

Managing remote volunteers – building relationships and engagement with remote volunteers

Alan Bennett

The Scouts

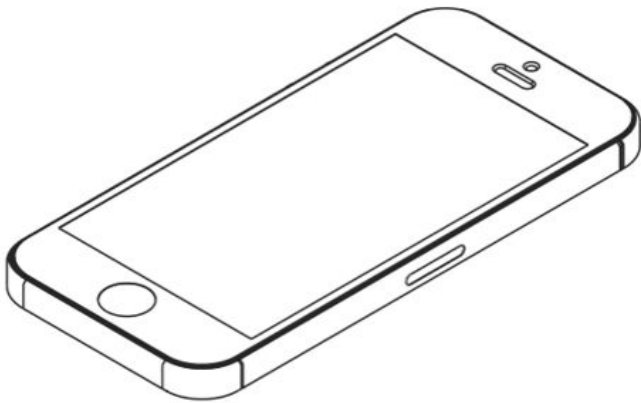
Programme Delivery Executive

Early Years





Go to www.menti.com and use the code 26 50 53



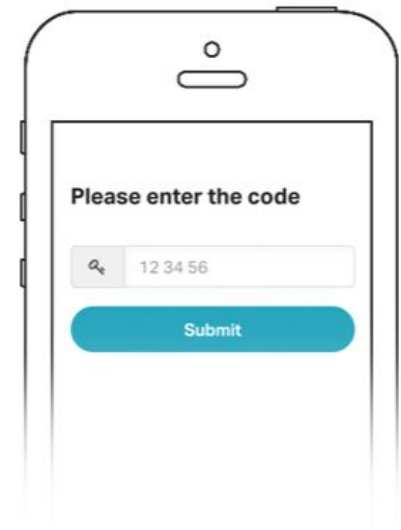
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Grab your phone

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2

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3

Enter the code 26 50 53 and vote!

Remote volunteering to me

- A volunteer out in the field
- Someone who may never meet a member of staff
- ‘Line managed’ by another volunteer
- Train, induct, update through a mixture of face to face and online resources

Objectives

- Discuss, share and review how you engage with volunteers
- Come away with top tips for engaging volunteers in particular those you may never meet
- Strategies for engaging and empowering volunteers who you may never meet face to face

