



# MPI-CAC Leadership Guide

## PART VII VOLUNTEER MANAGEMENT

### BEST PRACTICES

Identify the “workers” on your committee. Find alternative ways for nonparticipatory members to contribute.

Talk to each volunteer and learn about their strengths, talents and time available and **WHY** they joined the committee. This will help you as you delegate responsibility and make sure you place the “right” person with the “right” job at hand.

**Set clear goals and communicate to your volunteers often.** Be specific when you ask for assistance.

Follow up with them to ensure they are on task, heading in the right direction and have the appropriate resources and information to get the job done.

Be sure to quickly communicate any new information you receive that will help them do their job.

**Set-Up Sub Committees** - Volunteers need someone to be accountable to – they “report” to you – embrace the role of volunteer “manager” of a sub-committee.

Engage volunteers to help with committee work. If there is someone on your committee who is not participating – pick up the phone and invite them (ask them) to be in charge of a specific task. If they can’t do it or say no, ask them how they will be able to contribute to the committee. If they are new and unsure, partner them with a current committee member so they can get their “sea legs” and be ready to take on the next assignment.

Be flexible and a good listener.

Be ready to provide direction and help your volunteers come up with solutions when the task gets off track or they are hit with a roadblock. Steer them back in the right direction. Offer support and encouragement. **(When in doubt, talk with your Board Liaison or another Board Member if you have concerns regarding your volunteers.)**

Recognize their efforts often and thank them by name.

Be a “recruiter” – constantly be on the look out for new volunteers. Ensure they are an MPI-CAC member before inviting them to serve on your committee – they **CANNOT** volunteer if they are not an active member.

Be sensitive to personality conflicts. Everyone may not see eye to eye but it’s important to respect each other’s opinion and encourage that of all your committee members.