

2011 OKDHS Volunteerism Conference

Tuesday, September 27, 2011	
1 – 2:30 p.m.	<p>Welcome and General Session</p> <p>Key Trends in Volunteer Management – Martin J. Cowling CEO – People First – Total Solutions</p>
3 – 4 p.m.	<p>Maximizing the Impact of Service Learning Techniques & Resources in Screening Volunteers Legal Issues for Volunteer Organizations Be the Change Agent Mind the Gap – 21st Century Diversity</p>
Wednesday, September 28, 2011	
8:30 – 9:30 a.m.	<p>Accessing Capacity for Change Guerrilla Marketing for Nonprofits: Platinum Rules for Volunteers Effective Interpersonal Communication Youth Mentoring – Identifying Strengths & Talents Seven Steps for Creating a Culture of Commitment and Accountability</p>
9:45 – 10:45 a.m.	<p>Accessing Capacity for Change Guerrilla Marketing for Nonprofits: Platinum Rules for Volunteers Friend Raising Approaches to Grant Writing Volunteers: Help or Hinder – Developing Volunteers as Assets Seven Steps for Creating a Culture of Commitment and Accountability</p>
11:00 – Noon	<p>Social Media for Non-Profit Organizations Effective Interpersonal Communication Friend Raising Approaches to Grant Writing Volunteers: Help or Hinder – Developing Volunteers as Assets Youth Mentoring – Identifying Strengths & Talents</p>
Noon – 4 p.m.	<p>Closing Session & Luncheon – Laughter in Volunteering</p>

Notes Keynote - Martin J. Coeling

CONFERENCE JUNKIE

CAPTIVE

SUBSTITUTE

HOLIDAY MARRI / OFFICER

SURF THE WAVE OF CHANGE

6 WAVES OF CHANGE

1. ECONOMICS / THIS IS THE NEW NORMAL / USA WILL NOT RECOVER BEFORE 2018
GOVERNMENT BUDGETS UNDER PRESSURE - VOLUNTEERS ARE SENSITIVE TO COSTS: DONATIONS UNDER PRESSURE

2 VALUING VOLUNTEERING

UNDER RESOURCING, UNDER VALUING & UNDER SUPPORTING VOLUNTEERS
WHAT ARE THE BENEFITS + COSTS OF VOLUNTEERING

WHAT ARE THE BENEFITS + COSTS OF NOT VOLUNTEERING

3. DEMOGRAPHICS

SILENT GENERATION 1929-1945

VOLUNTEERING IS DONE QUIETLY + ONSHORE
BUILDERS OF SOCIETY - COURTESY + RESPECT

DON'T ALWAYS TREAT EACH OTHER / COURTESY +

NO CHANGE - LIKE CONSISTENCY - IDENTITY THROUGH

VOLUNTEERING PREFER SYSTEMS w/ POWER + STATUS

4. VOLUNTEERING IS CHANGING

5. MORE RULES

6 MASS COMMUNICATION

Notes

BABY BOOMERS - 1946 - 1964/69

3 TYPES

SKIERS - SPENDING THE KIDS INHERITANCE

STRUGGLERS -

SANDWICHES

CONSUMER GENERATION → GIVE THEM SOMETHING TO ENGAGE THEIR PASSION

DRIVE CHANGES

OK w/ TECH

HIGHER PROPORTION NEVER MARRIED / HIGHER DIVORCE

LIKE TO CHALLENGE SYSTEMS

GENERATION X 1965 - 1980

CHILDHOOD OF UNCERTAINTY

LATCH KEY GENERATION

HIGH CIVIC INVOLVEMENT

SCHOOL

SPORTS

ENVIRONMENT

RESULTS FOCUSED

LIFE/WORK BALANCE

FLEXIBILITY

TECHNOLOGY LITERATE

LIFELONG LEARNERS - LEARN THROUGH VOLUNTEERING

NON-AUTHORITARIAN, NON-HIERARCHICAL SYSTEMS

Notes

GEN Y - MILLENNIAL

BORN 1980-1995

GEN X ON FAST-FORWARD w/ SELF ESTEEM

HIGHLY ENTREPRENEURIAL

SOCIALLY RESPONSIBLE

DON'T BELIEVE IN BOSSES

COMFORTABLE w/ TECHNOLOGY ~ LIKES TO MULTI-TASK

ETHNICALLY DIVERSE

HUNGER FOR FEEDBACK + REWARDS

E-CARDS

TEXTING THANKS

I-GEN

INTERNET GENERATION

1995-2011

"ON THE EDGE OF THE NEXT PREDICTED REVOLUTION"

VOLUNTEER - THROUGH SCHOOLS

w/ PARENTS

VOLUNTEERING BECAUSE THEY'RE INTERESTED

SILENT GENERATION - LOYALIST
CUSTOMERS

Notes

VOLUNTEERING AS A LEISURE OR LEARNING OPP

WHAT DO WE NEED TO DO

FLEXIBILITY

MEANING / RESULTS ORIENTED

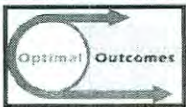
VARIETY OF OPTIONS

BITE SIZE

LEARNING

RESPECT

PROFESSIONALISM + MANAGEMENT

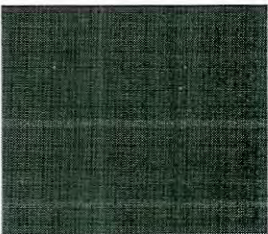


Creating Tomorrow's Leaders Today

CREATING A CULTURE OF COMMITMENT AND ACCOUNTABILITY

Presented by
Susan Prescott
(405) 773-9139

How many squares do you see?



DON'T LIMIT YOURSELF TO
JUST WHAT YOU SEE

CULTURE

The values and behaviors that contribute to the unique social and psychological environment of an organization

SHARED BY A GROUP -
HOW THE GROUP AS A WHOLE
BEHAVES
THIS IS THE NORM
TREAT EMPLOYEES, CLIENTS
CUSTOMERS

LEARNED THROUGH REWARDS
& NEGATIVE CONSEQUENCES

Accountability

Willingness of an individual or organization

- ☐ Account for its activities
- ☐ Accept responsibilities
- ☐ Disclose results in a transparent manner

Commitment

ENGAGEMENT

An "engaged employee" is one who is fully involved in, and enthusiastic about their work and thus will act in a way that furthers their organization's interests.

LOYAL

RESPONSIBLE

→ THE WOW TREATMENT
WHY DO ~~WE~~ WE GO ANYWHERE ELSE?

