

Engaging Volunteers



Presented by:
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Agenda

- Systems
- Fully Developed Training
- Support Your Volunteers
- Contingency Plans
- Recognition and Relationships
- How to Loose Volunteers

First and Foremost

- **Systems: Save Your Sanity**
 - The Red Folder
 - Greeter Process
 - Cheat Sheets
 - Resource Packs
 - Training Systems
 - Tracking Systems



Fully Developed Training

- IRS VITA Training
- Specific Volunteer Training
- Practice Labs
- Volunteer Mentors

Support for Volunteers: Sources/Resources

- Communication Process
 - Goals, Questions, Concerns
- Program, process, event details
 - Flyer
 - Brochure
 - Internet URL
- Feedback
 - Formal and Informal
- Contact Information
 - First/Last Name
 - Email
 - Cell Number

Contingency Planning

- Tornado
- Ice Storm
- Erratic Customer Behavior
- Sites Happen
- Poop Happens

Recognition and Relationships



Invest

Long Term Vision

Touch and Retouch

**100 Ways to Say,
“Thank you!”**

Understand the Ask

How to Loose Volunteers

1. Lack of clear organization
2. No concrete goals
3. Failing to recognize their contributions
4. Lack of strong leadership
5. Insufficient training or investment
6. Through no fault of your own

Thank

you!