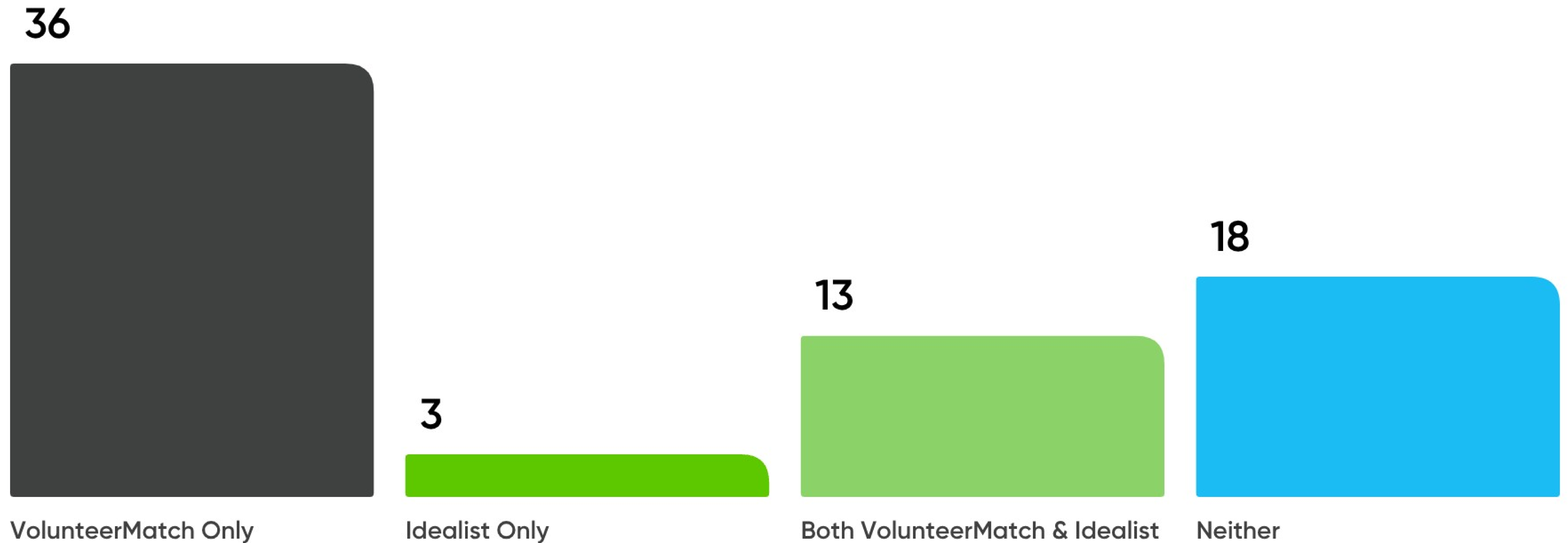




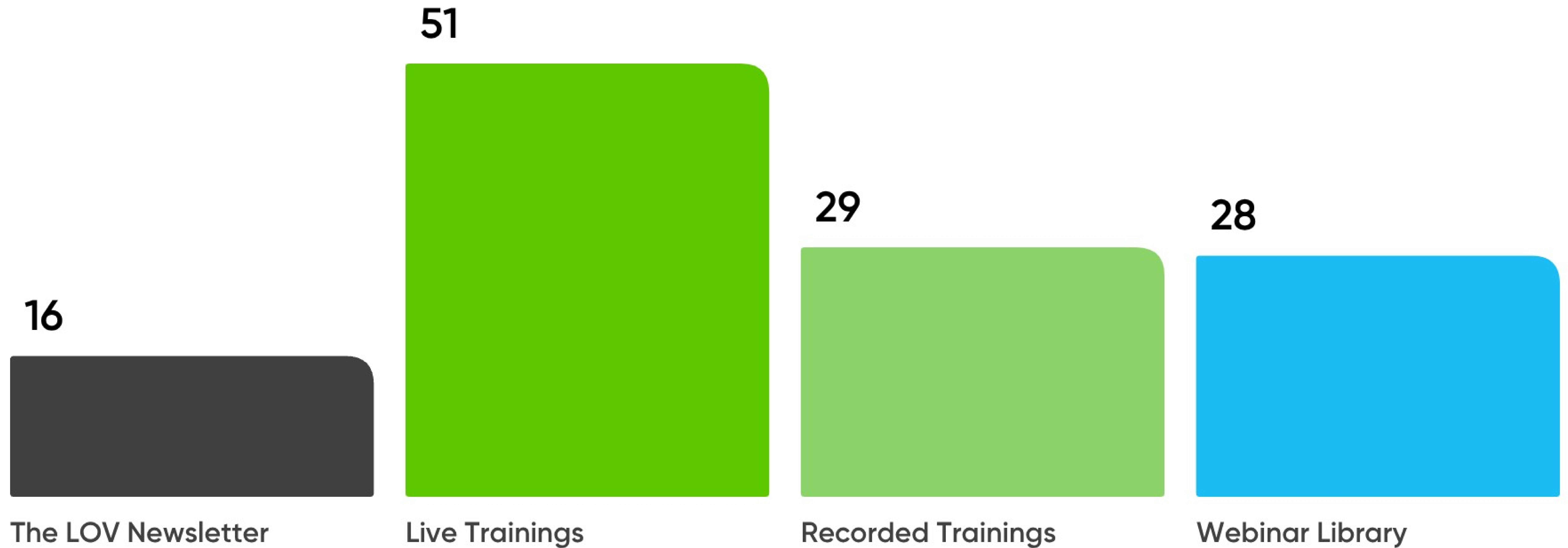
Creating Connections Workshop Series: Orientation & Team Building



