Sustaining Members, Volunteers & Leaders

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Objectives

- Identify ways that EHM could involve more members, volunteers and leaders.
- Determine how to recognize volunteers in ways that are meaningful and rewarding to them.
- Analyze retaining, redirecting or disengaging individuals as alternatives in sustaining in EHM.
Introduction

- Sustaining adds stability, credibility and continuity to EHM.
- Sustaining strengthens an organization by building traditions that will be celebrated and define the culture of EHM.
- Sustaining members, volunteers and leaders is imperative to the health and well-being of EHM.
Introduction

- Five components of Sustain
  - Evaluate
  - Recognize
  - Retain,
  - Redirect, or
  - Disengage
Evaluate

- A performance evaluation determines whether the goals of the individual and the organization have been met.
- Evaluation enables everyone to learn from past accomplishments and mistakes.
- Provides a framework for decision making for new assignments, promotions and recognition.
- Should be on-going both formal and informal.
Evaluation

- Provides an opportunity to examine a program or performance and determine ways to strengthen, improve, expand or refocus.
Evaluation information

- Participation numbers
- Program information and feedback
- Input from clients, program participants and other volunteers
- Ratings on specific quality indicators
Evaluation

Include open-ended questions:

- How could this program have been improved?
- How could this role have been performed more effectively and efficiently?
- What do you like best and least about serving EHM and this role?
- How might EHM involve more members, volunteers and leaders?
- How might EHM expand its outreach and services?
Recognize

- Members, volunteers and leaders should be recognized for their contributions to EHM and FCS clientele.
- May be formal or informal.
  - Publicly; includes extrinsic, tangible award
  - Privately or spontaneously; intangible reward
- Helps recipients feel they are making a meaningful contribution to the EHM, its programs and clientele.
Effective Recognition

- Should fulfill the individual’s motives to continue service to or involvement with EHM.
  - Achievement
  - Affiliation
  - Power
  - Avoidance
Recognition Activity

Consider the contributions of five different EHM.

◦ Have each made the same contribution?
◦ Should all be recognized in the same manner or receive the same type of recognition?
◦ How would each of the five most appreciate being recognized?
◦ Do you believe that some people truly don’t want to be recognized? Why or why not?
Retain, Redirect or Disengage
Retain

- Must be planned
- Contributes both strength and continuity
- Best accomplished by:
  - meeting individual needs
  - serving continuation motives
  - providing a fulfilling relationship with EHM, its members, volunteers and leaders.
- Don’t assume the individual wants to continue.
- First step is identifying and determining the individual’s needs and interests
Placement Questions

- Why do you want to join / serve / lead EHM?
- What do you hope to gain from your association with EHM?
Continuation Questions

- What motivates individuals to continue their association with EHM?
- How can these motives be fulfilled?
- What do you most enjoy about your association with EHM?
- What would you prefer to do more often?
- What do you least enjoy about your EHM role?
- What would you prefer to do less often?
- What EHM traditions do you most enjoy?
Redirection

- Some individuals need a change of pace, a fresh perspective or an opportunity to succeed.
- Some individuals have not been placed in a role that was a good fit.
- May be a sensitive issue
Redirection Questions

- Has the individual been placed in the role providing the best fit?
- Can the individual be better utilized in another role?
- What role will provide the best fit for the individual and EHM?
Disengage

- A natural occurrence in every relationship, and encounter.
- An individual may choose to leave EHM for any number of honorable reasons.
- An individual may need to be disengaged to protect the organization, clientele, staff, members, volunteers or leaders.
- Plan for membership turnover, volunteer disengagement and leadership succession.
Disengage

- EHM who choose to disengage should be allowed to do so with dignity and respect.
- EHM shouldn’t be made to feel guilty about their decisions.
- An individual may need to be disengaged to protect the organization, clientele, staff, members, volunteers or leaders.
- Plan for membership turnover, volunteer disengagement and leadership succession.
Disengagement as a process

- Clearly defined in the CP Handbook.
- Must be handled objectively.
- Individuals asked to disengage should be handled discretely and with respect.
- Research the situation thoroughly; take steps to make a good, fair decision.
- Acknowledge the contribution made by the individual; identify the factors and the reasons involved in the disengagement.
- Contact the Volunteerism Specialist for support.
Disengagement questions

- Is the situation or offense well documented?
- Has the situation or offense been thoroughly researched?
- Has the agent tried remediation, intervention or supervision?
- Could the individual be re-motivated, reassigned, retired or re-educated?
- Is disengagement the only remaining or best option?
Conclusion

- Sustaining members, volunteers and leaders and their continued efforts and service to EHM is imperative to the continued health and well-being of the organization.
- Sustaining strengthens EHM by adding stability, credibility and continuity.
- A sustained membership, volunteer force and leadership base enables EHM and FCS to focus efforts on programs and clientele, rather than infrastructure.
Conclusion

- It is unrealistic to believe that every individual will want to continue his or her association and involvement with EHM.
- Much can be done to strengthen and extend that relationship and continue the individual’s service to EHM and FCS.
Conclusion

- Building a tradition of service will result in a stronger, more viable organization, that is better able to accomplish its mission, fulfill its vision and achieve its objectives, goals and action steps.
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