Let's get started

TASK

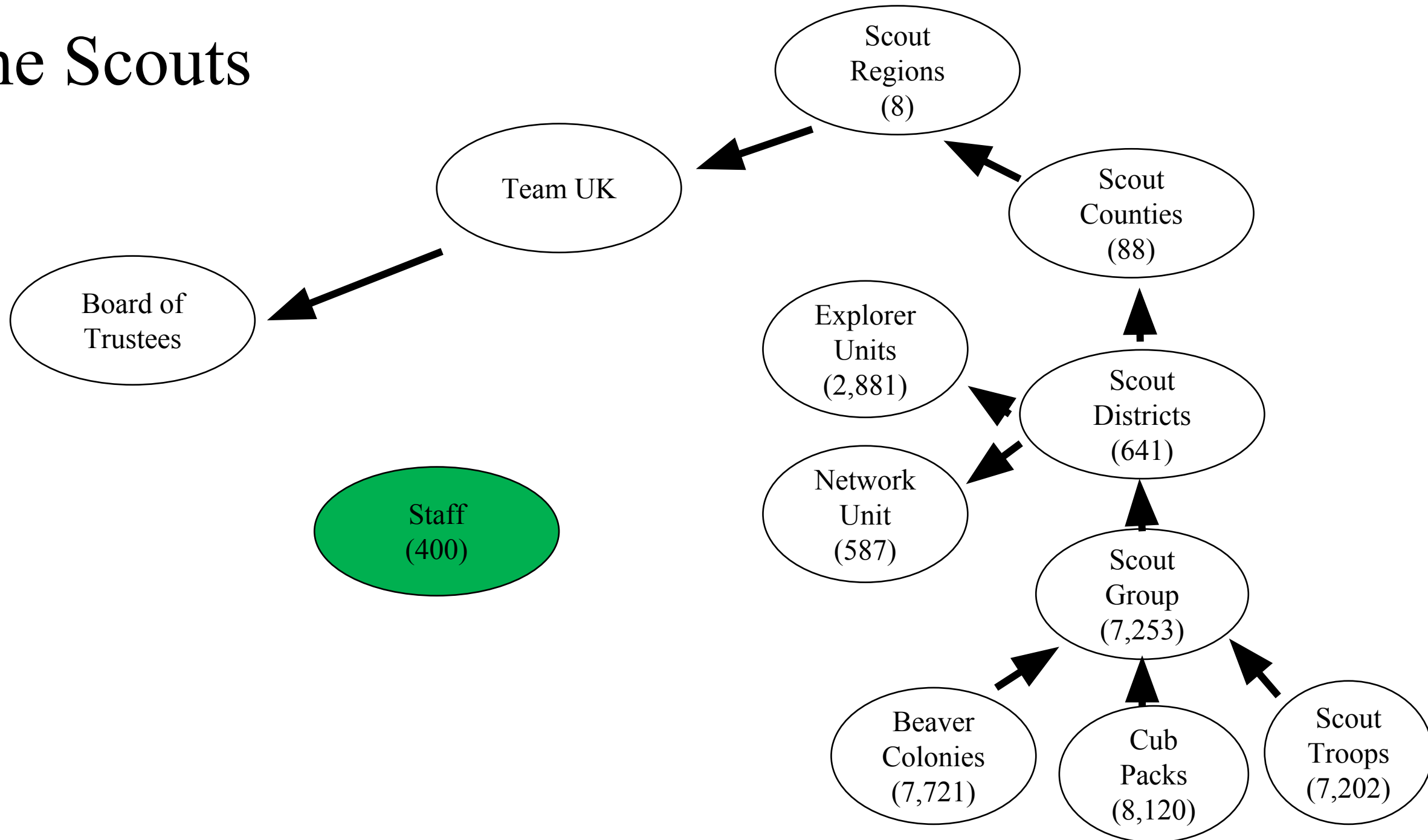
1. Find a partner (person next to you and ideally someone you don't know)
2. Introduce yourself, your role and organisation
3. Two questions to ask and answer to each other

Q1 - 'What is your one go to, to building relationships with remote volunteers'

Q2 – 'What is your one piece of advice on how not to build a relationship with a volunteer'

Recap and share

The Scouts



Take Action

Technology – Advantages

Technology – Disadvantages

Face-to-face – Advantages

Face-to-face - Disadvantages

Technology - Advantages

- Reach wide range of people
- Quick - time
- Cost effective
- Saves on travel and time expense for volunteers and staff
- On the move and accessible wherever you are
- On demand function
- Flexibility

Technology - Disadvantages

- Are they actually engaging?
- Can people access the technology?
- Can you access the technology?
- Changing cultures
- Not interactive and personalised
- Technology failing – when it goes wrong it goes wrong!
- Children and pets!

Face-to-face - Advantages

- Personal
- Build trust
- Potentially cover more ground
- Body language
- Confidentiality
- Values the other person / people

Face-to-face - Disadvantages

- Time
- Cost
- Co-ordinating diaries
- Less people attending
- Listener attention especially in groups
- The one voice!

