



# Disaster Leadership Training



# Welcome & Background

- Hands On Network Leadership Model
- Independent Volunteering
- Stress and Self-Care



# Volunteer Leadership

- You will likely be responsible for managing other volunteers
- Develop a system for taking care of yourself and your team
- Essential skills include:
  - Being Welcoming and Approachable
  - Being Organized
  - Communicating with your volunteers and the org.
  - Motivating your team



# Determining Volunteer Needs

- Clarify the work to be done
- Consider types of volunteers
  - Long-term
  - Short-term
  - Volunteers with disabilities
- Assess self-care needs



# Manage Expectations

- Title
- Purpose
- Location
- Key responsibilities
- Qualifications
- Time commitment
- Training/support provided
- Benefits
- Volunteer supervisor and contact information



# Before Volunteering

- Be prompt in your response to phone calls/e-mails
- Be thorough in your explanation of the volunteer duties
- Teach volunteers about the potential impact of their volunteerism
- Use their names often
- Make sure that all special needs have been addressed and/or met
- Keep your messaging consistent



# Engaging Your Team

- Have volunteers “check-in” at the project
- Welcome volunteers
- Use nametags
- Encourage interaction with other volunteers
- Orient and train volunteers
- Make sure everyone has something to do



# Managing Your Team

- Understand volunteers' personalities and skills so you can utilize them effectively
- Remember that opposite personalities can complement each other
- No matter the personality, treat every volunteer with dignity and respect
- Monitor your team--check in with individuals to see how they are doing
- Offer positive feedback throughout



# Communicating with Your Team

- Keep volunteers informed
- Be clear about what volunteers should expect
- Talk openly and professionally with volunteers
- Compile a list of things volunteers should know and inform them either before they volunteer or when they get on site
  - What do volunteers need to know to feel comfortable and competent in carrying out their tasks?



# Project Closure

- Clean up
- Review accomplishments of the day
- Reflect
- Invite volunteers to return if they are needed or let them know how else they can help
- Ask for feedback



# Recognizing Volunteers

- Make volunteers feel valued and appreciated
- Delegate specific tasks
- Use many forms of recognition
- Match recognition to the volunteer
  - By motivation type (achievement, affiliation, power)
  - By volunteer type (long-term, short-term)
- Give it frequently, honestly, consistently
- Recognize the person, not the work
- Give it on a timely basis
- Give it in an individualized fashion
- Give it for what you want more of



# Contingency Planning

- Think through the worst-case scenarios of what could go wrong
- Create contingency plans for weather and other potential problems
- Prepare ways to expand or reduce project goals due to number of volunteers
- Know whom you need to contact in case of problems



# Volunteering Alone

- If volunteers are working independently at your site, as a leader, make sure you know what is being asked of you and how to fulfill your assigned tasks
- Create a system that other volunteers can follow in your place
- Ask questions at the beginning
- Provide feedback