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**Wisconsin Association for Home & Community Education**

**Volunteers Build Capacity**

**P.O.O.L.**

**September 2012**

**Materials for Each Member**

* Seeing Things from a Different Point of View
* Volunteer Role Description Worksheet
* Volunteer Interest Survey
* WI Profile – “Volunteering in America”

**Additional Materials for Leader**

* Project Lesson Outline
* Seeing Things form a Different Point of View Answer Sheet
* Notecards or Sticky Notes for members to write down responses on for Idea Generation Sheet
* Ball of Yarn
* What Are Your Volunteer Program Needs? – This worksheet is an excellent resource for a chapter or county organization that would like to go more indepth and take a closer look at aligning the organization with the needs of the participants.
* Volunteer Website
	+ [VolunteeringInAmerica.gov](http://www.volunteeringinamerica.gov/) hosts the most comprehensive collection of data on volunteering and civic engagement ever assembled, including data for every state and nearly 200 cities. The data is collected through a partnership with the U.S. Census Bureau and the Bureau of Labor Statistics, and has been released annually since 2005.
	+ The WI profile in your packet to provide to members is generated from this site.
* Copies of the 2011 WAHCE Membership Evaluation can be accessed through

Christine Larson – 262-334-4769 or Shelly Tiedeman: michelle.tidemann@ces.uwex.edu

**Volunteers Build Capacity**

**Project Lesson Teaching Outline for Leaders**

**Teaching Time: 30 – 45 minute lessons**

**Audience: HCE members**

**3-5 min. 1.** Welcome!

We are excited that you are here. The topic we are going to be learning about is how we can build volunteer capacity within our own organization. We will also gain resources we can use in any organization we belong to.

**Volunteers provide a powerful economic and social benefit to communities across the nation, with 62.8 million adults serving almost 8.1 billion hours through organizations in 2010, according to research released by the Corporation for National and Community Service.**

**Volunteering in Wisconsin - Highlights**

The bullets below are all based on an average using 2008 to 2010 data

* WI has1.5 million volunteers
* 34.9% of residents volunteer - ranking them 8th among the 50 states and Washington, DC
* 159.1 million hours of service are provided annually
* 35.9 hours per resident - ranking them 23rd among the 50 states and Washington, DC
* $3.4 billion of service contributed

(There is a handout that can be provided that provides an overview – WI Profile Volunteering in America)

We are members of HCE and are volunteers in our community through HCE. We are going to be looking at three key ideas:

* Why people volunteer – this includes looking at perceptions and untapped volunteers
* What we can provide to people who do volunteer so we can ensure success and growth in our organization
* Tools to recruit and retain our volunteers

**Let’s take a closer look at some of the reasons we are involved and why people volunteer.**

**7- 10 min. 2. Activity - Idea Generation:**

(The purpose of this activity is for you as the facilitator to help the other members come to a common understanding of why each of you are members in this organization, why you volunteer and what you see as benefits. It is also helpful for the other members to hear others verbalize why they volunteer and why they believe belonging is valuable.)

**On a notecard or sticky notes, please answer the following:**

 **(handout notecards or sticky notes)**

**I would like you to list 2 or 3 responses to the following questions:**

**(There are potential answers provided. You may also want to share your responses.)**

* **Why did you come today, why are you members, why did you join?**
	+ Potential Answers:
		- Friendships or social
		- Educational meetings
		- Volunteering in the community

These responses are consistent with a WI Statewide HCE Survey; conducted in 2011 by the State HCE Membership Chair, Christine Larson; where members reported the main reason they remained a member. There was 635 members who responded to the survey which was about a 20% response rate.

Copies of this survey can be access through Christine Larson–

 262-334-4769 or Shelly Tiedeman -michelle.tidemann@ces.uwex.edu

* **What is your motivation for being involved in Wisconsin Home & Community Education?**
	+ Potential Answers:
		- Educational component
		- Opportunity to be a part of a community organization
		- Giving back to the community
* **How do you personally benefit from being a member and volunteer with HCE?**
	+ Potential Answers:
		- Sense of accomplishment
		- Skill development – leadership, communication, problem solving skills
		- Increased Knowledge and skills in subject matter areas

As the facilitator you will want to Review Responses that volunteers shared. You will also want to look for themes that you can pull out: friendships or social opportunities; educational; opportunity to contribute to the community; skill development. Listening to your membership can help assess what needs your chapter is meeting for membership and also where you can potentially recruit new members.

10-15 min. 3. **Perceptions Activity: Seeing Things from a Different Point of View**

How we view things and how others view things are not always the same. So far, we have looked at the benefits of volunteering and why we volunteer. I have an activity that may help us think differently.

Perceptions are how we view things. It is our filter and our lens based on our past experiences.

**Supplies:** Seeing Things from a Different Point of View – handout, pencils,

 larger sheet of paper to demonstrate diagrams

**Note:** Ask people not to start the activity until everyone has the handout. Then ask them to turn over the handout and to work with you to complete the first activity on the page.

 **Activity 1 – How many F’s are there in the following sentence?**

* Ask volunteers to share how many found 3 – F’s
* How many found 4 – F’s
* Did anyone find more than that?
* Ask someone who has the most F’s to share the words they identified.
* The correct answer is 6 – F’s
* Then ask “Why do you think that we missed some of the F’s?
	+ We hear and see things differently.
	+ The F’s in finished, files and scientific are – hard F’s
	+ The F’s in of are soft f’s
* What did this tell you about perceptions?

