Educating Members, Volunteers & Leaders

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KELD
Kentucky Extension Leadership Development
Objectives

- Distinguish the elements of an effective orientation program
- Examine organizational procedures required for Client Protection
- Evaluate resources necessary for a positive experience in EHM
- Design learning situations for continued skill development
Introduction

- Four components of Educate
  - Orient
  - Protect
  - Resource
  - Teach

- Educated, empowered members, volunteers and leaders serve EHM more effectively and have a more positive experience.
Planning for Education in EHM

- What would newcomers need to know in order to feel welcome?
- What would newcomers need to know to fully participate in EHM and its programs?
- What would new members, volunteers and leaders need to know to be successful in EHM?
Orientation

- Provides an overview of the organization’s programs, activities, policies, procedures.
- Include the roles of paid and volunteer staff, organizational leadership structure and the ways that individuals can serve.
- Should be presented to all newcomers.
- Provides an opportunity to become acquainted with the role, organizational culture and environment.
Orientation

- May be presented in a variety of ways.
  - Personalized
  - Individual conversation
  - Groups in classroom settings
  - On-line
  - Individual study packet

- Everyone should understand how the role of members, volunteers and leaders contributes to the work of EHM.
Protect: Reducing Liability

- Learn about risk management strategies such as appropriate and acceptable behaviors, conflict resolution, personal liability and confidentiality issues.
- Explaining the concept of risk management, developing an awareness of potential liabilities, alternate methods of insuring losses and minimizing liabilities.
Protecting EHM participants

- In what ways could CES protect our members, volunteers and leaders?
- What specific activities result in risky situations?
- How can risky situations be avoided or addressed?
- What behaviors are acceptable for members, volunteers and leaders?
- What behaviors result in risky situations and how can they be avoided or dealt with?
Resource

- Providing information, materials and facilities necessary to complete their role
  - **Human resources**
    - Clerical Support, Technical Support
  - **Educational resources**
    - Curricula & Materials
  - **Financial resources**
    - Funding sources, budgetary guidelines, fundraising, grants
  - **Technological resources**
    - Computers, software, internet, wireless service
Resource

Consider the following questions:

◦ What resources will individuals need to gain the most from this experience?
◦ What are the most effective ways to make these resources available to those who need them?
Teach

- Developing the skills necessary to serve the organization
- Teaching strategies should include a variety of instructional methods and address multiple learning styles.
- Without education, participants may not be able to perform their assigned tasks well.
- Insufficient learning opportunities lead to turnover.
- Employ innovative teaching methods.
Teach

- It’s important to identify and differentiate the educational needs of members, volunteers and leaders.
  - What do you need to know in order to more effectively serve EHM?
  - Utilize the KELD materials to educate and develop EHM members, volunteers and leaders.
Conclusion

- Educating members, volunteers and leaders about their role in and service to EHM benefits the organization, its staff, clientele and those who serve it.
- Educating adds stability to EHM and enables its members, volunteers and leaders to effectively represent, lead and serve.
- Well-informed members, volunteers and leaders represent EHM positively and effectively
  - Improves retention and expands outreach
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