Why Volunteers Quit

- 7: No flexibility in volunteer opportunities or scheduling. → 3
- 6: Too much wasted time in useless or unproductive meetings. → 10
- 5: Lack of communication - NEED TO BE 2-WAY → K
- 4: Lack of professionalism
POSITIVE DEMONSTRATION -
DON'T PULL PERSONAL ISSUES

AGENDA
OWNER
ACTION
ONE

INTO ENCOUNTERS, ACCEPT RESPONSIBILITY - PRESENT-
LEADERS. FOCUSED

Why Volunteers Quit

- 3: The feeling that the volunteer is not really making a difference. — 6
- 2: No feedback from leadership about how the volunteer is doing. — DAY TO DAY —
- 1: The volunteer leader doesn't know how to lead. → INVEST IN PEOPLE
DEVELOP PEOPLE →

YOU CANNOT LEAD OTHERS
UNTIL YOU FIRST LEARN TO
LEAD YOURSELF

ACKNOWLEDGEMENT - FEEDBACK

An Effective and Success^{ful} Leader

- Has mastered the art of self-leadership
- Knows where they stand and where they are going.
- Knows where they are taking their organization and BELIEVE they are going to get their. THERE

→ CONNECT TO THE VISION
w/ THE MISSION

"The very essence of leadership is you have to have a vision. It has to be a vision that you articulate clearly and forcefully on every occasion. You can't blow an uncertain trumpet."

— Father Theodore Hesburgh
Former president of Notre Dame University

1: DEMONSTRATE AND COMMUNICATES TO EVERYONE THAT ACCOUNTABILITY AND COMMITMENT ARE IMPORTANT

EMPLOYEES FEEL VALUED
TRUSTED

I WILL NOT CONSCIOUSLY OR
UNCONSCIOUSLY TAKE ADVANTAGE
OF YOU

* HONESTY + INTEGRITY *
+ PARTNERSHIP

Trust-Building Behaviors

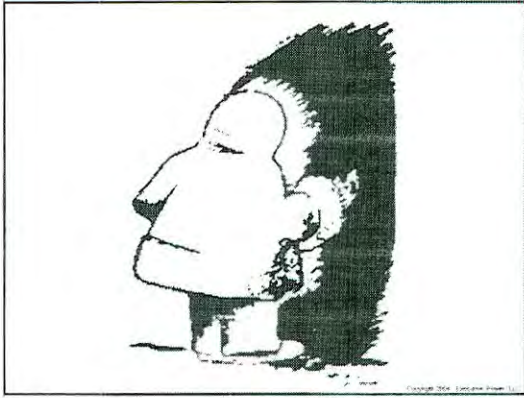
- ☐ Communicates with me openly and honestly, without distorting any information.
- ☐ Shows confidence in my abilities by treating me as a skilled, competent associate.
- ☐ Keeps promises and commitments.

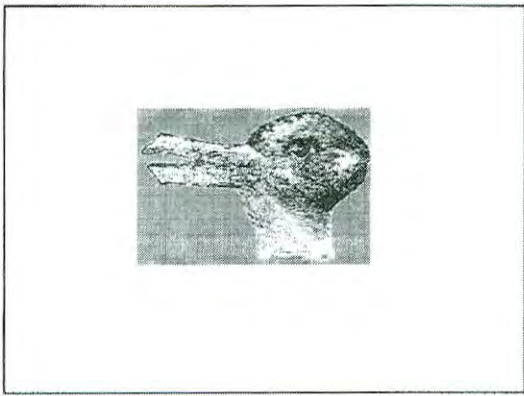
GAIN PERSONAL POWER -
RESPECT + ADMIRATION
RATHER THAN USUAL
AUTHORITY

Trust-Building Behaviors

- ☐ Cooperates with me and looks for ways in which we can help each other.
- ☐ LISTENS to and values what I say, even though he or she might not agree.

THEN DISCUSS





Trust-Reducing Behaviors

- ▣ Acts more concerned about his or her own welfare than anything else.
- ▣ Sends mixed messages so that I never know where he or she stands.
- ▣ Avoids taking responsibility for action (*passes the buck or drops the ball*).

Trust-Reducing Behaviors

- ▣ Jumps to conclusions without checking the facts first.
- ▣ Makes excuses or blames when things don't work out (*Finger-Pointing*).

TRUST IS MORE IMPORTANT
THAN VISION, STRATEGY,
SYSTEMS, STRUCTURE,
SKILLS

2: ALIGN EVERY JOB
DESCRIPTION TO YOUR
COMPANY'S STRATEGY AND
GOALS. ASK EVERYONE TO
COMMIT TO A SHARED VISION
OF RESULTS

WHERE DO YOU WANT
TO END UP?
DON'T KNOW? EVERYONE
WILL END UP DIFFERENT
PLACES
INVENTING AS YOU GO ALONG
RESULTS IN THIS

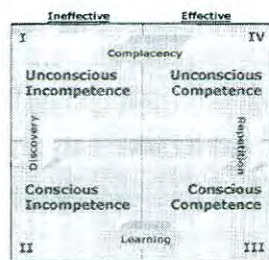
3: MAKE ACCOUNTABILITIES
CLEAR FOR EVERYONE BY
USING THE BENCHMARK FOR
THEIR JOB TO START A
DISCUSSION ABOUT HOW
THEIR INDIVIDUAL
CONTRIBUTIONS MATTER

WHAT'S THE VISION + WHAT
ARE YOU PERSONALLY DOING
ABOUT IT?

4: WHEN YOU BRING ON BOARD NEW EMPLOYEES, HAVE JOB RELATED PROFESSIONAL DEVELOPMENT PLANNING ALREADY IN PLACE TO HELP THEM REACH THEIR FULL POTENTIAL.

Training

Law of Process



5: BUILD ACCOUNTABILITY INTO YOUR COMPANY CULTURE USING "WHAT & BY WHEN" GOAL AND TASK PLANNING.

6: OFFER WAYS FOR
EMPLOYEES TO
COMMUNICATE OBSTACLES
AND REQUEST THE HELP OF
RESOURCES THEY NEED TO
ACHIEVE THEIR GOALS.

BETHANY - LACK OF BREAK
SPACE -

LIST OBSTACLES + POSSIBLE
SOLUTIONS

7: "CATCH" PEOPLE DOING
SOMETHING RIGHT!