Are you currently using:



Which of these VolunteerMatch Learning Center do you find valuable



Welcome!

This series is designed to walk you through the most important components for creating connections with new and ongoing volunteers.

- All resources and recordings will be shared
- You'll get out what you put in – consider planning an hour of focus time between workshops
- I can't do it for you, but I'm here to help

Creating Connections Workshops

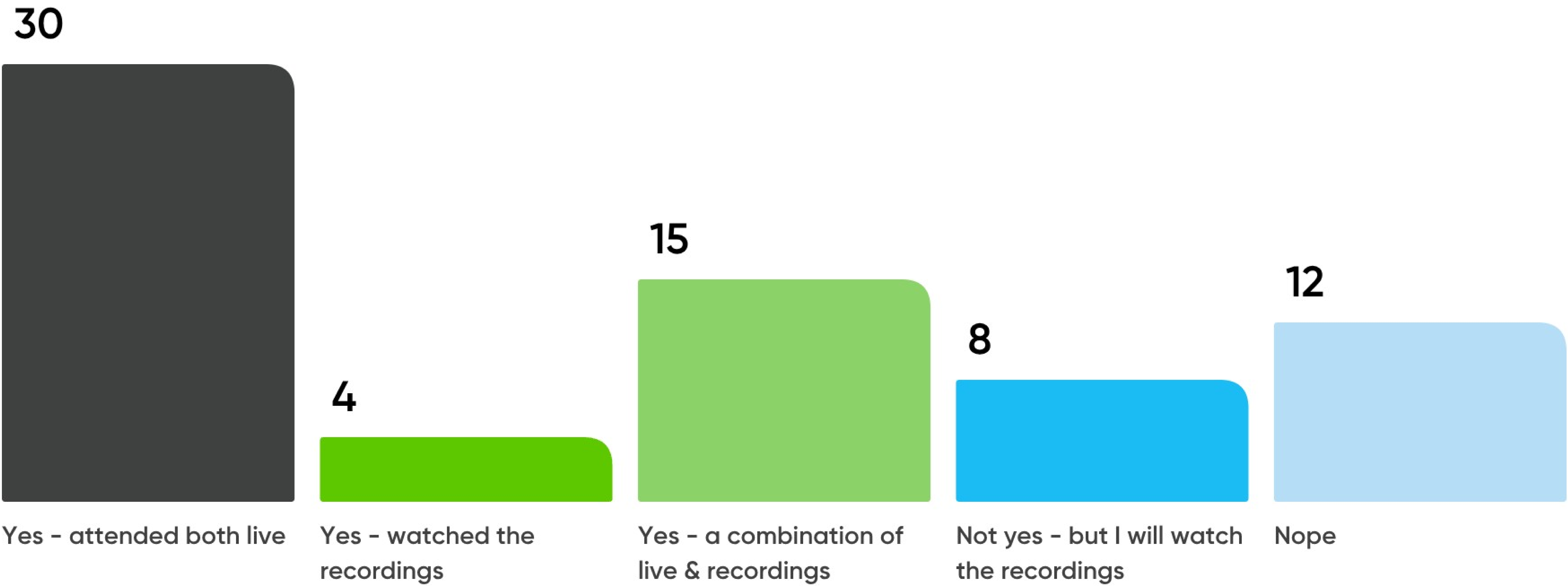
Previous Sessions:

- Kick Off
- Invitations & On-boarding (unfortunately no recording)

Next week we'll cover:

- Appreciation and Recognition

Did you attend or watch the previous sessions?



