CD SS

Web Chat | March 7, 2023

Recruiting and Keeping Volunteers

Welcome!

Tech Tips

- We're recording this Web Chat to post later; **turn off your video if you don't want to be seen**.

- Please **remain muted**.

- There are **live captions** for this video. You can turn them on or off by clicking the "Closed Caption" symbol that says "live transcript" at the bottom of your Zoom screen.

- While we are screen-sharing the slides, you can **adjust their size by dragging the vertical line between the videos and the slides**.

Join us in holding **community** and **tradition** *together.*

Web Chats and Community Resources are entirely supported by memberships and donations!

- Become a member for as low as $25.
  cdss.org/join

- Every dollar makes a difference!
  cdss.org/donate

➢ CDSS Web Chats have provided resources and connections for hundreds of organizers since 2018.

➢ Topics are based on requests from participants like you.

➢ We want to continue offering Web Chats free of charge for everyone.

Web Chat Format

7:00   Introduction

7:05   Best Practices in Volunteer Management – **Katy German**

7:30   Hearing from Featured Guests

Lydia McAnerney (Tapestry Folkdance Center in Minneapolis, MN)

Miriam Graham (Moab Community Dance Band in Moab, UT)

7:55   Q&A - moderated by **Joanna Reiner Wilkinson**

8:20   Resources and follow-up

8:25   Wrap Up

Best Practices in Volunteer Management

- My background and experience in this regard

- The work of preparing for and managing volunteers *is* worth the effort
  - Reduce and prevent organizer burnout
  - Clarify your organization's needs
  - Builds a sense of belonging and buy-in
  - Help you identify new potential new leaders
  - Invite new perspectives and new energy

Preparation

1. Identify Tasks (ex: carry sound equipment, wind sound cables)
2. Define Roles (ex: Sound Equipment Assistant)
3. Create Role Descriptions

  Description of Work

  Tools Needed and location

  Timing and frequency of commitment

  Any required Training or Orientation

  Point Person

Preparation (cont.)

4. Think about data and make a Volunteer Data management plan

    What information do you need from your volunteers?

    Where will you keep that information and who needs to access it?

    How might you want to use that information in the future?

5. Map out your communication system

    Group Emails/Eblasts, Google Docs, Text, Slack…so many options!

    Do some roles need more communications than others?

Preparation (cont.)

6. Plan ahead for appreciation!

   Special recognition from the mic at your events

   Free or discounted admission

   Gratitude event or celebration (potluck, party)

   Swag or bling

Pro tip: Never, ever underestimate the power of "thank you."

Recruiting

Sources of Volunteers

Your participants are the **best** source

Universities and High Schools often have community volunteer programs that you can sign your organization up for

Take a multi-channel approach

Follow-up with Individual Conversations

Messaging *(Nobody wants to jump aboard a sinking ship)*

Be calm and positive when inviting people to volunteer

Shrink the ask (Stone Soup)

Emphasize how clear and easy it will be

Recruiting (cont.)

Set Expectations Up Front

Refer to your role descriptions and check make sure it's clear

Discuss any necessary training

Who will follow-up with them, when, and how?

Recruit at your events and make if fun!

Training and Support

Scale training requirements to your volunteer roles

    Set your volunteers up for success

Be sure your volunteers knows group mission, vision, values

Go over your code of conduct or behavior policy

    Refer to your role descriptions and check make sure it's clear

    Discuss any necessary training

    Who will follow-up with them, when, and how?

Plan to have a check in conversation to give feedback and answer questions

Training and Support (cont.)

Communicate proactively *and* responsively

Reminders and appreciations as part of the plan

Don't leave a volunteer hanging – it feels like they don't matter

Go beyond just the "thank you" and tell your volunteers that they're doing a great job

Involve the whole leadership team or board in the practice of affirming volunteers

Difficult Situations

Something will go wrong at some point – that's humanity

How to respond:

Address issues immediately or asap

Avoid shame, guilt, and condescension

Differentiate between intention and impact

Refer to role description, behavior policy and have them reaffirm that they can do the task adequately moving forward.

Is there a better-suited role they could fill?

Yes, you set boundaries.

Yes, you can fire a volunteer.

Lydia McAnerney

Tapestry Folkdance Center in Minneapolis, MN

Tapestry Folkdance Center started in 1983, born out of dance groups like Saltari Dance Emporium. In its early years, Tapestry had a somewhat "nomadic" history, moving from running events at a high school, to a long-term stay at Sabathani Community Center. In 1999, Tapestry Folkdance Center acquired its own building. Today the Mission of Tapestry Folk Center is to create opportunities for participation in the joys of dance and music from around the world. Their regular programing includes, English Country, Scottish, Morris, Contra, and Community Dances, and much more.

https://www.tapestryfolkdance.org/

Miriam Graham

Moab Community Dance Band in Moab, UT

Moab Community Dance Band is a small community organization that provides opportunities for folks to learn and develop their musical skills in a dance band environment. The group hosts regular community intergenerational dances, and just received a CDSS grant to run a callers' workshop to build a regional callers roster.

facebook.com/MoabCommunityDanceBand

CDSS

Q&A

Continue to keep your video and mic muted unless asked to speak.

Type your questions into the chat. Our Web Chat guests will answer selected questions.

