

At-Large Capacity Building Program – 2015 – Nov 4th – CLO part B.

Engaging ALSes ...

Valuing and Engaging Volunteers in At-Large
and Working Groups within ICANN ...

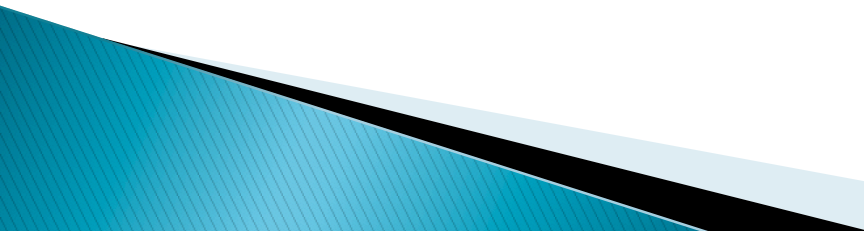
People Volunteer – Sure but why?

Engaged volunteers brings us:-

- ▶ the highly desirable diversity (including in points of view) to our work.
- ▶ Help improve/maintain our organisational reputation.
- ▶ Can become passionate ambassadors for At-Large the RALOs and ALAC as well as of course ICANN

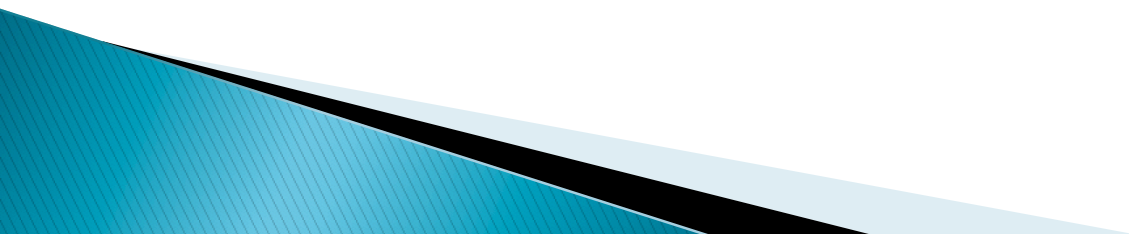
Build a Volunteer–Centric Culture

Find ways to create an inclusive volunteer culture :-

- ▶ orientation / ‘on boarding’.
 - ▶ regular outreach and in–reach activities
 - ▶ inclusive networking event(s) online, virtual and F2F
 - ▶ measure, communicate and acknowledge the value our volunteers bring to us.
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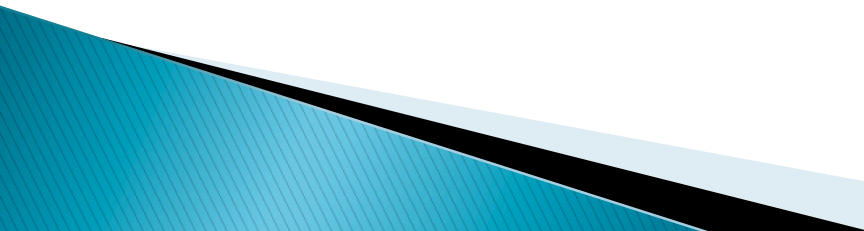
Build a Volunteer-Centric Culture

Why do volunteers contribute or not:-



Volunteer-Centric Culture cont...

Why do volunteers contribute or not:-

- ▶ Volunteers sacrifice one of the most valuable things they have ‘their “spare” time’ and frequently are more emotionally connected / active with their volunteer roles than with their day to day non volunteer activities.
 - ▶ This means that the motivation and management of volunteers needs to be ‘subtly different’ to that used in employed or mandated contexts.
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Volunteer-Centric Culture cont...

Why do volunteers contribute or not:-

- ▶ One study for the UPS Foundation showed that two-fifths of volunteers stopped doing so because of one or more 'poor volunteer management practices' i.e.
 - Poor or ineffectual 'follow through'.
 - Forgetting to thank them / show appreciation.
 - Poor or ineffectual communications.
 - Lack of support or training.
 - Unclear roles, goals or purpose.
 - Cost including out-of-pocket expenses.

There are different styles to volunteering and we can use them all... Diversity counts...

- ▶ Many of today's volunteers want to make defined 'short term commitments' and not become "bogged down" in long term assignments and endless meetings.
- ▶ Usually value opportunities to interact.
- ▶ Make sure you match people and tasks correctly...
- ▶ Ensure time commitments and expectations are clear for all tasks
- ▶ Provide support... ..
- ▶ Consider variety in tasks offered => single days of service, episodic activities, specific goal(s)

Demonstrate Flexibility and Creativity...

All need VMx. Application, training, recognition etc.,

Support, Nurture and Acknowledge ALL Volunteer Contributions Large and Small...

- ▶ Tell your volunteers and ALSes how much you appreciate the time they are committing and how much their efforts contribute to our work and outcomes.
- ▶ Always ask volunteers to help in specific and actionable ways.
- ▶ Inspire where possible, by using real world examples and real people examples of how their work will help.
- ▶ Stay connected and keep in touch, ensuring communication goes both ways...
- ▶ Develop a sense of ‘community’ for your volunteers and ALSes
- ▶ Share success and outcomes thanking people helps but showing them how they helped is even better.

And now the matter of Work Groups etc.,

- ▶ Identify Carefully and match the right volunteers to be 'fit for purpose'.
- ▶ Remember different WG's/ WT's's ST's DT's operate differently at different levels within ICANN => match wisely and well
- ▶ Respect diversity and what that means in a WG.
- ▶ Use Support => staff support in In-Service Teg, as well as Mentoring, and Peer Support.
- ▶ Consider the 'soft entry' approach and the useful role of Participants as opposed to Members in many WG's