If you attended or watched did you:



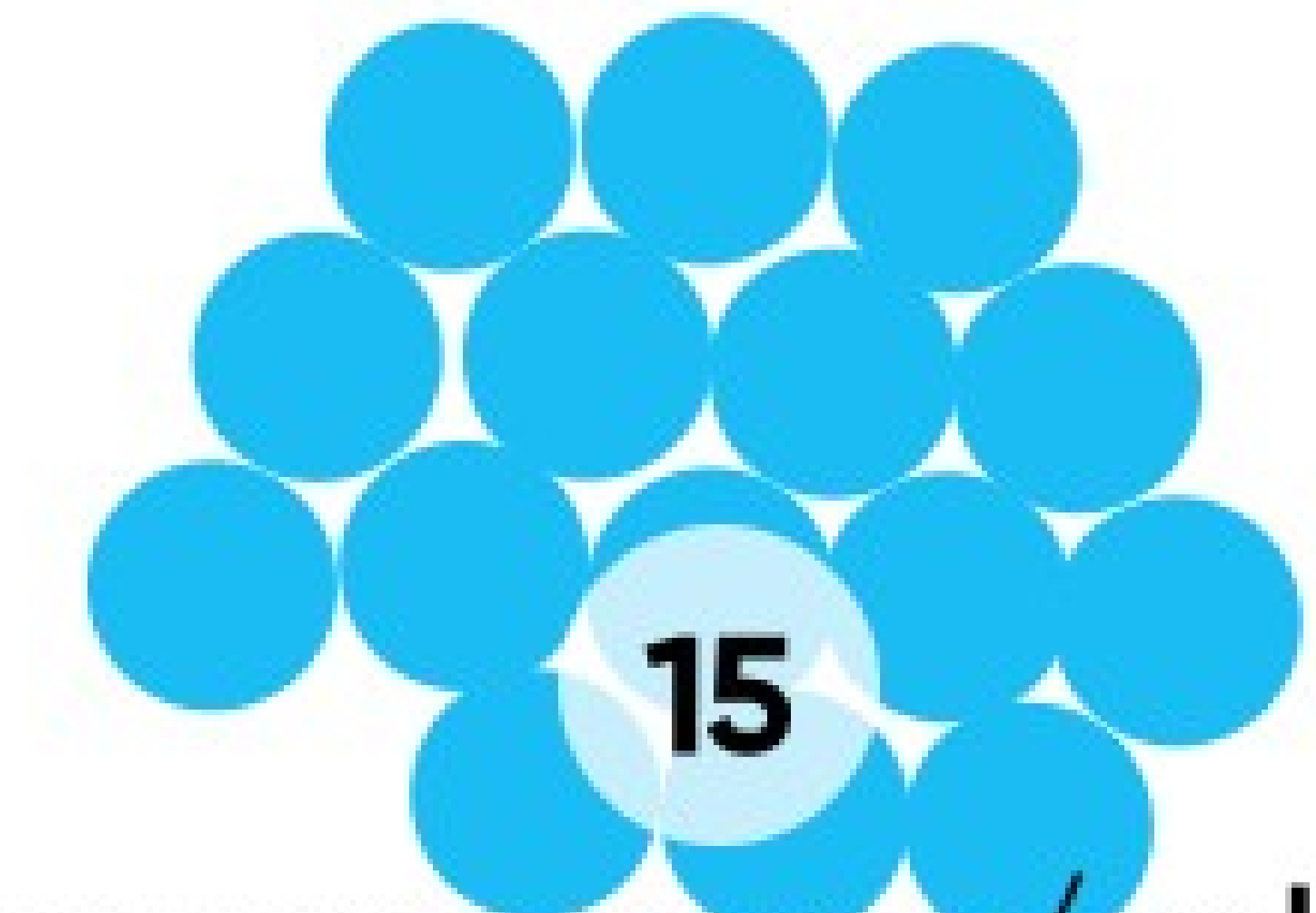
Review the Kick off worksheet



Complete the Kick Off worksheet



Review your retention/
satisfaction data



Talk to a manager/colleague



Think differently about volunteer
relationships



Review the Invitations & On-
boarding worksheet



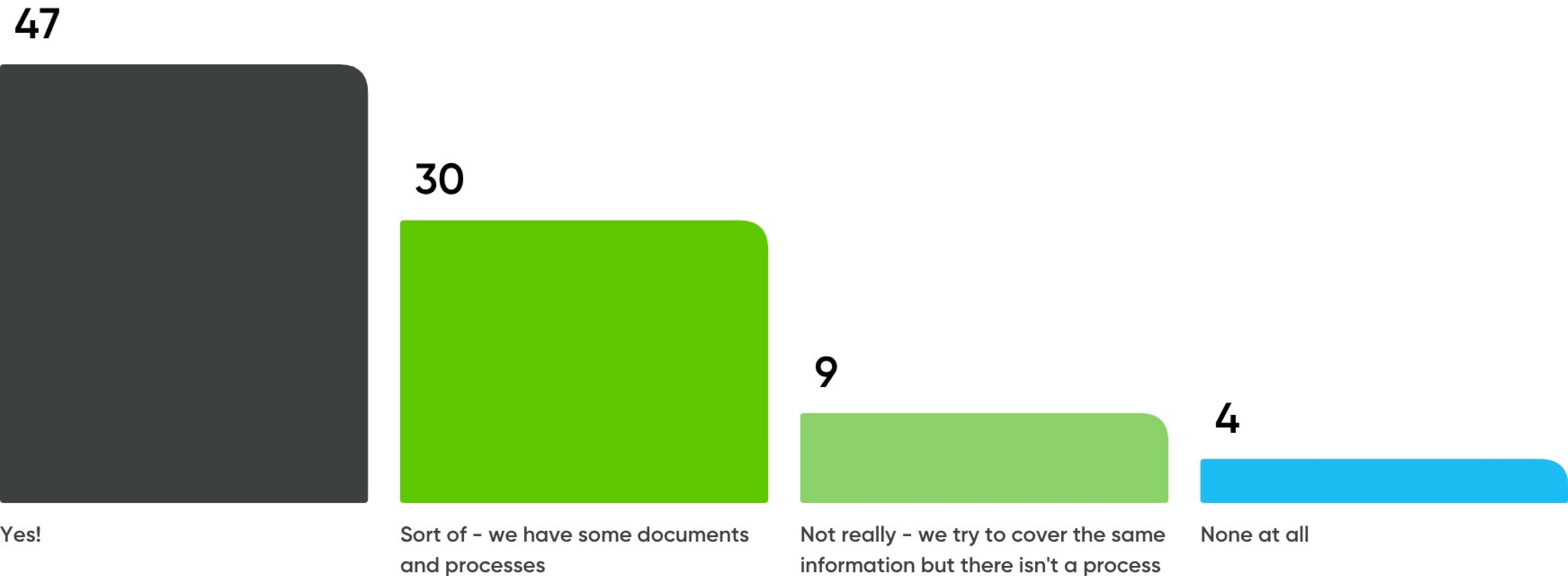
Complete the Invitations & On-
Boarding Worksheet

Creating Connections

Orientation – to the work and culture – and Team Building play an important role in connecting volunteers to the organization and the mission.

- How do you do the work (training) and what you do and why (orientation) can create a foundation and strong connection.
- When done in an ad hoc fashion it can create tiered experiences.
- Volunteers who don't know what to do, or who to ask may do things the way that seems best to them. Those that are under supported may ghost or drop off.

Do you have a formalized process to orient volunteers to the work/mission?



What are you currently doing to orient new volunteers to your organizations work and culture?

Virtual training

volunteer manual

There is a formal process

Online training and DocuSign forms along with an in person meeting

We have orientation at the beginning of the year and we'll send the docs for vols who join later. I def want to change this!

Virtual training

Mandatory ride alongs and team meetings

Face to face trainings

What are you currently doing to orient new volunteers to your organizations work and culture?

Start with a phone call, send handbook, virtual orientation. Did first orientation this morning!

Virtual training, although our center is different to org

Formal orientation

In person orientation/training

We have an intro walk through where we have the volunteer enter the space and talk to them about the mission and story

Orientation, followed by trainings, volunteer manual, continued communication via email

Organic part of orientation and training

In person quarterly training

What are you currently doing to orient new volunteers to your organizations work and culture?

online training that goes over volunteer policies and procedures

We send a welcome email with links to a volunteer website and handbook. Volunteers for some roles receive this, while others don't follow the same process.