ACHIEVEMENT IS THE
BIGGEST, STRONGEST
MOTIVATOR -

NOT ↓
* ACHIEVEMENT *
* APPRECIATION *
APPRECIATION

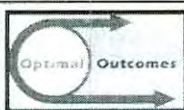
Thought Starters

- ☐ Does your company have a crystal clear vision on where it is going?
- ☐ Do the leaders within the Company work in harmony toward that vision.
- ☐ Is there open and honest communication between EVERYONE as to successes and failures?
- ☐ Does EVERYONE understand their role and what is required of them?

ATTITUDE OF
GRATITUDE?

- ☐ Does your Company have an "Attitude of gratitude" toward:
 - Your Customers?
 - Your Employees?
 - Your volunteers?
- ☐ Do all employees understand how other departments actually work and what the other departments "roles" are?
- ☐ Do you provide constant feedback and metrics on how well your company is performing?

- ☐ Are you providing positive motivation and inspiration every single minute of the day?
- ☐ Are you developing your employees to see that they must take an active part in developing themselves.
- ☐ Are your leaders actually on the front lines setting the pace or are they emanating orders from the "ivory tower"?
- ☐ Are your employees publicly praised for their successes and privately counseled on their failures?



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Contact Information
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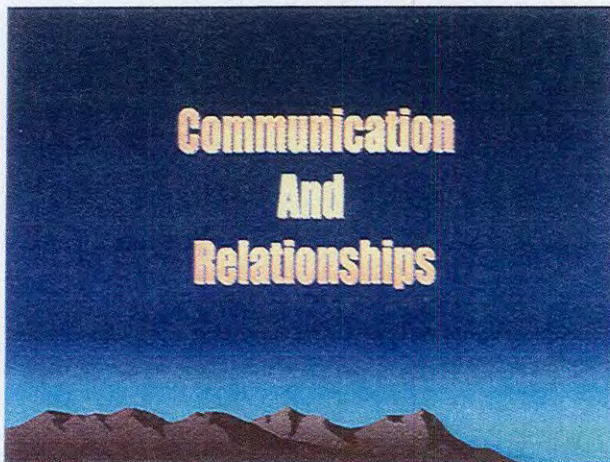
Susan@OptimalOutcomes.net
 www.OptimalOutcomes.net

Effective Interpersonal Communication

Communicating for all it's worth

Facilitated by
Rick Combs, MA
Human Resources Management Division

Power of Communication
Do I understand you?
Cultural Differences



Perspective Listening
I-Language
Relationship Killers



The Messages We Send

Between 100 to 300 messages per day

This consists of...

The message we intend to send

The message we actually sent

The message the hearer heard

The message interpreted

The hearers response/reaction based on what they heard

And finally our response to their response, words, meaning, interpretation.

Adapted from Kathy Walker 2002 KSU

Hearing and understanding each other's

Perspective



NLP Solutions: Effective Communication

Map is not the Territory – Understand People's Perceptions

REALITY

"We see the things not as they are, but as we are."

— H.M. Tomlinson

Believing is seeing

Beliefs



Values

Your
Mental
Map of Reality

Beliefs



Values

Your Prospect's
Mental
Map of Reality

**Area of Good
Understanding**

OBSTACLES TO EFFECTIVE LISTENING

List as many as you can think of...

Roadblocks to Effective Communication

- | | |
|--|---|
| 1. Paralleling | I know just what you mean. Why, the other day...
That reminds me of the time I...
Let me tell you what happened to me! |
| 2. Giving unwanted advise, moralizing
(Usually starts out trying to be helpful,
but often ends up in nagging) | What you ought to do...
Why don't you...
You should, or shouldn't... |
| 3. Inappropriate questioning
(Draws the focus away from the problem
by dealing with irrelevant issues) | Why do you suppose she did that?
What day did that happen?
Why did you let him get so upset?
Who are you talking about? |
| 4. Rote reassurance
(Usually done to be helpful but denies
others the right to their feelings) | It really can't be all that bad.
You're probably in a bad mood.
You'll see things differently tomorrow
Don't worry. Things will work out.
Look on the bright side of things. |
| 5. Judgment, jumping to conclusions,
assuming, inferences | You're wrong. You don't know what you're talking
about...
You aren't thinking straight.
You're just too sensitive.
You're acting like a baby.
You shouldn't feel that way. |
| 6. Defending | It's not my fault!
If you hadn't been rushing me, I never would have
I didn't do anything.
You've done the same thing! |

These "roadblocks" discount others' opinions, needs, and feelings. This often causes them to try much harder to convince others of the importance and depth of their position, thus escalating rather than diffusing the situation. Or, the communication can just shut down.

Ten Commandments for Good Listening

STOP TALKING!

You cannot listen if you are talking.

“Give every man thine ear, but few thy voice.” (Polonius in Hamlet)

PUT THE TALKER AT EASE.

Help them feel that they are free to talk.

SHOW THEM THAT YOU WANT TO LISTEN.

Look and act interested.

Listen to understand rather than to reply.

TRY TO PUT YOURSELF IN THEIR SHOES.

This is not sympathy, but rather empathy.

REMOVE DISTRACTIONS.

Don't doodle, tap or shuffle paper.

Will it be quieter if you shut the door?

BE PATIENT.

Allow plenty of time. Do not interrupt.

Don't start for the door or walk away.

HOLD YOUR TEMPER.

An angry person gets the wrong meanings from words.

“He who angers you conquers you.”

GO EASY ON ARGUMENT AND CRITICISM.

This puts others on the defensive. They may clam up or get angry.

ASK QUESTIONS.

This encourages them and shows that you are listening.

It also helps to develop points further.

STOP TALKING!

This is the first and last because all other commandments depend on it.

You just can't do a good listening job while you are talking.

Nature gave people two ears but only one tongue, which is a gentle hint that we should listen more than we talk.

(From Human Relations in Business by Keith Davis. McGraw-Hill Book Co.)

The I-Message Formula

When you (non-blameful behavior description)
I feel (your emotion, if appropriate)
because (why the behavior is a problem-effect)
and I would like, prefer, appreciate, etc.
(what you want to happen)

Putting It All Together

“When you try to talk to me while I am on the phone, **I get** confused **because** I have difficulty concentrating on two things at one time.
I would appreciate your waiting until I am finished, unless it is an emergency. Thank you.”

“When you don’t complete your work on schedule, **it causes** several other people to get behind in theirs. **I would like** to know if there is some reason you aren’t getting it done, and if not, I need to have you complete it by the deadline from now on. Thank you”.