Check out what's for organizers on the new CDSS Website! www.cdss.org

CDSS RESOURCE PORTAL
CDSS.ORG/PORTAL

SHARED WEIGHT
(FOR MUSIC, DANCE, AND SONG ORGANIZERS)
SHAREDWEIGHT.NET

CDSS GRANTS
CDSS.ORG/GRANTS

WEB CHATS
(INFO FROM ALL PREVIOUS CHATS)
CDSS.ORG/WEB-CHATS

CDSS NEWS
(INCLUDES ARTICLES FOR ORGANIZERS)
CDSS.ORG/NEWS

1:1 SUPPORT
(FROM CDSS STAFF TO YOU!)
EMAIL RESOURCES @CDSS.ORG

Become a CDSS Affiliate! CDSS Affiliates are eligible for insurance and 501(c)(3) status, receive discounts on advertising in the *News* and on store material, are listed in the CDSS Directory, and more! Check out all the benefits at cdss.org/affiliate.

2023 Community Grants Available Now

- **train** callers, musicians, singers, and/or organizers (including cultural equity and anti-racism training)

- **create** a new music, dance, and/or song event (series, weekend, week-long program, etc.)

- **encourage youth** involvement

- **publish** instruction materials (print, web, audio, video)

- **attend** non-CDSS programs to grow your skills

- **create** related endeavors that will have a lasting effect on dance, music, and song communities

If you need funding for any event or project to support your group, check out cdss.org/grants.

Image by Freepik.
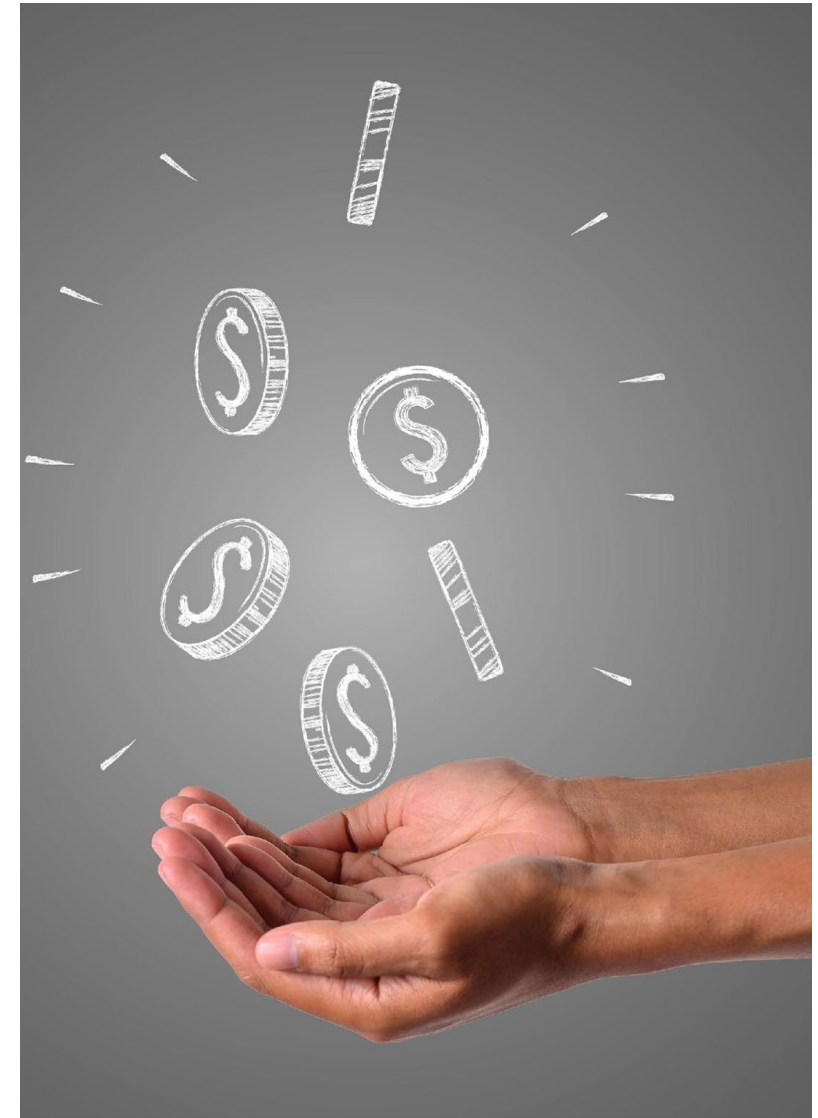
Coming Soon

Out now: **From the Mic, episode 11**
Featuring Will Mentor

Camp Lottery date:
March 20

Intensive courses
Affiliate priorities
Matching scholarships

CDSS Dance, Music, and Song Camps

Later in Spring 2023   **Web Chat for Dance Organizers**
Let's Talk About Reentry, Part 8

Info and registration at cdss.org

Web Chat Follow-up

Your feedback is very valuable! To help us plan future Web Chats, *please reply to the survey you'll receive soon.*

In a few days, visit cdss.org/web-chats to access the video recording, powerpoint, and transcript of tonight's Web Chat. *Please help others find these resources!*

Stay tuned for updates about our next Web Chat

We welcome your questions, comments, and requests for ways CDSS can best support **your** community.
Keep in touch! resources@cdss.org

Thanks for all you do, from the CDSS staff!