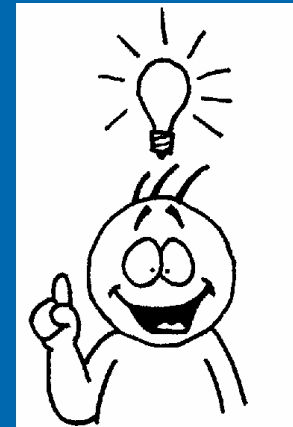
Program Rights

- Expect agency support for the program & its personnel
- Screen volunteers
- Require volunteers to attend trainings
- Expect volunteers to be responsible
- Reassign volunteers if needed



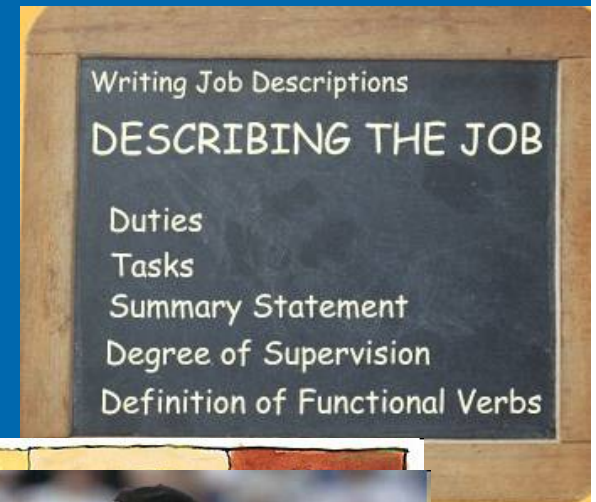
Volunteer Responsibilities

- Understand their role
- Be honest about goals, skills, limitations & motivations
- Fulfill their commitment
- Cooperate with staff
- Ask for help



Program Responsibilities

- Provide a written job description
- Provide appropriate training
- Provide supervision
- Communicate!!!
- Include volunteers as teammates
- Inform of special benefits
- Consider for leadership



Recruitment Process

- Informal
 - Spread the word & accept volunteers as they come forward
- Formal
 - Market your program & screen volunteers as they 'apply'

“Well-run volunteer programs recruit automatically. Build a better program and the volunteers will beat a path to your door.”

-101 Ways to Recruit Volunteers, S. McCurley and S. Vineyard, Heritage Arts Publishing Co., 1986



Keeping Volunteers Once They're Recruited...



Why Volunteers Leave

Attrition beyond the program's control:

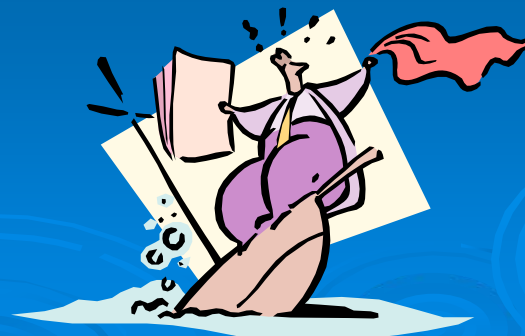
- Moved away
- Health problems
- No longer had time due to life changes



Why Volunteers Leave

Attrition within the program's control:

- Lack of meaningful and frequent feedback
 - Delay in reporting
 - Data reports that don't mean much to volunteers



Why Volunteers Leave

Attrition within the program's control:

- Poor or no screening
 - Volunteer's goals or expectations inconsistent with the program
 - Not recognizing the level of commitment required



