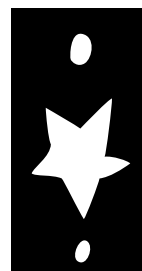


tips for working with **VOLUNTEERS**



Never ask a volunteer to do something you would not volunteer to do.

Every conversation with a member is a golden opportunity to build enthusiastic support for the Society and to invite their involvement.

Share the vision. Clarify the purpose of project and group. Define success measurements.

Don't be a know it all.

Really listen to what the volunteers are asking and not just rush them off the phone.

Ask! Many members don't volunteer because no one has ever asked them what their interest/talents were nor were they asked to do a specific task or play a specific role.

Be sure that your volunteers feel recognized and appreciated for their contributions.

Volunteers want to help. That's why they volunteer. Let them and give them the training and resources they need to succeed.

Remember the importance of motivating and rewarding volunteers.

Chemists love to share their enthusiasm for chemistry—let them know that the "job" you have to offer will let them do this.

We need to always be mindful that our volunteers are professionals. They hold and perform jobs with major corporations and academia. Further, our communications with them via phone and email are usually at their job. Thus, we must be mindful of our approach, as well as the timeliness of such.

Don't take a hostile volunteer to heart. Just understand that it's a big job and this person is willing to help!

Know what the volunteer is experiencing and work to improve their environment.

The attitude of the staff person in relation to the volunteer is integral to the environment that is set for that person. People respond to the degree of respect and kindness with which they are treated. Volunteers always respond positively to a positive attitude. I think everyone knows this but sometimes we forget to practice it.

Become a volunteer yourself, thereby gaining insights/experiences to work with ACS volunteers.

Clarify the duties and responsibilities of your volunteers, as well as your role as staff.

Establish a working relationship with volunteers, if possible. Communication with volunteers is vital to ensure their requested task is understood.

Strive to make the volunteer leader look good. Never surprise or embarrass the leader. Help plan events in advance—clarify roles, reiterate expectations, identify strategies, list desired outcomes (volunteer leader and staff member).

Affirm volunteers not only for what they do for ACS but by showing an interest in volunteers as people.

Communicate on a regular basis—often just to touch base—to build a relationship. That way you're not always calling with work, deadlines, etc.

Don't assume your volunteers completely understand the goals of the group they've joined.

Make sure when you offer advice to a volunteer that you always are willing to listen.

Develop a friendly working relationship so they will enjoy working with you and they'll feel confident coming to you when they have questions.

as shared by ACS
staff participating
in a workshop on
February 20, 2001