"I & You Language"
Let's Practice

Put an "I" in the blank if the statement is "I-Language", a "Y" if the statement is "You-language."

1. _____ You aren't listening to me.
_____ I would appreciate your full attention while we talk.
2. _____ I am confused. Please say that again in a different way.
_____ You're confusing me.
3. _____ I am feeling really pressured right now and would appreciate you not interrupting me unless it's something important.
_____ Can't you see I'm busy? Don't you have eyes?
4. _____ Does your computer need an overhaul?
_____ I have noticed several mistakes in your work lately and would like you to be more careful.
5. _____ I feel really angry about what you did.
_____ You infuriate me.
6. _____ I forgot. I'll get right to it.
_____ You forget all the time.
7. _____ I'm sorry sir, I didn't see your signal.
_____ You didn't signal.
8. _____ My stapler must have legs; it's walked off again!
_____ I feel frustrated when you do not put things back after using them because I waste time looking for them.
9. _____ Do you know what time it is?
_____ I have noticed that you often take longer than fifteen minutes for your break. I would like for you to stick to our scheduled break times unless you check with me first.

Effective Interpersonal Communication

Doing Away with the 5 Killers

Be specific....

- **Escalation**
Responding back and forth negatively.
How do we do away with it?
- **Invalidation**
Putting down the thoughts, feelings, character of another.
How do we do away with it?
- **Negative Interpretation**
Negative & unfair assumption about what the other person is thinking.
How do we do away with it?
- **Avoidance and Withdrawal**
One person is unwilling to get into an important discussion at all, or is willing to engage, but does not stay with it.
How do we do away with it?
- **Emotional Fatigue**
Emotionally worn out.
How do we do away with it?

EMPATHY AND PROBLEM-SOLVING

EMPATHY – Empathy means understanding and listening when someone has a problem instead of offering unwanted solutions and advice. When someone says, “I’m tired,” you could easily offer the following counsel: “Well, you shouldn’t work so hard” or “You should plan better,” or “Get more sleep.” All of which is bound to make a person more tired. Empathy would be realizing yourself what it feels like to be tired and saying things like, “I’m sorry you are tired. What happened?” or “You really have a lot going on, don’t you.”

Let’s take another example. One very important principle is that it is very wise to tell another person how they should feel. The other person says, “I’m upset.” It’s easy to try to smooth over the situation, as if a little advice will make the situation go away. You might say, “Don’t be upset; it’s trivial,” or “Forget it,” or “You’re just too sensitive,” or “Don’t let people get you down like that.” Or, you might try the particularly infuriating objective, rational approach: “Just look at it rationally and you’ll see why it’s silly to be upset.” On the other hand, instead of contributing to the aggravation, you could help to relieve it. “What’s happening?” “Would you like to talk about it?” “How can I help?”

Problem-Solve. Rather than constantly giving in or trying to force your way, attempt to work out an arrangement or solution with which you both can feel satisfied. For example, “I’ll work late tonight to finish this project if I can leave early Friday afternoon.” “I will make the coffee in the morning if you will take responsibility for cleaning it up and turning it off every afternoon.” Get the idea?

Effective Interpersonal Communication

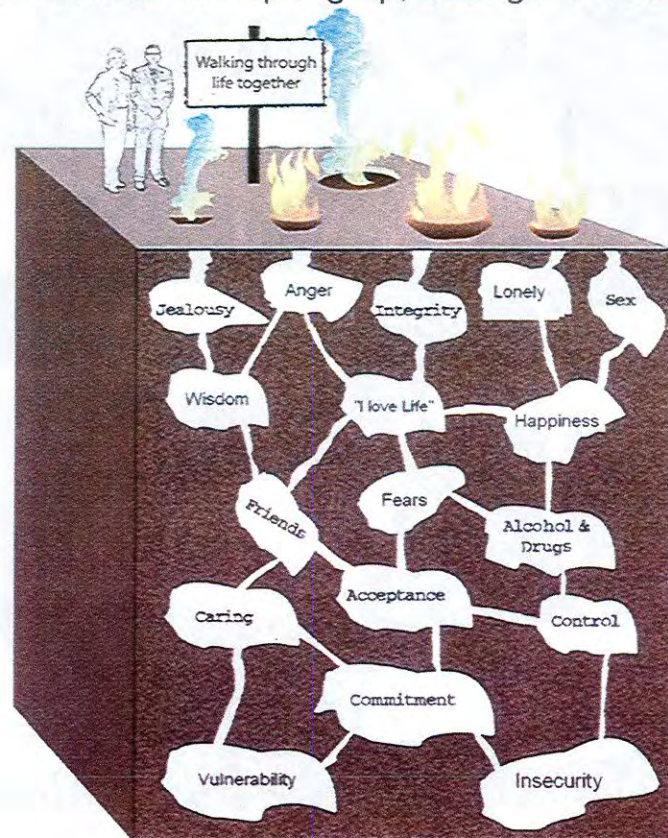
Information Holes

Find the holes in the following messages and fill them in for accurate clear information. What do you need to know to receive the correct message as intended by the messenger?

1. "I was drinking on my way to work today"
2. "I am sick and tired!"
3. Your supervisor gives you the following instructions; "I would like for you to read the enclosed complaint and provide feedback to me". (what other info do you need to do this assignment? What is in the mind of the supervisor?)
4. "My father died and we are going to dinner"
5. You overhear your supervisor say while typing an email; "He can do it".
6. "My girlfriend and I are going to sleep together tonight".
7. "I am angry about the way things are done!"
8. "They don't have that kind of patience for this!"
9. "Pick me up for church a few minutes before 10:00am."
10. "I have a real problem with coke."



Just below the surface there are qualities in each of us both good and challenging. The challenging areas become hidden issues that no one sees... well, that is we try to hide them. But they can suddenly erupt from beneath when we least expect it. Below is an example of the hidden qualities that can spring up; both good and challenging.



On the next page is an opportunity for self reflection. What are your qualities; both good and challenging?

Job Aid 6.2

Nonverbal Cues

SPEAKER'S NONVERBAL CUES

Your nonverbal language reflects your attitudes, emotions, state of mind, and related messages. Nonverbal cues include:

- Vocal intonation:
 - Pitch, tone, inflection, volume
 - Rhythm, timing
- Silence
- Personal space
- Styles of dress:
 - Uniform (conveys authority, power)
 - Casual vs. dressy
- Body language:
 - Posture, body position
 - Head movements
 - Eye movement, eye contact
 - Facial expressions
 - Fidgeting, yawning
 - Touching

LISTENER'S NONVERBAL CUES

Indicators of . . .