My top tips - Technology

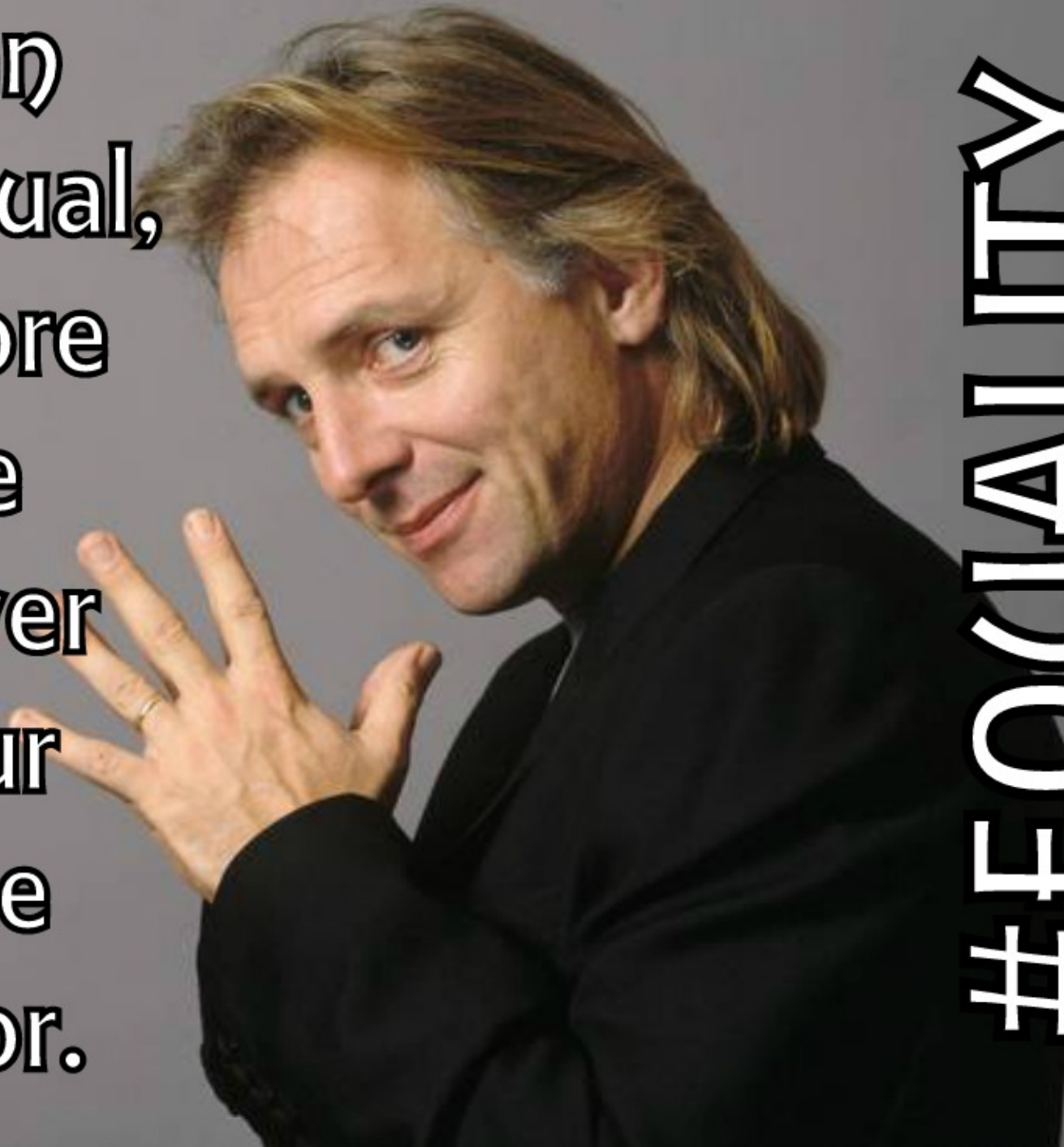
- Webinars – updates, sharing information, training / induction
- Skype – conference calls, project management
- Try it and practice, practice, practice
- It can be interactive and personal

My top tips – Face-to-face

- Arrange a face-to-face meeting early
- Cake, biscuits and a brew!
- Listen, listen, listen
- Follow up in a timely fashion

Mantras for life

All men
are equal,
therefore
no-one
can ever
be your
genuine
superior.

