

POWER OF CONNECTION
Leadership Webinar, February 3, 2023
Notes from Jane Denovchek breakout group

Take-aways from Tara Slevin's presentation:

- Have hospital departments recognize volunteers during National Volunteer Week/Month – kind of a role reversal from just having the volunteer services department do it
- Engage the hospital staff in recruiting (e.g., students to their parents/grandparents, recent retirees after one year post retirement)
- Create a succession plan and document to share, so people know they are not accepting a role indefinitely

What would you do if you knew you couldn't fail:

- An observation - volunteers aren't really apprehensive about failing if you match them well with their position and provide orientation and training
- More likely to come up with excuses as to why they don't want to volunteer – have to address their reservations upfront especially about time commitment.
- When you ask, you need to offer specifics that are realistic but not overwhelming – one group's mantra for this year is "help us do ONE thing"

How do you elevate your volunteers/building a succession plan:

- Look at who you already have in positions in the hospital – notice what they are contributing and tell them regularly (something every time they volunteer if possible) about the value they bring to the hospital – through their punctuality, service, skill, attitude etc. This is the group to start with.
- If you've done that, they may have the confidence to take more of a leadership role, if you ask them and offer details, training, etc.
- Ask existing volunteers if they know friends/family/ neighbors who might be interested in helping with an activity or an event as a way of increasing awareness of all the things your volunteers are doing.
- One-on-one takes time but is important.
- Look at alternative places to meet if the hospital can't accommodate – e.g. churches.
- Reality is that it is challenging to find new leaders when you're current pool of volunteers is very senior (traditionalists)

What do we need to change to get new leaders:

- Rework bylaws and policies to reflect new realities, e.g., voting by email; conducting meetings via zoom; adjusting quorums.
- Help people participate in multiple ways. Recognize that blended forums (zoom plus in person) can be hard. Take time to show/train people to use zoom, email.
- Tell your stories in newsletters, pictures (e.g., multi-generational teams, student/grandparent)
- Be intentional about developing mentoring relationships.
- Continue to learn and network through events like this webinar
- Be realistic in what you are asking – not over selling or embellishing. "one foot in possibilities; one foot on the ground/in reality"
- Keep an open mind – listening is as important as talking. If you get feedback/opinions, consider them. The example shared was a volunteer expressing a concern about how an event was going to be promoted – a simple title change shifted the focus from 'guest bartender' to 'celebrity server' with a focus on the purpose of the event (scholarships) – raising \$3,000