**Activity 2 – How many squares are there?**

* I would like you to write down how many squares you found.
* Give participants a few minutes to work on this.
* When it looks like they are finished. Then ask volunteers to share how many squares they found.
	+ How many found more than 16?
	+ How many found more than 20?
	+ How many found more than 25?
	+ Ask those to share how many. There are 30 squares

**16 – 1x1**

 **9 – 2x2**

 **4 – 3x3**

 **1 – 4x4**

* + You can ask for a volunteer to draw them out on flip chart paper or demonstrate if the group is **smaller.**

**Activity 3 – Connect all nine dots with four straight lines without**

**lifting your pencil from the paper?**

* + Allow participants time to try this. There are 3 diagrams on the sheet.
	+ Clue – You need to think outside the box.
	+ If someone is successful you can have them share on a large sheet of paper.
	+ If you need to demonstrate the diagram you can refer to the answer key.

**Process:**

**Q. How does this activity relate to volunteers and how we recruit new volunteers?**

**Q. What are our perceptions about HCE?**

**Q. How can we alter the lens so we can encourage others to join our organization?**

1. **min. 4. Why People Volunteer and Recruiting Volunteers**

People volunteer for different reasons. One of the main reasons is they want to make a difference in their community where they live and the country as a whole. This aligns with what your survey last year stated.

* There are intangible benefits to volunteering:
	+ - * Pride
			* Satisfaction
			* Sense of accomplishment
* There are also visible results from volunteering:
* Solving problems
* Strengthening communities
* Improving lives
* Connecting to others
* Transforming our own lives

These primary areas of volunteering have been identified by the Corporation for National & Community Service.

Think about the projects that we have currently in our chapter. Those projects appeal to us and align with our state goals. Do others know the work we do and the benefits of our organization?

**Activity: Volunteer Interest Survey**

**Q. What is the best way to recruit a volunteer or to involve them in**

 **something?**

1. **You know the answer - -Ask them! ☺**

Personally taking the time to ask someone is most effective. How do you feel when someone takes the time to ask you to volunteer?

As new people join your organization –this is a great time to have the members complete a Volunteer Interest Survey. This allows you to learn more about your club members.

Today or this evening; we are going to complete a Volunteer Interest Survey. I want you to think about each of the statements on the survey and indicate whether your interest is: all the time, not at all, would like to learn or in between.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| All the Time | Most of the Time | A Little  | Not at All | Would Like to Learn |

**Hand out the Volunteer Interest Survey.** After everyone is done; take time and ask members to share.

* **What is one thing that you are interested in volunteering – All the time ?**
* **What is one thing that you would like to learn?**
* **What is one thing that you are not at all interested in?**

**10 min. 5. Supporting and Retaining Volunteers**

Once you have recruited new volunteers or found interest in current volunteers for continuing or new opportunities; how do you keep them engaged and involved?

It is important that volunteers know what is expected of them. Clear roles and responsibilities increase the likelihood of continued involvement and increased satisfaction.

**Resource: Volunteer Role Description –** handout

This is a template that can be used to help define what the roles and responsibilities are for volunteers who are assuming different tasks.

It is an opportunity to discuss the following:

* What is the purpose?
* What are the responsibilities?
* How much time will it take?
* Are there resources and who provides them?
* Is there a minimum skill or knowledge level that is needed?
* Who is the support person to contact either in the chapter or at the county level?

**Let’s think about our chapter:**

 **Q. Do we have role descriptions?**

**Q. How might this increase new people taking on responsibilities in our chapter; if we listed what was expected and resources?**

**Q. Are there projects or responsibilities that others might be willing to take on or new volunteer opportunities if we aligned the interests of our members with potential opportunities and role descriptions?**

**7 min. 6. What are Your Volunteer Program Needs? - handout**

This worksheet is an excellent resource for a chapter or county organization that would like to go more indepth and take a closer look at aligning the organization with the needs of the participants.

**5 - 7 min. 7. Recognition**

Volunteer recognition is an important aspect of the Volunteer Cycle

One of our deep­est emotional needs is recognition and approval from other people. Sat­isfying this need is especially impor­tant for those working with people in a leadership capacity. Whether we call it recognition, appreciation or awards, we are recognizing others' efforts and contributions.

Giving volunteers visible appreci­ation should include recognition of:

* The importance of the job
* The quality of the performance
* The person or group involved

**Round the Room:**

**Let’s go around the room and share one way that you either like to be recognized when you volunteer or one way you have recognized others.**

**You may want to select a recorder to write down the ideas. It is important to recognize that people like to be recognized in different ways. Some prefer more private recognition and others like public recognition. Finding an appropriate balance is important.**

**5 - 7 min. 8. Wrap up and Closing**

**Web Activity-**  Using a ball of yarn- Toss the ball of yarn to each person and when they catch the ball, ask them to share the following:

The way it works is the person would respond to the question below. Pull off some yarn; hang onto their piece and toss it to someone else. That person will respond to the question and repeat the process.

At the end everyone should still be hanging on to a piece of yarn and a web will be created.

**Response Questions: What is one thing we can do as a chapter to reach out to new volunteers in our community?**

**Note: It is important for each person to hang onto the yarn before they through the ball to the next person.**

Once everyone has been included; you can end by explaining a web has beencreated and their chapter or organization can be strengthened by includingeveryone and reaching out to new volunteers /members to expand their network having more impact in the community in which they live.

**Two quotes to leave you with:**

*“There is not “I” in team; but there is a YOU in Volunteer.”*

*“Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has.”* Margaret Mead

YOU truly make a different in the impact of HCE reaching out to others in your communities.