



## Creating Connection Series: Orientation & Team Building Worksheet

*Please complete before attending or watching the Appreciation & Recognition Workshop.*

Volunteers need to be oriented to the work – what they'll do and why things are done in certain ways. They also need to be oriented to the organization's culture (goals, values, & beliefs). This is not **how** to do the work (training), but this orientation may happen at the same time as training activities. Consider how you orient volunteers to the work you're asking them to do. What are the specific activities or actions? Are they working and are you meeting your goals?

*The goal with this question is to help you think through the context you're providing to volunteers for the work they're doing. Telling someone "how" to do something without orientation to the what and why make cause the volunteer to feel disconnected from the work or not fully understand the risks or ramifications of not doing something a certain way. This can lead volunteers to feel like their work isn't connected to the mission.*

Think about how many volunteers drop out during or after the time they're being oriented (and trained) to do the work? How does this drop out rate affect you, those training/supervising volunteers, your organization's volunteer engagement goals?

*If you track attrition you should have a number or percentage to consider, if you don't what is your estimate or best guess on how/when volunteers drop out. Does this number/% feel appropriate, or do you feel like too many volunteers drop out during this stage? (To reduce this drop out rate consider reviewing the Recruitment Workshop Series to recruit volunteers better suited to the work/organization.)*

Consider how volunteers are introduced to existing teams in your organization. (These may also be shifts, committees or departments.) Do you have a standardized process? Does it involve others – paid or volunteer – who are managing or supervising teams? How well is your current strategy working?

*Again – think about volunteer attrition rates. Are volunteers dropping out at this stage? If/When a volunteer drops out do you gather feedback from the team/supervisor? Do you consider exiting team dynamics or personality types when placing volunteers into certain teams?*

What strategies or activities do you have in place to create a connection between a new volunteer and the work, their team, and the organization and its mission? What information do you have, or what information could you gather to determine if these strategies are working? Consider formal information gathering like attrition tracking and surveys as well as informal activities like conversations with stakeholders and volunteers that drop out.



*If these are conducted in an ad hoc manner you may not have access to data/metrics to help you determine what's working and what isn't. Consider how you might be able to try and formalize some of this for example training and goals for team leaders on welcome a new volunteer.*