KCR

COMMUNITY RESOURCES

Enhancing Lives - Connecting Communities

What do we need to talk about?

- Provide Tools and Information
- Understand the Volunteer Management
- Boundaries, Ethics & Confidentiality

Elements of Communication

Listen & Understand

Interpersonal

Complexity of Communication

"I know you believe you understood what I think I said, but I am not sure you realize that what you heard is not what I meant."

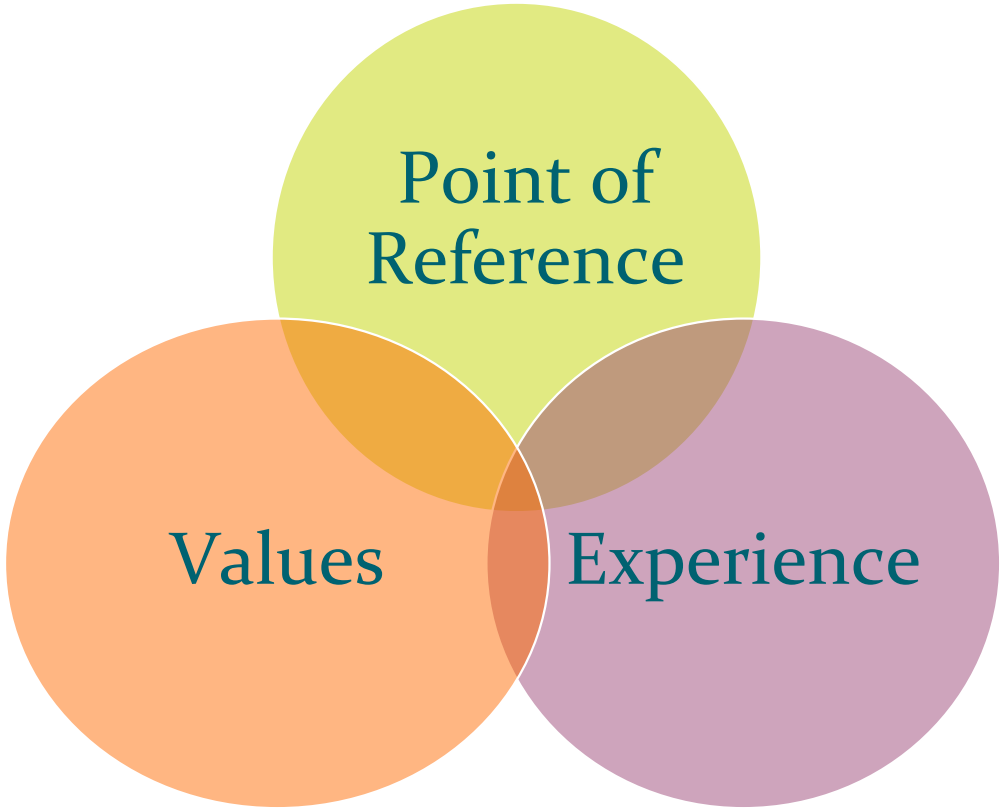
Elements of Personal Communication