Boredom	<ul style="list-style-type: none"> ▪ Slouching in one's seat ▪ Yawning ▪ Staring out the window ▪ Lack of eye contact ▪ Neutral expression ▪ Fidgeting ▪ Closed posture ▪ Drifting attention ▪ Slowness to respond ▪ Neutral or "slurred" speech
Frustration	<ul style="list-style-type: none"> ▪ Rubbing forehead with hand ▪ Tense, worried expression ▪ Throwing hands up in the air
Agreement, Enthusiasm	<ul style="list-style-type: none"> ▪ Leaning toward the speaker ▪ Making eye contact ▪ Touching the speaker's arm or hand ▪ Nodding head ▪ Relaxed, open posture ▪ Smiling or laughing ▪ Faster speech ▪ Higher pitch
Disagreement, Confusion	<ul style="list-style-type: none"> ▪ Frowning ▪ Shaking head ▪ Leaning back or away ▪ Pursing lips ▪ Tightened jaw and closed posture ▪ Staring elsewhere ▪ Shallow, rapid breathing ▪ Limited facial expression and hand gestures ▪ Slower speech ▪ Lower pitch
Evaluation	<ul style="list-style-type: none"> ▪ Chewing on eyeglass frames ▪ Wearing a thoughtful, intense expression

WORKSHOP EVALUATION FORM

Thank you for participating in the Pilot of the Effective Interpersonal Communication Workshop. Please fill out this form. Your feedback will help make this workshop as effective as possible for our employees. For each of the following areas, please indicate your reaction:

Needs/Content	Excellent	Good	Improvement
Covered Useful Material	[]	[]	[]
Practical to my needs and interests	[]	[]	[]
Well Organized	[]	[]	[]
Presented at the right level	[]	[]	[]
Effective Activities	[]	[]	[]
Effective Videos	[]	[]	[]

Presentation	Excellent	Good	Improvement
Facilitator's Knowledge	[]	[]	[]
Facilitator's Presentation Style	[]	[]	[]
Facilitator Covered Material Clearly	[]	[]	[]
Facilitator Response to Questions	[]	[]	[]

What did you like about this Workshop?

How could this workshop be improved?

Any other comments or suggestions?

Overall, how would you evaluate this workshop?

Excellent	Good	Fair	Needs Improvement
[]	[]	[]	[]

Thank you!

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Effective Interpersonal Communication

Communicating for all it's worth

Facilitated by
Rick Combs, MA
Human Resources Management Division
Oklahoma Department of Human Services



Communication is **NOT** what you said;
but it's what your recipient thinks you meant

Communication = Relationship

MAKE THE 2 MATCH



MESSAGE GIVEN,

HEARD & PROCESSED THE

SAME



Active Listening



- Most people listen with 25-50% efficiency.
- The most basic need of people is to be (feel) heard and understood!



HIGHEST
SIGN OF
RESPECT



WE ARE NOT GOOD LISTENERS

ENVIRONMENTAL DISTRACTIONS

PRE-CONCEIVED NOTIONS, DON'T CARE

EMOTIONAL COMMUNICATION = BEST COMMUNICATION

Truly Listening

- Lets others know their ideas and feelings are known.
- What they say matters.
- Most people will not really listen or pay attention to your point of view until they know you have heard & appreciate theirs.



GIVE + IT SHALL BE GIVEN

TO YOU

People don't mind if you disagree with them as long as they are (feel) heard and understood.



PEOPLE MAY FORGET WHAT

YOU SAID OR WHAT YOU

SAID

PEOPLE WILL NEVER FORGET

HOW YOU MADE THEM FEEL!

GIVING FEEDBACK IS PART OF LISTENING
IF SOMEONE DOESN'T CARE WHAT I THINK I WILL PROBABLY NOT
LISTEN TO THEM VERY WELL
BEST FRIENDS HAVE THE BEST COMMUNICATION

Active Listening Is...

- Relaxed undivided attention – NOW
- Eye contact - connection
- Clarification for accuracy by
 - Asking questions
 - Repeating back what is said - reflective
- Not interrupting
- Relate with the speaker; empathy
- Validating their perspective



→ DON'T ASSUME OR JUMP TO CONCLUSION
TELL ME MORE

Listen = Silent



→ SAME LETTERS ARRANGED
DIFFERENTLY

The Triple - A



We all want to feel...

- Acceptance
- Approval
- Appreciation



Appreciation

The deepest principle in human nature is the craving to be appreciated.

--William James



DO LITTLE THINGS TO SHOW
PEOPLE APPRECIATION

Communication Skill: I-Language

- Expresses requests, opinions, needs, feelings in words that do not blame, judge, attack, or assume.
- Deals with specific issues & behaviors.
 - Example: "I am confused. Please say that in a different way".
 - "I'm sorry sir, I didn't see your signal".



RESPECT

"You Language" The Opposite

- Blames, judges, assumes, or attacks the other person.
 - Example: "You confuse me".
 - "You didn't signal".
 - "You're wrong".
 - "You make me angry".



I-Message Formula

When you (non-blameful behavior description)
I feel (your emotion, if appropriate)
because (why the behavior is a problem-effect)
and I would like, prefer, appreciate, etc.
(what you want to happen)



Putting It All Together

"When you try to talk to me while I am on the phone, I get confused because I have difficulty concentrating on two things at one time. I would appreciate your waiting until I am finished, unless it is an emergency. Thank you."



*I'm REALLY Having Trouble
CONCENTRATING "*

"When you don't complete your work on schedule, it causes several other people to get behind in theirs. I would like to know if there is some reason you aren't getting it done, and if not, I need to have you complete it by the deadline from now on. Thank you".



Kurilla Marketing for Non-Profit

Chris Forbes

RECREATION THERAPIST

OFFICE
ON THE
1. ~~THESE~~
W/ MORE
RECENT

2. SEND & MAIL
RECORDS TO
ADDRESS, BETH
NEED
THE COOL
3. SEND LINK
TO MARKING

FOURSQUARE

Product - BEHAVIOR/ ATTITUDE
Place -

Price - COST OF VOLUNTEERING

65% INCREASE IN NONPROFITS

TIME

ENERGY

IMAGINATION

INFORMATION

HOW DO I ADAPT + RESPOND → WARRIORS USING UNCONVENTIONAL

Clearly defined role FOR EACH MEANS -
VOLUNTEER JOB

NAME - JOB DESCRIPTION

EXPECTATIONS & WORK STANDARDS

SHOW HOW EACH JOB FITS INTO ORGANIZATIONAL STRUCTURE

W/ FM
WHAT'S IN
IT FOR ME?

