

Motivation & Recognition

You can't make a tree grow, but you can...

FIT - Determine their “species” and plant them in the best location

1. Get to know volunteers through personal contact and informal interviews to learn about their goals, interests, and what they want to learn
2. Ask volunteers to prioritize their choices of clear job descriptions (i.e., 1st, 2nd, 3rd choice opportunities)
3. Have volunteers complete an intake form that inventories their skills, background, interests and goals for being in leadership



See “Membership Retention” handout for dozens more ideas

FIX - Transplant them to a better location as quickly as possible

1. Address the problem early with expectations, questions, patterns, feedback and accountability
2. Shrink, share or shift their responsibilities as collaboratively as possible with other team members
3. Remove badly performing volunteers from their roles; the rest of your team is counting on you, and it is better to have a temporary gap in the organization chart than a poison pill

FERTILIZE - Improve the environment where they’re planted

1. Enrich roles by adding variety that meets their learning goals, interests and WIIFMs
2. Stay in very regular contact, providing more oversight and support than usually needed
3. Use a wider range of recognition and rewards