Volunteer handbook. Meet and greet. Orientation to the organization with videos. Training.

We have a manual, virtual trainings, and on-set orientations before the tasks.

Handbook

Learning a new process

Hands on training

application process and then in-person orientation at the event

What are you currently doing to orient new volunteers to your organizations work and culture?

Lots of org documentation - Team leaders who mentor,

Handbooks, virtual and in person trainings

Volunteer orientation - follow checklist Meet with site manager to get perspective from staff directly benefiting

video training, tour, and signing documents

We're currently revamping our whole process. Starting with outlining volunteer types and currently drafting out various orientations.

We have 2 in person orientations for people to receive info, meet their staff lead, walk the event space, review job descriptions, and ask questions.

Manual , virtual,

Working on that framework now and that's why I'm here.

What are you currently doing to orient new volunteers to your organizations work and culture?

In person training,
online orientation

Written procedures

in-person group orientation
monthly - explain the
programs, familiarize with the
building protocols, and
volunteer expectations. We
provide snacks and little
organization goodies as a
thank you.

Mentoring

In person training after
virtual training

Information sessions
and interview all online

I have been changing,
adjusting, and updating it
through the last 2 months.
We send emails with letter
attachments and give an
"orientation" tour. I am
working on a shadowing
process.

We do a 10-15 minute
initial phone call to
prospective volunteers
before the 2-day
traditional, in person
orientation.

What are you currently doing to orient new volunteers to your organizations work and culture?

We have quarterly volunteer orientations. We are building a manual.

In-person 4 day training.

A 1:1 orientation/presentation 100% open to Q&A

Volunteer Information Packet. Orientation before start of event.

Training and handbook

We could improve by building a richer volunteer community experience.

Give a tour and explain the why. In the process of creating reference sheets for restocking and distribution. (Food pantry)

Application process & orientation with library tour

What are you currently doing to orient new volunteers to your organizations work and culture?

Trainings , class observations, once onboarded then continuing professional development opportunities throughout the year, newsletters

2 virtual meetings for handbook and then digital asset reviews

Giving a tour and having conversations about what they want to share to share with our seniors. I have a volunteer area with corkboard with check lists or ideas of what things to do during their visit

In person with very detailed manual, visual presentation, virtual training, testing, review. specific follow up throughout the year.

Volunteer Manual, SOP for each volunteer areas, in person/virtual orientation, meetings each month with guest speakers, and education courses

in-person and virtual meetings.

In depth training with lunch/refreshments and a variety of trainers Culture building Education about the resources they are protecting

After orientation volunteers attend mandatory shadowing shifts with seasoned volunteers, recap sessions (reviews orientation in a smaller scale and expectations), training forms

What are you currently doing to orient new volunteers to your organizations work and culture?

on-boarding video call with expectations before they come in the door

Virtual overview, meet and greets, committee descriptions,

Partnering with internal volunteer services to do a partial combined training

Giving prospective volunteers the flexibility to attend a 1.5 hr training either via Zoom or in person at our office. We then maintain open lines of communication - give them a feeling of connection

A walk through the office to see and meet everyone.

Face to face

Current volunteer panels

go with them on the first visit

What are you currently doing to orient new volunteers to your organizations work and culture?

We have a mix of face to face, virtual, and online training

Our in person trainings are working but we see less understanding among folks who can't attend and have to have virtual options.

In person trainings & handbook.

Virtual trainings

Go over process one on one in Zoom call & have volunteers review mission & history online

Face to Face

formal orientation, meet and greet other volunteers

Fly on the wall before jumping in on their own

What are you currently doing to orient new volunteers to your organizations work and culture?

Issue: we are not up front about additional duties. This leads to volunteers becoming overwhelmed.

Introduction hike with educational information and our story and mission

once monthly orientation, walkthrough, presentation and conversation

shadowing, training

online training that lives in google classroom

several different roles which require different levels of orientation. Emails, published guidelines, in person orientation.

Review job descriptions so they know expectations

Time explaining where they fit into the big picture

What are you currently doing to orient new volunteers to your organizations work and culture?

Phone screening, in-person interview and orientation (at the same time, if it goes well), and then give procedures manual to give back

Express orientation for those that don't need the full on orientation.

We try to plan a welcome event but its difficult to have one date where we are all available

What themes or trends can you see in how well it's working or not working?

