

# THE HEART OF A VOLUNTEER

CORPORATE LEARNING COURSE

SEMINAR 3.3

## SCOPE

*CAP has been a volunteer organization since its inception in 1941. A basic understanding of needs of volunteers is woven into its structure, mission and procedures. The survival of the organization is testament to its ability to meet the needs of volunteers.*

## OBJECTIVES

## DURATION

*30 minutes*

## INTRODUCTION

*State your topic and introduce yourself.*

## OVERVIEW

*Outline the seminar objectives.*

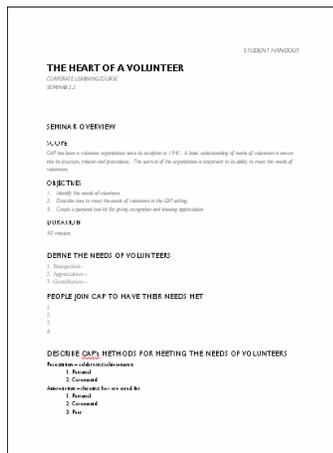
# VOLUNTEER = UNPAID PROFESSIONAL

## DISCUSSION QUESTION

What are the needs of volunteers?

### ANTICIPATED RESPONSE

1. Recognition – To receive recognition for efforts and work done on behalf of the organization
2. Appreciation – To be valued by those in positions of authority and respect within the organization
3. Contribution – To be given opportunity, training and resources to forward the mission and purpose of the organization



## LECTURE ITEM

*People join CAP to have their needs met*

1. *The intensity of the three needs varies with each individual*
2. *People need to see the needs of others met*
3. *People need to see a consistency in the meeting of needs. (fairness)*
4. *People want the chance to meet the needs of others. (Role of authority in CAP)*

## DISCUSSION QUESTION

What methods does CAP provide to meet the needs of volunteers?

### ANTICIPATED RESPONSE

Recognition – celebrating achievements

1. Personal (birthdays, anniversaries)
2. Ceremonial (awards, ceremonies)

Appreciation – showing they are cared for

1. Personal (thank-you notes, testimonials)
2. Ceremonial (gifts for task accomplishment, public announcements)
3. Peer (edify leadership to rank and file; edify rank and file to leadership)

Contribution – opportunities to be challenged and to serve

1. Position assignment
2. Task assignment
3. Training to enhance skills to contribute

## TRANSITION

As a leader, you should make every effort to recognize and reinforce the work members do.

## VOLUNTEERING IS REWARDING

### INDIVIDUAL ACTIVITY

*Have each student create lists of names of people who should be recognized or appreciated. The first list should be immediate; the second list should be for on-going or recurring work. For each name list appropriate responses.*

*At the end of the activity have the students discuss their lists so they can benefit from each others suggestions.*

*TIP: Know what resources are inherent in your position*

- a) What can a commander offer?*
- b) What can a staff member offer?*

*Know how to use CAP awards*

- 1. How to fill out a recommendation for an award*
- 2. How to have an award ceremony*
- 3. How to include appropriate leadership in award ceremonies*

## CONCLUSION

### SUMMARY

1. Members have needs, just like the unit or the organization has needs
2. Individuals have differing needs of varying intensity
3. Meeting their needs and having them meet the needs of others is a two-way street

### REMOTIVATION & CLOSE

As a volunteer organization, CAP needs you not only to lead, but to lead in a way that compliments our Core Values and reinforces the work of the members. If they feel needed and validated, they will help you carry the organization.