INCREASE JOB SATISFACTION → THROUGH LEARNING OPPORTUNITIES

TREAT THEM LIKE UNPAID STAFF -

PERSONAL DEVELOPMENT

FLEXIBLE SCHEDULES & INNOVATIVE APPROACHES

BENEFITS LIST OF VOLUNTEERING

FUN EASY POPULAR

TAG CLOUD

101 BENEFIT

LINE AROUND THE CORNER - SOCIAL PROOF

- TESTIMONIALS; SPOTLIGHTING

HOW DO VOLUNTEERS THINK?

DON'T LOOK FOR INSTANT GRATIFICATION - MYTH DOESN'T ALWAYS
WORK PAST

GO OUT ON A LIMB → GET TO THE FRONT LINE
→ MANAGE YOUR MESSAGE

PUT YOUR GUARD UP TEACH SKILLS + REWARD BEHAVIOR

ENCOURAGE CHARACTER NOT JUST PERFORMANCE

• MAKE VOLUNTEERS FEEL APPRECIATED

START A REVOLUTION

* BOWLING
ALONE
↓
DISPROVED BY
FACEBOOK

POST VIDEOS * SPEECHES THAT TELL YOUR SIDE OF THE STORY

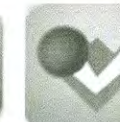
WRITE OUT THOUGHTS

INFILTRATE EXISTING FORUMS

C FORBES OKLAHOMA.COM

HOOTSUITE

Social Media for the Cautiously Narcissistic



Share	Create
Post Link Share RT <i>Re-Tweet</i>	Blog Tweet Post Video Post Picture
Add Friends Follow Invite Recommend Tag/ #hashtags	Reply/@reply Discuss Comment Like/Rank/Vote Direct Message
Networking	Participate



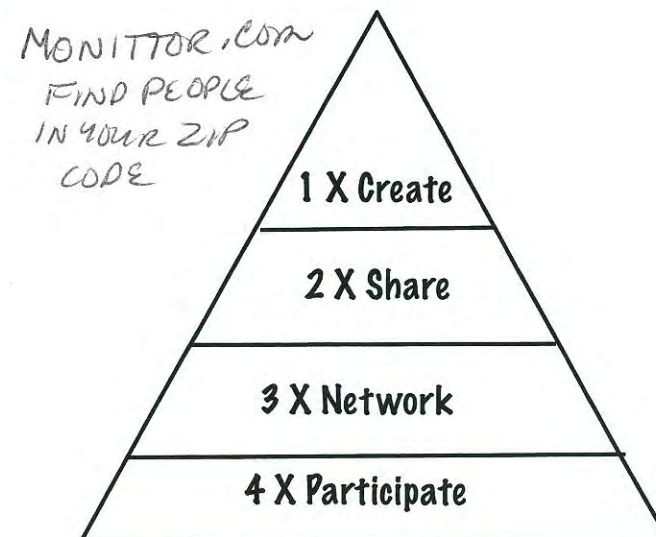
Complaint #1: "Social media is a complete waste of time."

Complaint #2: "The relationships on social media are too shallow."

Complaint #3: "People who use social media are vain because they think that people really care about the minutest details of their lives."

Complaint #4: "I don't have time for social media, I have more important things to do."

Social Media Hierarchy of Feeds



Notes

BABY BOOMERS - 1946 - 1961/64

3 TYPES

SKIERS - SPENDING THE KIDS INHERITANCE

STRUGGLERS -

SANDWICHES

CONSUMER GENERATION → GIVE THEM SOMETHING TO ENGAGE THEIR PASSION

DRIVE CHANGES

OK w/ TECH

HIGHER PROPORTION NEVER MARRIED / HIGHER DIVORCE

LIKE TO CHALLENGE SYSTEMS

GENERATION X 1965 - 1980

CHILDHOOD OF UNCERTAINTY

LATCH KEY GENERATION

HIGH CIVIC INVOLVEMENT

SCHOOL

SPORTS

ENVIRONMENT

RESULTS FOCUSED

LIFE/WORK BALANCE

FLEXIBILITY

TECHNOLOGY LITERATE

LIFELONG LEARNERS - LEARN THROUGH VOLUNTEERING

NON-AUTHORITARIAN, NON-HIERARCHICAL SYSTEMS

Notes

GEN Y - MILLENNIAL

BORN 1980-1995

GEN X ON FAST-FORWARD w/ SELF ESTEEM

HIGHLY ENTREPRENEURIAL

SOCIALLY RESPONSIBLE

DON'T BELIEVE IN BOSSES

COMFORTABLE w/ TECHNOLOGY ~ LIKES TO MULTI-TASK

ETHNICALLY DIVERSE

HUNGER FOR FEEDBACK + REWARDS

E-CARDS

TEXTING THANKS

I-GEN

INTERNET GENERATION

1995-2011

"ON THE EDGE OF THE NEXT PREDICTED REVOLUTION"

VOLUNTEER - THROUGH SCHOOLS

w/ PARENTS

VOLUNTEERING BECAUSE THEY'RE INTERESTED

SILENT GENERATION * LOYALIST
CUSTOMERS

Notes

VOLUNTEERING AS A LEISURE OR LEARNING OPP

WHAT DO WE NEED TO DO

FLEXIBILITY

MEANING / RESULTS ORIENTED

VARIETY OF OPTIONS

BIT SIZES

LEARNING

RESPECT

PROFESSIONALISM + MANAGEMENT

The Making of a Leader -
Leading by Principle? Motivating
Volunteers to be at their best!

Mike Jester
9/27/11

Volunteers - Relationships

- lead by passion & purpose

- Vol. want to be significant

- Lead by example - Make your character
count!

→ Recognize Character * compliment what ^{you see} _{in them}

→ praise for character

→ train for character

→ mentor character

test for character

→ expect character

* character is the filter that ^{all decisions} _{should be made} ^{through}

* Volunteers have ~~expertise~~ - match ^{them}

* what are you giving back to them?