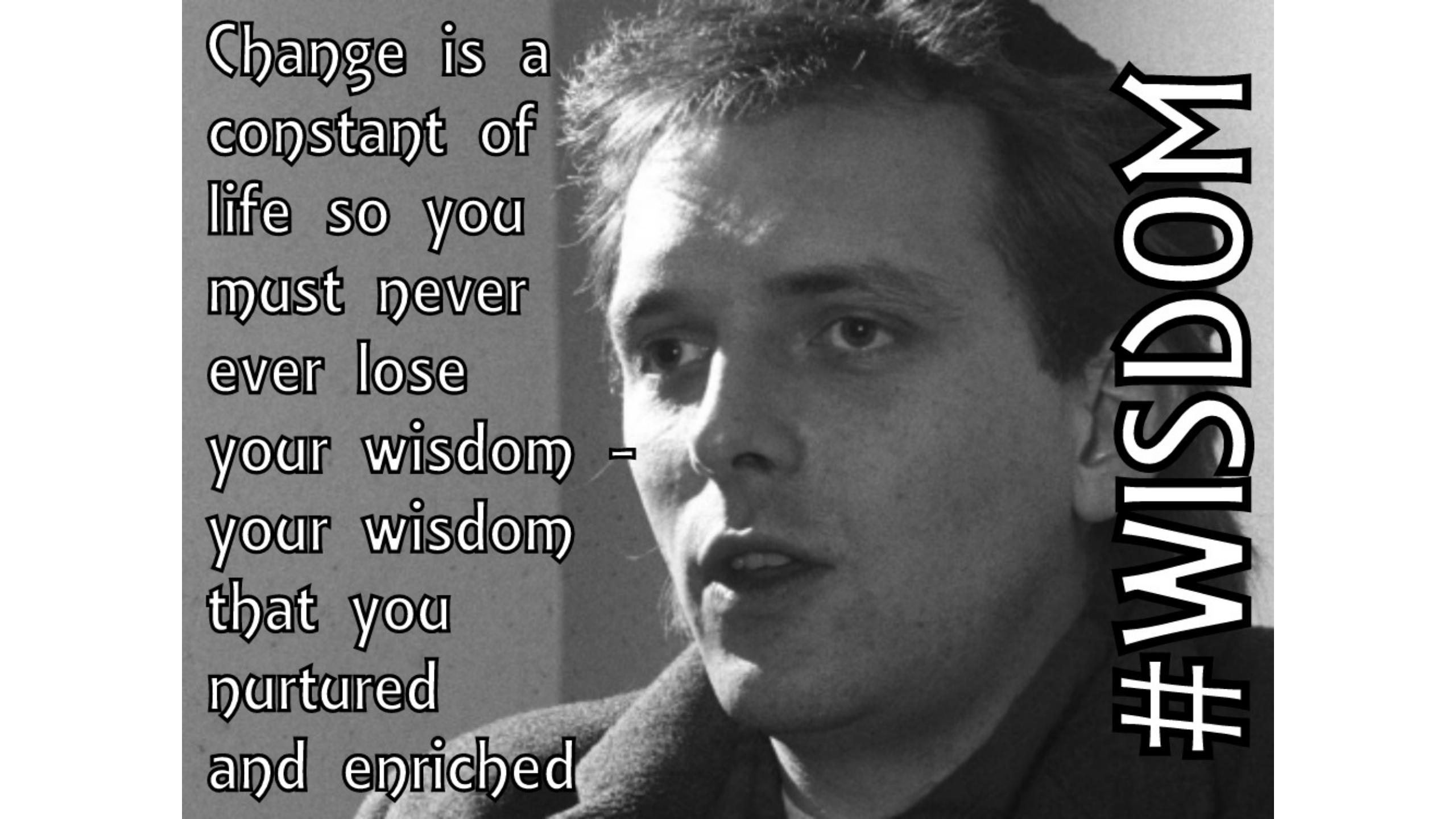


#EQUALITY



It is your
future,
yours to
create.
Your future
is as bright
as you make it

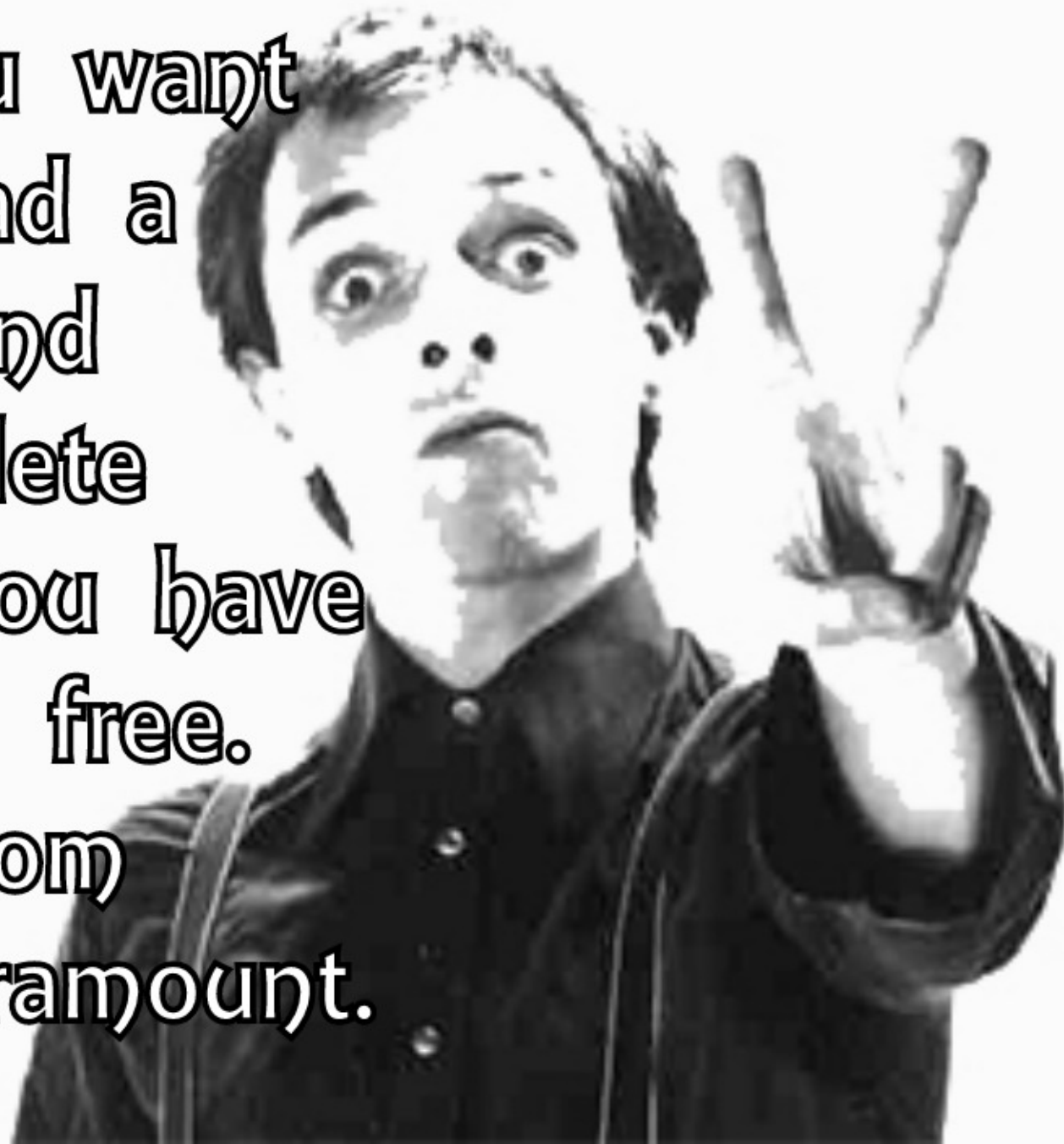
#OPPORTUNITY



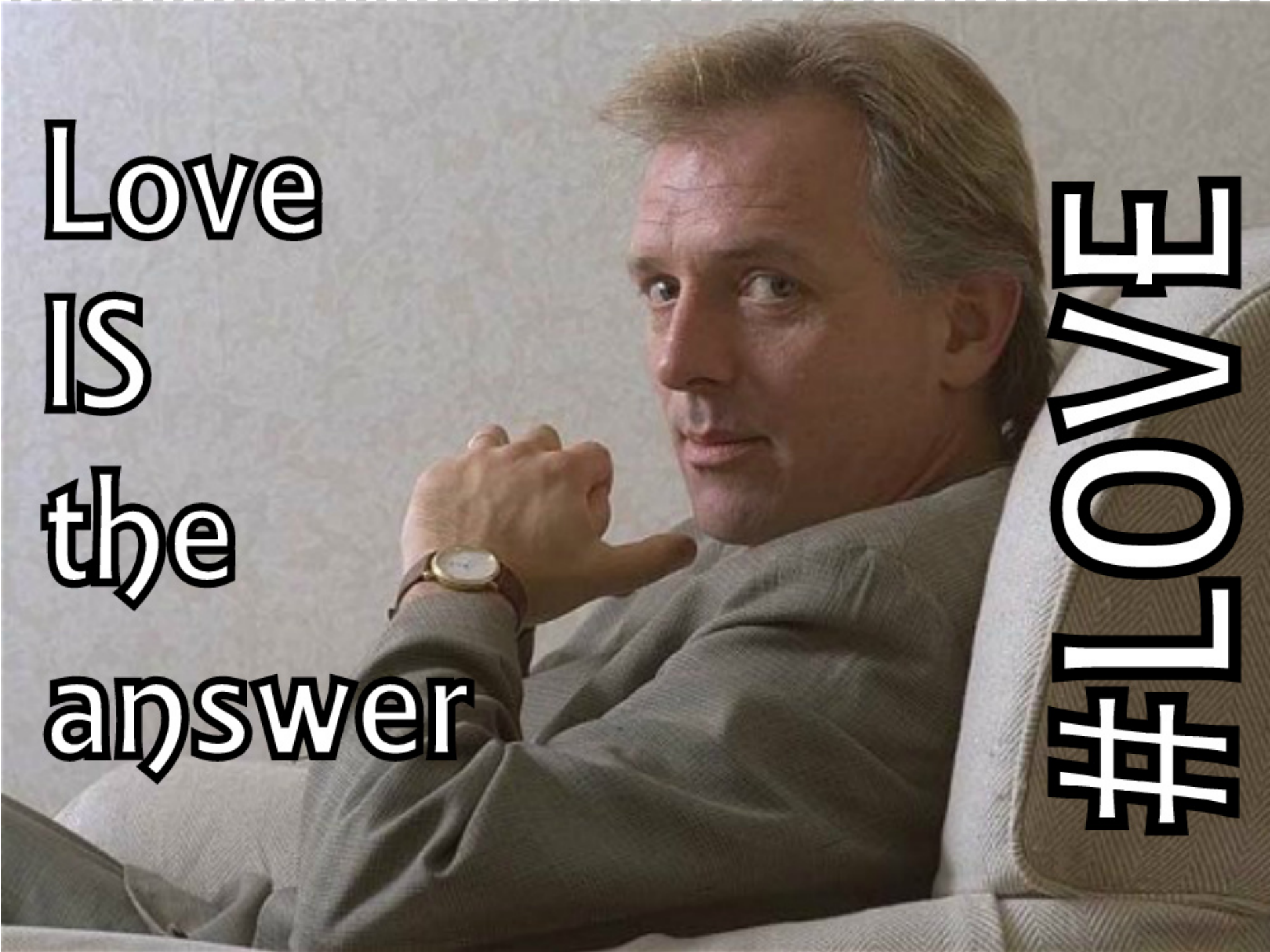
Change is a
constant of
life so you
must never
ever lose
your wisdom -
your wisdom
that you
nurtured
and enriched

#WISDOM

If you want
to lead a
full and
complete
life you have
to be free.
Freedom
is paramount.



#FREEDOM



Love
IS
the
answer

#LOVE

Alan's five mantras for building relationships and engagement with remote volunteers



INVEST TIME!
GET PEOPLE ON THE ENGAGEMENT BUS

FACE-TO-FACE AS EARLY AS POSSIBLE





**EMPOWER - GIVE PEOPLE TRUST
AND MEANINGFUL DUTIES**





**GET INTO THE MINDS
OF YOUR VOLUNTEERS**

Summary

1. Invest time – engagement bus
2. Face to face as early as possible
3. Empower – trust and meaningful duties
4. Embrace and use technology
5. Get into the minds of your volunteers

Any questions?