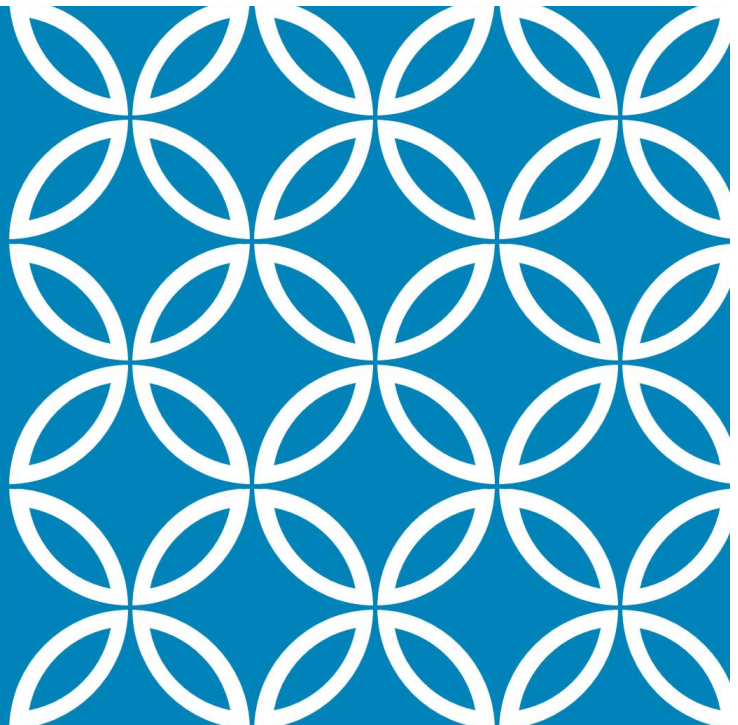


BOARD AND VOLUNTEER COMMUNICATIONS

1/31/2020

1

SETTING GOALS &
EXPECTATIONS
CONFLICT RESOLUTION
REPORTS & MEETINGS
COMMITTEE STRUCTURE
FILE MANAGEMENT



2

GOAL SETTING

Let the Strategic Plan Be the Guide

- Strategic plans → Goals → Objectives → Tactics & Tasks
- Volunteer structure and committees align with strategy
- Leverage volunteers in task development
- Define roles and expectations
- Report regularly on progress



3

SETTING EXPECTATIONS

Position Description

- Responsibilities and skills
- Reporting expectations
- Term

Conflict of Interest

- Disclose any conflicts at start of term
- Change should be reported regularly
- Ask in advance of all board meetings

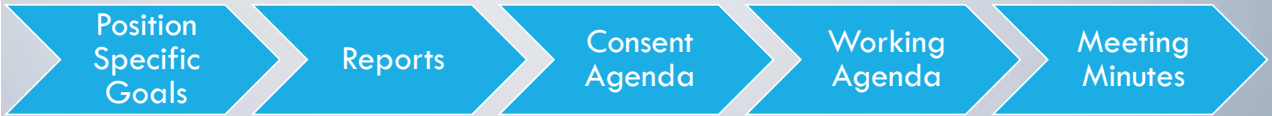
Confidentiality

- Capture from Board members
- Protect conversations



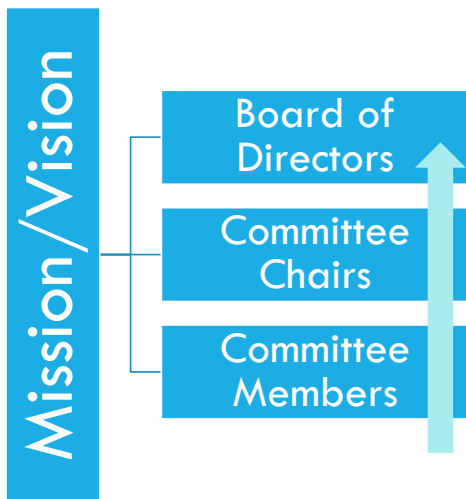
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INFORMATION FLOW