→ Mentor character

→ prepare work for volunteer

- be available

- show they are valued

* character is a screen on the window to
keep the flies out

Screen for character -

+ have an internal awareness of
leadership vision principles that you live
by & share them. Develop your ^{vision} _{personal mission} - share

+ Principles to live by!

- 1) Prayer changes things!
- 2) Be principled, positive & persuasive
- 3) Overcome evil w/ good!
- 4) Serve at the feet whenever possible
- 5) Find out where your authority lies & go to work

* Make them feel important - out-serve them

* Vol. need perimeter & authority

- 6) Pursue excellence
- 7) Seek wisdom in a multitude of counselors
- 8) Serve without regard to gain
- 9) Make no debt
- 10) Give credit to others

* Character is a decision

→ text / communicate w/ your volunteers to show your gratitude - valued

- 11) Express gratefulness for the contribution of others
- 12) Honor those in authority over you
- 13) Encourage others leadership
- 14) Be accountable to your authorities
- 15) Be a respecter of all persons

* Use your volunteers correctly & efficiently

- 16) Treat others as you would want to be treated.
- 17) Work in coalition when possible
- 18) Speak the truth in love
- 19) Ask God for answers
- 20) Careful with vows & commitments
- 21) Guard your reputation
- 22) Be generous
- 23) Keep Dreaming
- 24) Value each Life
- 25) Be a person of integrity

* Attempt things that are sure to fail unless God shows up...

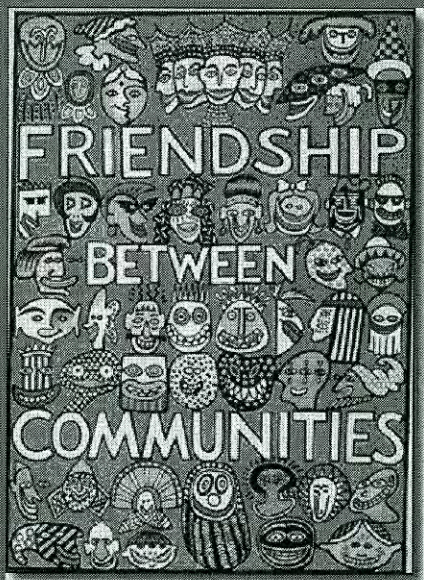
- work as though everything depends on Him; believe as though nothing could be accomplished without the help of God, because it's true

* Concentrate on the possible & let God take care of the impossible
→ help people to think bigger than you.



People First -Total Solutions

Effective People, Better Organisations, Stronger Society



TRAINING NOTES

Mind the Gap

Facilitator: Martin J Cowling

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1 ABOUT PEOPLE FIRST – TOTAL SOLUTIONS

1.1 Company Profile

People First -Total Solutions was established in October 2003 by Martin J Cowling and has experienced rapid growth in that time. The company works regularly with individuals and organizations in the US, UK, New Zealand and Australia on areas connected with not for profit management, staff motivation, effective volunteer management and constructive personal development.

Our clients include:

- **Australia:** Anglicare, The Salvation Army, The Smith Family, One Umbrella Australia Inc Bapcare, Dept of Family and Community Services and Indigenous Affairs and St Vincent de Paul
- **UK:** Community Service Volunteers, Warrington Volunteer Centre,
- **USA:** Arkansas Commission on Voluntary Service, Points of Light Foundation

CEO *Martin J Cowling* is one of Australia's leading consultants on volunteer management. He has worked with commercial and not for profit organizations for almost twenty years. Currently CEO of One Umbrella Australia Inc and CEO of People First -Total Solutions.

1.2 About your facilitator:

Martin J Cowling is a leading global consultant on not for profit and volunteer management. Currently CEO of People First -Total Solutions. Martin works regularly with individuals and organizations internationally on areas connected with not for profit management, Organisational Culture, Motivation, effective volunteer management, constructive personal development and financial disadvantage.

Martin's presentations are informative, thought provoking and beneficial. He is regarded in Australia and internationally as an entertaining, practical and helpful speaker. He is a regular speaker at conferences globally. He is founder and faculty member of The Australian Retreat for Advanced Volunteer Management and the Advanced Volunteer Management Institute in the USA. He is a regular presenter at the US *National Conference* on Volunteering and Service, the world's largest gathering of leaders from the not for pro sector.



Martin has published a number of articles in journals nationally and internationally and is currently authoring chapters for two textbooks on volunteer management. His qualifications include: *BA (Psychology), Grad dip Adult Education & Training, Grad dip HR & IRM, Dip Vol Management, Cert IV Coaching*

He is a volunteer with The Red Cross, a member of the Education Sub Committee for Volunteering Victoria and a member of the Volunteering Standards Committee for Volunteering Geelong.

DIVERSITY →

2 OVERVIEW OF THE WORKSHOP

Background

Society is living with a range of diverse people and behaviours. Managers and leaders of volunteers need to know how to manage the impact of diversity, Volunteer Managers need to identify how they will work within and influence their culture, particularly if their environment is very monocultural.

Process for the Workshop

This interactive session will include:

1. Understanding what we mean by diversity
2. The rationales for organisations to consider diversity
3. Considering the diverse people we are encountering
4. Learning about the six myths of diversity
5. Considering four steps to move on with

3 WHAT IS DIVERSITY?

Narrow v Broad definitions

NARROW - MINORITY GROUPS

BROAD - HETEROGENEOUS MIX OF PRODUCTIVE MOTIVATED & COMMITTED WORKERS



Why do we want diversity?

- Compliance →
- Harmony
- Inclusion
- Justice
- Transformation → FOODBRINGS PEOPLE TOGETHER - CHINESE LUNCHES

Why do we block diversity? - FEAR, LACK OF UNDERSTANDING, LACK OF COURAGE

Some Fundamental Principles

1. IMPROVE ACCESS TO VOLUNTEERING OPPORTUNITIES FOR ALL
2. VOLUNTEERING IS A RELATIONSHIP BETWEEN ORGANIZATION AND VOLUNTEER - MUST WORK FOR BOTH
3. NOT INTERESTED IN TOKENISM
4. MAY BE SOME DISCOMFORT TO YOU IN THIS SESSION
5. TREAT PEOPLE AS INDIVIDUALS w/ INDIVIDUAL NEEDS