Going through training before getting a sense of the culture

Haven't done surveys to confirm how well it's been working from volunteer experience.

helpful to orient them to the culture, but not so much the work. It's hard to know if they would be a good fit.

There's just no way they can retain all of it

Program staff has more complaints about vols :(also retention is challenging

We are not transparent in sharing information about additional duties and time commitment.

After the orientation/training seeing how much they volunteer

Seeing more working adults volunteering - they want it streamlined and always request "no role playing" as part of the process.

What themes or trends can you see in how well it's working or not working?

Im always updating it based on previous reviews

The process is working well, but the paperwork may be more than expected and it may be difficult for volunteers to get TB and physical done before starting

We survey them after orientation to ensure it met their needs.

People get excited to volunteer with us after orientation, but then it gets left to (our few and overworked) staff to continue training, which is where people tend to fall off

Our volunteers generally understand and buy into our mission before starting their work with us.

retention is vey challeging because commitment levels are required to be high

Participation rate post orientation.

volunteers completing requirements, questions they have, excitement after orientation

What themes or trends can you see in how well it's working or not working?

Send a follow up (email) with a specific task, which I've asked them to choose at the end of the Orientation Session. Calling 3-4 weeks after Orientation to check in

Helpful to point them to our interns to ask questions if staff isn't available that way they're more comfortable to ask questions

Going through training before getting a sense of the culture is not working! People go through 10 hours of training and realize that they don't like the work

We need post-training surveys. Those in Virtual training have more questions on the day-of than those who attend in-person.

Attend group trainings

Without having a SET schedule, onboarding volunteers 1:1 gets cumbersome...but don't want volunteers to lose engagement while waiting for a group session

Always keep updated trainings.

after 3 months we do a performance path review- working very well

What themes or trends can you see in how well it's working or not working?

Volunteers going through interview and attending orientation, but once active disappear.

I've just started building a volunteer program from scratch and have no idea what works and doesn't yet. But I usually promote having fun and bringing joy with our elders in anyway.

Our processes work, but we can do better IF we had resources. We are near zero revenue, so any upgrade in our processes would be a luxury

Volunteers sometimes don't feel quite as secure and ready to dig in as we might like.

Exciting feedback and wanting to contribute what they have created from the inspiration they have gained doing the volunteer work

New and returning volunteers don't always know what information is available and where to access it. We may have listed out details in the handbook, but that doesn't mean anyone reads it.

Different trainings/presenters are strong and not as strong. Clear and not as clear.

Retention for service and important information.

What themes or trends can you see in how well it's working or not working?

Found giving a copy of PP for them to take notes helps a lot

Losing volunteers

Sharing their ideas because they care about the work.

Not working - long term time commitments vs short-term project needs

Scheduling issues, seems like a good fit at first and then they tell us all the limitations they have

It's based on training previous reviews

Being open about what is going on in the organization that would impact department. Getting more staff to participate in ongoing training for our volunteers which has somewhat declined.

Breakout sessions for small groups to speak with Team leaders and a second break out to discuss healthy boundaries

What themes or trends can you see in how well it's working or not working?

Volunteers expressing appreciation for the treatment and management they are receiving

they don't complete the feedback evaluations

We rush the orienting process. This leads to a lack in the quality of the volunteers we bring into the program.

Information overload so the retention isn't there. Long process to onboard. Orientation is dry needs to be more interactive to be more engaging especially with our student and young adult population