Why Volunteers Leave

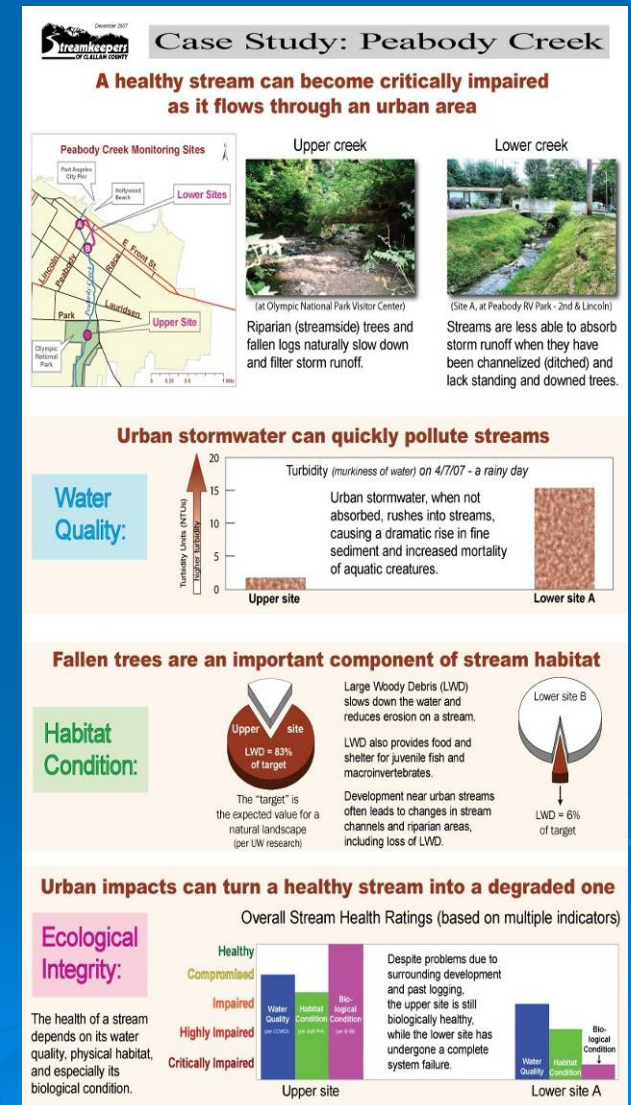
Attrition within the program's control:

- Lost interest
 - No new challenges
 - Nothing new to learn



Retention – Action Plan

- Maintain good feedback
 - Meetings / open houses
 - Quick turnaround between data collection & feedback
 - Produce meaningful reports



Retention – Action Plan

- Effective screening
 - Enroll volunteers selectively
 - Develop initial orientation to
 - Identify & ‘weed out’ volunteers with goals different from the program
 - Caution! Data alone may not solve issue
 - Emphasize benefits of long-term data
 - Explain the feedback process

Retention – Action Plan

- Add new challenges
 - Offer veteran volunteers training in monitoring additional parameters
 - Have experienced volunteers assist with teaching training
 - Involve all volunteers in program efforts such as recruiting & fundraising

Recognition



“The most effective recognition is to help volunteers understand why they’re a necessary part of the organization. Ask them for input in planning and for feedback on the program”

- Susan Handley, Public Involvement and Education Coordinator, USEPA Region 10

Спасибо

RUSSIAN

Gracias

SPANISH

ありがとう
ございました

JAPANESE

CẢM ƠN

VIETNAMESE

Thank
You!

Merci

FRENCH

...and don't forget to say thank
you!

Ευχαριστώ

شكراً

A photograph of a stream flowing through a lush, mossy forest. The water is clear and flows over rocks, creating small cascades. The surrounding vegetation is dense and green, with many ferns and moss-covered rocks. The text "Training is a process that flows throughout the program" is overlaid in white with a black outline. The entire image is framed by a blue border with a subtle ripple pattern at the bottom.

Training is a process that flows
throughout the program



Volunteer Training is

- Essential for program success
- Essential for volunteer competency & satisfaction





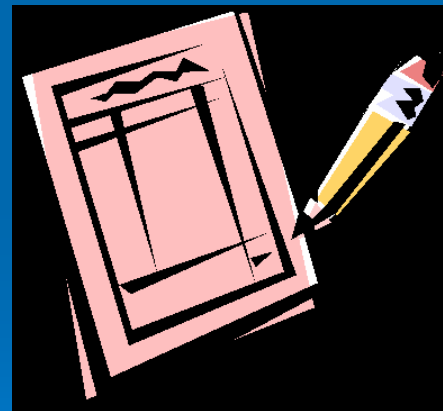
Components of a Successful Training

- Orientation (classroom)
- Start-up training (classroom & field)
- Field visits by staff
- QA/QC testing
- Annual refresher training
- Advanced trainings/Educational events
- Newsletters & other connections to monitors



Effective Trainings have

- Clear agenda
- Mix of activities for different learning styles
- Interactive & hands-on sessions
- Evaluation



Source: Geoff Dates, River Network



Elements of Successful Trainings

- Plan
- Use guest speakers
- Link training with the monitoring assignment / goals
- Draw on participants as resources





Training Tips

- Provide written methods
- Avoid 'learning overload'
 - Break topics into manageable chunks
 - Repeat information
- Enter & QC data as soon as possible to provide feedback & retrain

For More Information

<http://www.usawaterquality.org/volunteer>



Remember Those Key Concepts!

1. To effectively manage volunteers, 1st understand their motivations, then practice the 5 R's
2. Training is a process that flows throughout a program