5

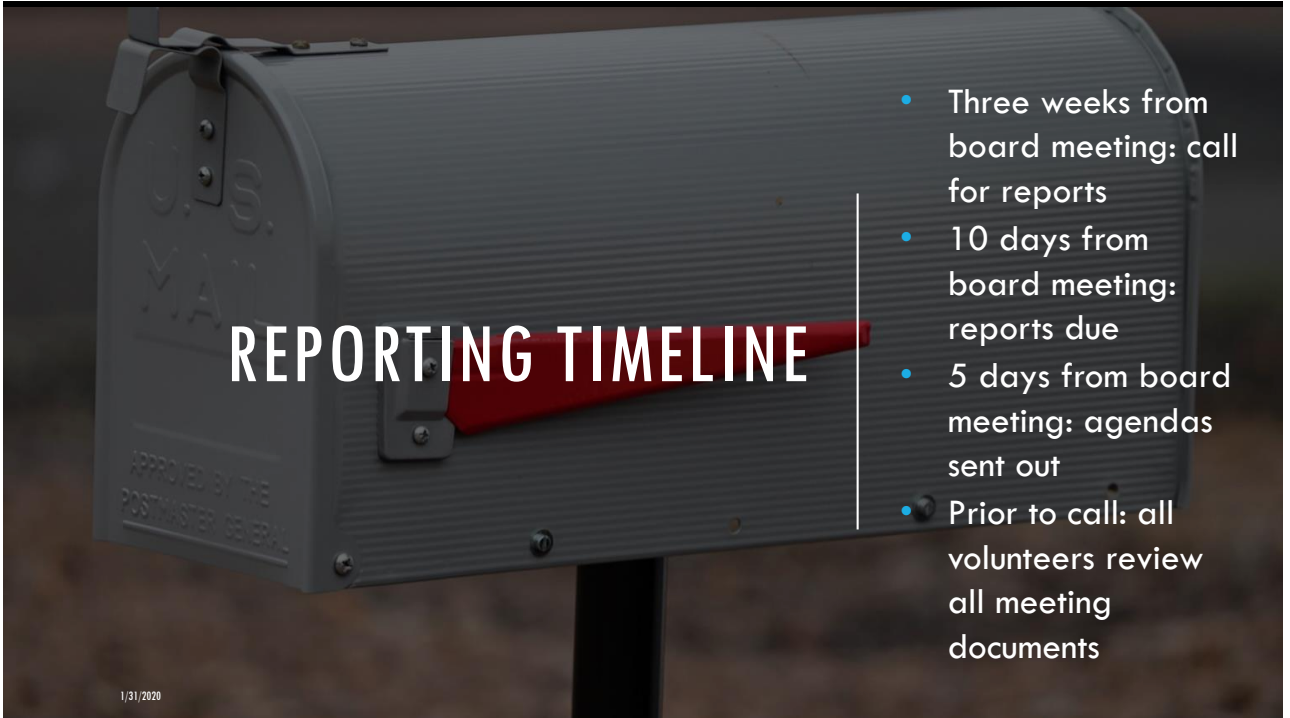
REPORTS



- Completed by every committee/position
- Establish uniform reporting structure at committee level
- One consolidated report to the board
- Committee Chair as project manager
- Completed regularly
- Include updates on all goals, even if no activity
- Concise and objective
- Visual

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REPORTING TIMELINE

- Three weeks from board meeting: call for reports
- 10 days from board meeting: reports due
- 5 days from board meeting: agendas sent out
- Prior to call: all volunteers review all meeting documents

1/31/2020

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CREATING MEETING AGENDAS

Consent Agendas

- Compiled in advance of a board meeting
- Details that do not require discussion
- Updates/announcements
- Approved in one vote/motion

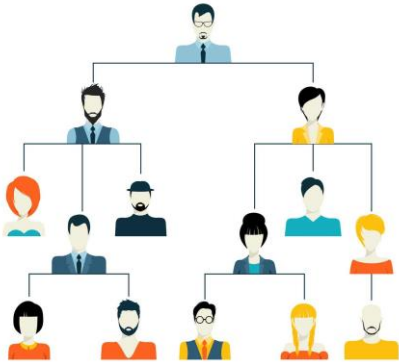
Working Agendas

- Ongoing business
- Discussion
- Brainstorming and new ideas
- Votes
- Action and next steps

1/31/2020

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STRUCTURING YOUR COMMITTEES



Make Volunteering Manageable

- Distribute work based on skills
- Committee Chair as project manager
- Delegate
- Tall organizational chart versus wide
- Distribute workload

9

9



LET POLICY GUIDE YOU THROUGH TOUGH DECISIONS

Guidelines
 Remove the guesswork
 Repeatable activities
 Use the policies

Date 10

10



~~CONFLICT~~
MEDIATION



WORKING THROUGH CONFLICTS

- Open communication
- Neutral party
- Set ground rules
- Pick up the phone
- Avoid side conversations

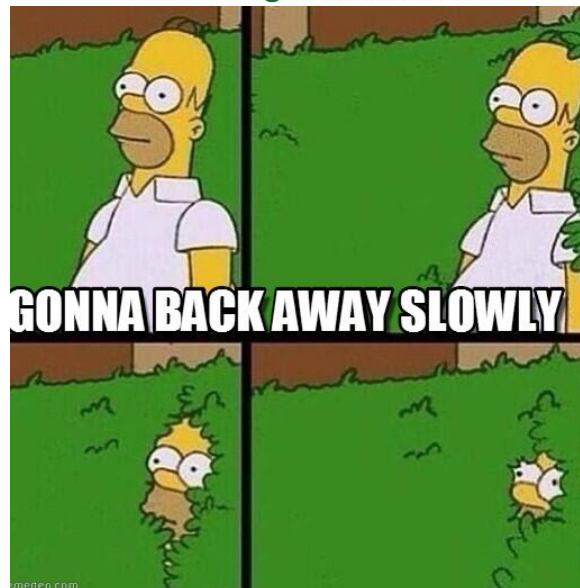
11

SILENCE CAN BE A RED FLAG.

Can be an indicator that people don't know what is going on, that there is confusion or questions may feel unwelcome.

These volunteers often become disengaged and hurt the organization.

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MAINTENANCE AND FOLLOW-UP

Evaluation

- Ongoing
- Two sided
- Formal and Informal
- Reinforce Volunteer Importance
- Constructive
- Increase Involvement
- Open and Honest
- Allow for Consideration of other Opportunities

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13

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FILE MANAGEMENT

Central file storage allows for ...



- Easy transition to new volunteers
- Seamless transfer of information
- Complete set of historical records
- Easy updates to best practices – use as living documents
- Central place everyone knows to go to – no waiting

See Academy's Templates for Records and Retention Policy

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14



15

15

Group Discussion

HOW TO CHOOSE: Select an area you know your affiliate needs to work on and will be doing so in the next year or so.

- Conflict Resolution
- Committee Structure and Communication (Reporting)



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