yes

Yes

sending team email

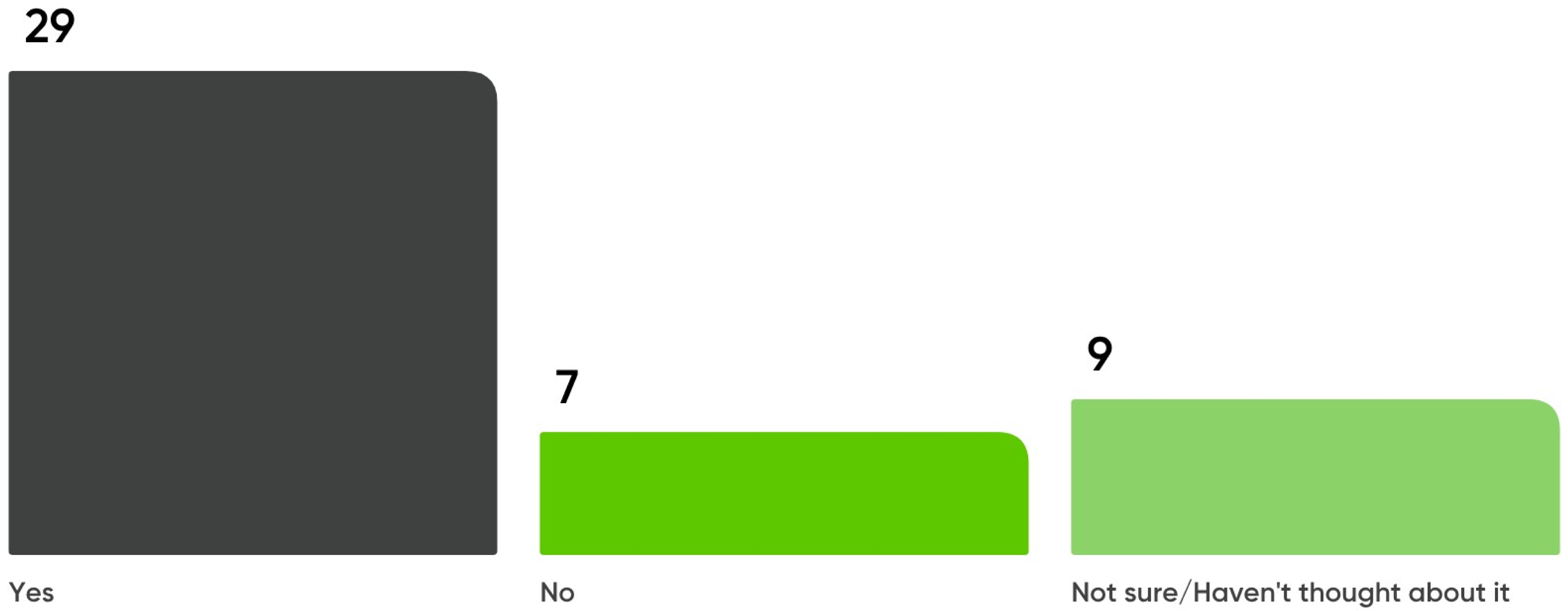
We're considering adding a mentor or sponsor who is established

Creating Connections

Team building helps new volunteers feel like they belong, have support, and are working to a common goal. It doesn't just happen!

- Do experienced/seasoned volunteers believe team building is their responsibility? Do supervisors? (Paid and volunteer)
- Social component/connecting with others who care about the same thing is an important part of volunteering for many volunteers. Antidote to loneliness.
- Culture/subcultures or volunteer leaders may undermine team building initiatives.

Is being part of a team a key component to successful volunteer engagement for your organization?



How do you currently approach introducing new volunteers or launching new cohorts?

an email welcoming them

Meeting the team, introducing them to interns and other vols, email welcome

We have a small volunteer panel during orientation

We have a solid Intern/Cohort process - other teams do more of ad-hoc processes

Have a volunteer spotlight in my monthly newsletter

New Volunteer Orientation, Shadow Shifts, Remote Online Training, Onboarding with the Volunteer Services Manager.

After confirmation and background check, calendar invite and email intro to program staff

email welcome and meeting our team

How do you currently approach introducing new volunteers or launching new cohorts?

An email to introduce them

welcome email introducing them to staff and local volunteers

We invite them to sign up in Bloomerang volunteer where they fill out intake forms. We have orientations and quarterly mixers.

New volunteers in the training session, at volunteer support meetings or volunteer recognition coffee/lunch.

We do not have a process for that

We have huddles before volunteering shifts and introduce the new volunteers and recognize "Super Volunteers" who are great resources to ask questions.

Orientation with staff they may work with present as well as existing volunteers so they can interact with someone who has been a part of the program.

Introducing to other current volunteers during interview tour

How do you currently approach introducing new volunteers or launching new cohorts?

A Email to welcome them to the organization

There is a supervisor so I introduce them via email first and then they join the shift.

We hold occasional tutor shares online, but we're working on establishing a quarterly coffee or other gathering.

A thorough tour of office including meeting all staff

Orientation & Training event, email welcome with specific tasks to follow up, follow up call to check in, invites to community events, bimonthly email newsletter

We team them up with a mentor volunteer for their first two shifts. Then they meet their supervisor.

welcome email. If they join a group Zoom call, I try to give them a special shout-out/hello

We have them do an About me Collage and have them introduce themselves at their first group mentoring session

How do you currently approach introducing new volunteers or launching new cohorts?

Email followed by a card thanking them for volunteering

a welcome email but I would like to host a volunteer mixer with staff and other volunteers present.

