



VolunteerMatch

VolunteerMatch Learning Center
Advanced Practices

Managing Difficult Volunteer Transitions

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Agenda

- Preparing your Organization
- Identifying the Transition
- Challenges in Each Transition
- Strategies to Manage the Transition
- Strategies for Ending the Relationship
- Ending the Relationship

Preparing your Organization

Identify the Problem

Articulate and Validate the Problem – Build the Case

- Identify the Issues or Personality Concerns
- Negative Impact on Strategic Initiatives of Organization

Discuss Problem or Issue with Supervisor or Leadership

Provide Solution Recommendation to Organization

- Pros and Cons
- Potential Legal or Liability Ramifications
- Budget or Cultural Impacts
- Timing
- Responsibilities

Identifying the Transition

Traditional Volunteer Program → New Engagement Model

- Guild or Auxiliary
- Skilled or Pro Bono

Aging in Place → Emeritus or Retirement

- Lack of Physical Ability
- Loss of Mental Acuity
- Managing Risk

Entrenched Volunteer(s) → Re-energized Volunteer(s)

- Inability to Accept Change
- Anger/Negative Energy
- Invested in the Past

Traditional Volunteer Program Transition

Challenges:

- Ownership and Territory
- Resistance to Change
- How do you run a dual program? Should you?
- Honoring All Levels of Contributions Equally
- Intergenerational Issues
- Communication

Aging in Place Transition

Challenges:

- Honoring Contributions while Managing Risk
- Building a Real Recognition Opportunity
- Addressing Aging Issues Tactfully but Honestly
- Creating Avenues for Further Contribution
- Dealing with Denial or Anger
- Ownership and Territory

Entrenched Volunteer(s) Transition

Challenges:

- Invested in Power and Status
- Rage, Negative Energy
- Inability to Acknowledge Organizational Challenges
- Resistance to Embrace Any New Ideas
- Not Able to Own Impact of Actions
- May Involve Legal or Liability Ramifications

Strategies For Managing Transitions

Clear Communication Strategy

Open and Transparent Communication

- Reasons and Outcome for Change
- Negative Impacts of Change

Hear and Validate Concerns

- Actively Listen
- Be Open to Feed Back

Honesty About Organization Realities

- Money, Programs

Strategies For Managing Transitions

Engage all Parties in Solutions

- Ask for Help/Brainstorming
- Role Playing
- Ensure Equal Representation

Identify Early Adopters/Champions

- Elevate to Leadership Positions
- Run Meetings
- Public Voice – not staff telling volunteers how
- it's going to be

Strategies For Managing Transitions

Defuse Rage

- Early and Continuously
- Address Negative Energy Directly

Utilize and Honor Volunteer's Organizational Knowledge

- Historical Consultants
- Ask them to be Change Agents

Challenges for Ending Relationship

Mentally Prepare Yourself

Consider and Plan Negative Impacts

- Budget Shortfall
- Loss of Major Donor or Community Connector

Maintain Trust and Morale of Remaining Volunteers

- Communicate Difficulty of Decision
- Protect Confidentiality
- Quell Gossip

Keep Volunteer's Integrity Intact

- Behaviors and Issues, not Personal Attack

Strategies for Ending the Relationship

Be Decisive, Professional and Efficient

- Once Decision is Made – Act

Is it Amicable?

Does it Require Legal Counsel?

Letter of Commendation

- Letter of Commendation
- Contributions and Work
- Personalized and Heartfelt
- From Organization Leader

Public Acknowledgement of Contribution

Strategies for Ending the Relationship

Public Acknowledgement of Contribution

Difficult Termination

- Engage Outside Professional if Needed
- Inform Leadership and/or Security of Date, Time, Location

Thank you!

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