4 SIX MYTHS!

A DIVERSITY IS THE NEXT FAD → IT IS FUNDAMENTAL

B IRRELEVANT TO ME/US/VOLUNTEERING

C VOLUNTARY

D EXTRA HARD

E RESTRICTED TO ISSUES OF RACE + GENDER

F SOLVED ALREADY



5 THREE BIGGIES!

① Religious and Cultural Differences RELIGIOUS ARE MORE LIKELY TO
WHAT LANGUAGE TO WE USE? VOLUNTEER -
US - VOCAB LEANS HEAVILY TOWARD CAUCASIANS
USE THEIR LANGUAGE - POSTERS / AD LOOKS LIKE THEM - TO RECRUIT

② Physical Differences

Differently Abled - SEE THE PERSON FIRST NOT THE ABILITY OR DISABILITY

Male/Female ANY MESSAGES THAT SAY MEN OR WOMEN ARENT WELCOME?
CHANGE THE LANGUAGE

Gay/Lesbian - MAKE IT SAFE FOR THEM & THEIR FAMILIES

Transgender/Intersex

③ Generational

Silent Generation

Baby Boomers

Generation X

Generation Y

Igen



6 FOUR STEPS to MOVE FORWARD

1.3 STRUCTURE

- DECIDE TO BE INCLUSIVE
- DEVELOP AN ANTI-DISCRIMINATION POLICY
- REPS FROM PARTICULAR GROUPS ON COMMITTEE/BOARD
- CONSULT W/ VOLS FROM DIVERSE BACKGROUNDS - INCLUSIVE
CONFIDENTIALITY & SENSITIVITY → BE PREPARED FOR HONESTY

1.4 TRAINING

PROVIDE TRAINING

INVITE A PERSON FROM THE DIVERSITY TO SPEAK

1.5 ENVIRONMENTAL

ESTABLISH WHAT RESOURCES THEY MIGHT NEED

ELIMINATE PHYSICAL BARRIERS

CHALLENGE BEHAVIOUR, PARTICULARLY LANGUAGE, WHICH
- CAN CAUSE OFFENSE

END HUMOR THAT IS CRUEL, DEMEANING OR
DISCRIMINATORY

1.6 PROMOTIONAL

START LOOKING AROUND YOU IN YOUR COMMUNITY

STRIKE UP RELATIONSHIP W/ LEADERS/ KEY REPS FROM COMM

PROMOTE DIVERSITY IN COMMUNICATION, FLIERS, NEWS

MAKE AN OBVIOUS STATEMENT ON YOUR WEBSITE

DEMONSTRATION THAT YOU ARE FRIENDLY TO A PARTICULAR
GROUP - AN EQUAL OPPORTUNITIES STATEMENT OR FLIERS

85% OF STORIES IN NEWSPAPERS ARE ABOUT CAUCASIAN
WOMEN OVER 65



7 BIBLIOGRAPHY

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Aguila, Leslie C. *Ouch! That Stereotype Hurts* Walk the Talk Company, 2006

Dyer Fryar and Jackson: **Turn Your Organisation into a Volunteer Magnet**, 2005
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Harvey E and Lucia A, **Walk the Talk...And get the results you want**

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Thomas, Roosevelt R, **Building on the Promise of Diversity**

Winfeld, Liz, **Straight Talk About Gays in the Workplace**

1.8 Websites

www.pfts.com.au

www.ozvpm.com

www.energizeinc.com

www.csv.org.uk

→ <http://www.diversitycentral.com/>

→ <http://www.scotland.gov.uk/Publications/2003/10/18394/28226> (Scottish research into needs of ethnic communities)

NB links and websites change. People First -Total Solutions does not guarantee the accuracy of these links.





Action Capture Sheet

As today progresses, use this sheet to record actions you might choose to take in the future.
At the end of the day, we will identify the key actions you will take in the future.

	Possible Action	Rating (out of 10)	Est. Hours	Priority
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Vol. Conf.

Wed. Sept 28

- Youth Mentoring - Pastor Travis Hartfield -
Lifechurch.tv - MWC

- Burdens laid on our hearts.

- N.O.W. - No Opportunity Wasted

- Everyone has a past - good or bad -
it doesn't define you.

* Mistake people make - thinking
"troubled" kids are just a nuisance

- there can be no real darkness without

→ God can heal you without changing your
circumstances

- Ownership

5 Areas for mentoring - Youth spend

1) Character

2) People / Health

3) Money

4) School

5) Family

the majority of their
time (youth)

Hide
Music
Lifestyle
Limbs

Steps -

1) Getting past the past

2) Dealing w/ issues → education on life
skills

3) Strength test / ownership / permission / comfort
to be original (not a carbon copy)

Strengthsfinder 2.0 (high school / adults)

Wed. 9/28/11

Volunteers - Help or Hinder

by Claudia Meiling - RSUP Julia
Retired Senior Volunteer Program

→ Volunteer Management -

* Motivations: WIFM - See slide handout

* Native American Tribal motivation?

Use. Conf. Youth Mentoring - Pastor Jarvis Hatfield -
- N.O.W. - No Opportunity Wasted
- Everyone has a part - good or bad -
it doesn't define you.
* Mistake people make - thinking
"troubled" kids are just a nuisance
- There can be no real darkness without
→ All can heal you without changing you
Circumstances
- Ownership
5 Areas for mentoring - youth spend the majority of their time (youth)
1) Character
2) People/Health
3) Money
4) School
5) Family
Native
Vulnic
difficult
humor

Christine Scovell

Wed 9/29/11

www.volunteeralive.org

Yukon Volunteer organization

Volunteering - about the feeling

- Be sensitive to others

- A History

CAVAA

- Congress of Vol. Admin. Assoc.

- Advocacy organization

Notes from Emily at conference

Here are my notes from the guerrilla marketing session. The other sessions I mostly used the handouts and wrote a couple words here and there, but nothing that would be super useful.

guerilla marketing for nonprofits – Chris Forbes

- package *behavior* as *product* to satisfy the public (recycle, buckle up, don't drink and drive)
- social media – everybody is a marketer
 - rule of 52: # of people at weddings and funerals, # of people one person knows well & influences

no money? → you do have time, imagination, energy, information

wiifm- what's in it for me? broadcast on that frequency

- If you don't manage your message someone else will
- tag cloud- benefits of your organization, brainstorm 101 things, use for recruitment
- FUN! EASY! POPULAR! brand yourself with social proof- testimonials, spotlights, news that reinforces your popularity
- don't look for instant gratification- people need to see something 9x before it impacts them or they respond
- go out on a limb
- put your guard up (teach skills & reward behaviors)
- make volunteers feel appreciated