Personally introduced to patient/staff and facility they are visiting hospice patients in

Meet key leadership and a meet and greet with other team members.

Welcome information containing important daily information as well as documents for success.

We introduce new volunteers to the returning crew during the 2-day orientation. We want to begin meet-ups before the 2-day meetings, in person or virtually. Cafes, etc.

Group seasonal training that brings back returning volunteers and new volunteers together so they can meet

We have monthly events like Spirit Night, Happy Hour, events, etc

How do you currently approach introducing new volunteers or launching new cohorts?

Opportunity when available to work with a mentor

We have new volunteers shadow experienced volunteers first

Include them in our introduction area in our newsletters

we have them join our slack channel and introduce themselves to everyone

Introduce to other coordinators as well as managers within department

At meetings

email welcoming, schedule meet and greet, warm welcome, tour of facility, department

Our training process could use some work, but orientation and on-boarding processes are working well.

How do you currently approach introducing new volunteers or launching new cohorts?

Needs Work: Streamlining the initial intake/contact process.; having a SME for volunteer inquiries and matching with opportunities.

What's working with your current strategy, and what could use some work?

Onboarding

Retention!!!! That's the hardest!!!

We need more definitive training

We could utilize more mentors.

Virtual training more specific to our center

Need to work on volunteer introductions to the team

System in place works well overall and covers everything. I think more mentoring by a seasoned volunteer would be great. Sometimes it's set up on shifts, others it's not so that is more challenging.

We can do more with creating a team. Though our volunteers "work" as individuals, they want to have more connections

What's working with your current strategy, and what could use some work?

recognition and being part of an awesome team

Recruiting but keeping up with onboarding and the HR REQUIREMENTS

retention, how do we meet the needs but also the availability of volunteer

Retention has been a challenge

Recruiting new volunteers is the most challenging!

Adaptability of the training - in person, online, coffee meetings. Biggest issue is keeping them as busy as they would like to be.

Retention. And Getting buying for long onboarding process.

We could do better at making our volunteers feel a part of the team. Most of our volunteers work independently and don't interact with staff or volunteers much

What's working with your current strategy, and what could use some work?

Volunteers like guidance in the early stages. Engagement and retention steps need work

Our onboarding and retention are pretty good, but our volunteers could feel more connected and integrated into the organization's big picture.

Onboarding is good, do want to add to it as well. Retention is not so great.

Working: training, I think
Not working: appreciation, expectations about commitment, retention

Retention

Getting people to show up consistently for volunteer shifts

programs are expanding and need to increase recruitment numbers

General recruiting is VERY difficult and needs lots of work!

What's working with your current strategy, and what could use some work?

Need more seasoned volunteers to step up and work with new volunteers.

The current 2-day orientation is great to gather new volunteers, but I think the process is overwhelming and lacks team building. Folks tend to keep to themselves/silo instead of actively connecting.

Having a part-time or full-time assistant to help handle the volume of volunteers and events. Not able to include all groups wanting to be involved.

Having enough new volunteers at one time. Since its several days, need to make everyones time worth it

We've been doing a Summer of Service series to bring new volunteers in in a fun way, but need to find a way to keep them coming. People sign up for multiple shifts but many dip after one and ghost us.

Office mixers between different volunteer programs and inviting staff as well.

more work needed is paid staff training

Communication needs to be better.

What's working with your current strategy, and what could use some work?

need to increase capacity of volunteer management team to handle the load and plan more events for them

A lot is working, what can use work is how much ownership and possessiveness they have. The passion can become to passionate

Volunteers follow up with notes

Retention is almost non-existent.

We've grown from 16 to 200+ (with interns), 140+ long-term volunteers. Doing pretty solid

Mentoring has helped with retention tremendously!

There are several different volunteer programs so it can be challenging having all the different program onboarding procedures.

More consistency in experience of volunteers on their first shift-our process is good for getting people in the door quickly, but a solid foundation is not guaranteed because staff resources are thin.

What's working with your current strategy, and what could use some work?

Keeping motivated on the mission when election interest goes up and down is our only issue.

What's next?

Get ready for next week!

- Recording and slides + Orientation & Team Building worksheet will come to you tomorrow.
- Consider who else could or should be involved – paid & volunteer staff, and start some conversations.
- Explore how you might gather feedback from volunteers – if you aren't already.
- Review your current appreciation and recognition activities before next week.

Thank You!

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