- Self Awareness
- Perception
- Approaches
- Listening
- Road Blocks

Self-Awareness

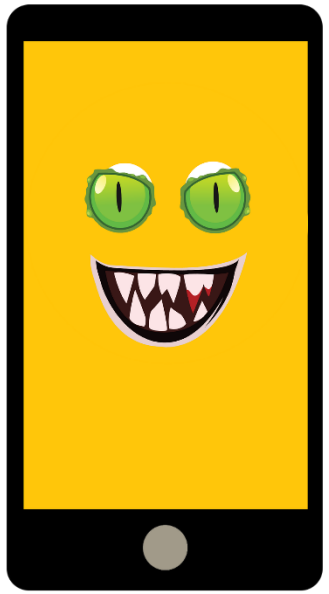
Self-Awareness

Perception & Perspective

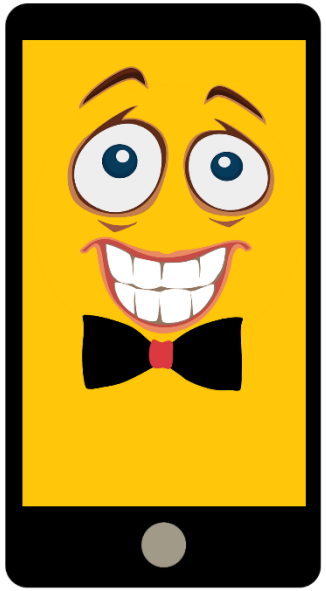


https://www.youtube.com/watch?v=tqz7UcCgbLA Perspective Taking

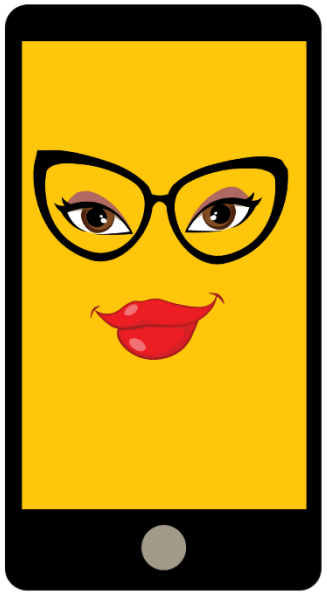
Communication Approaches



Aggressive



Submissive

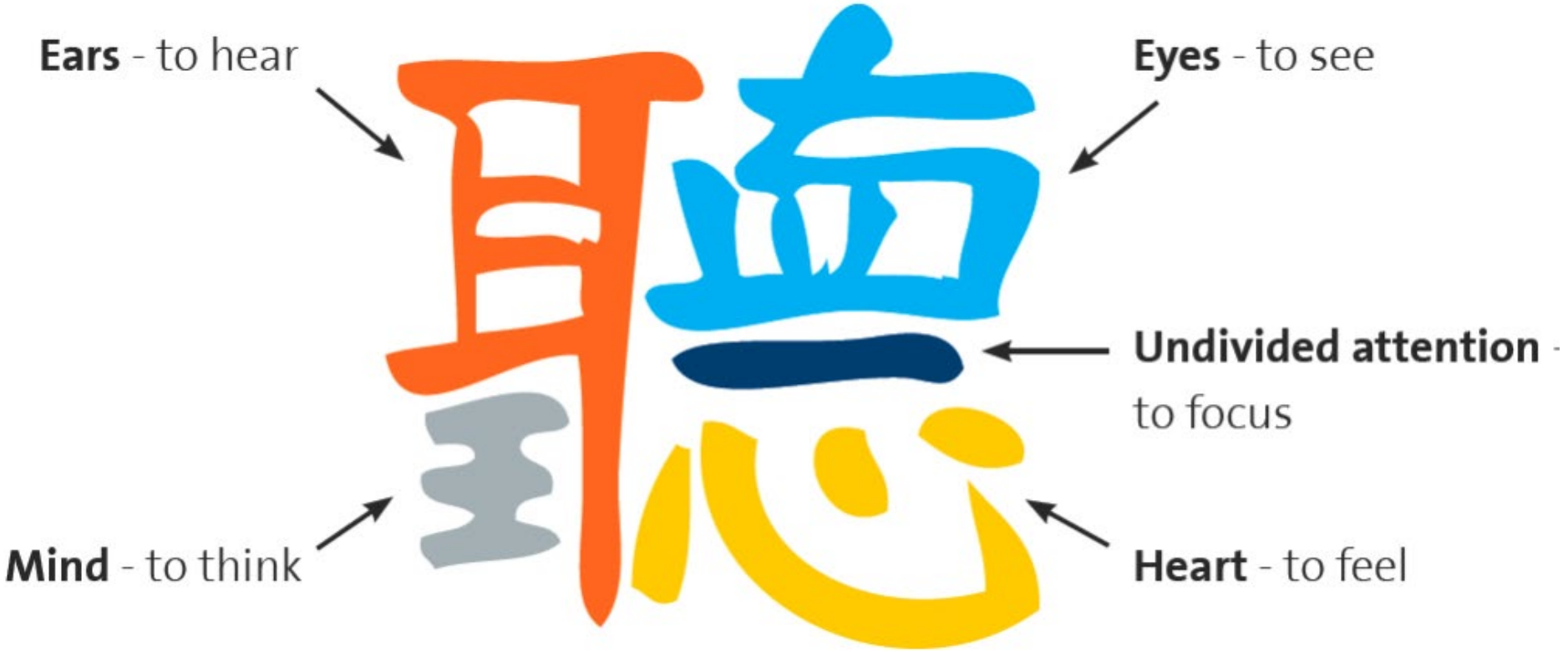


Assertive

Listening

Listening is a contact sport and should exhaust you!

Listening

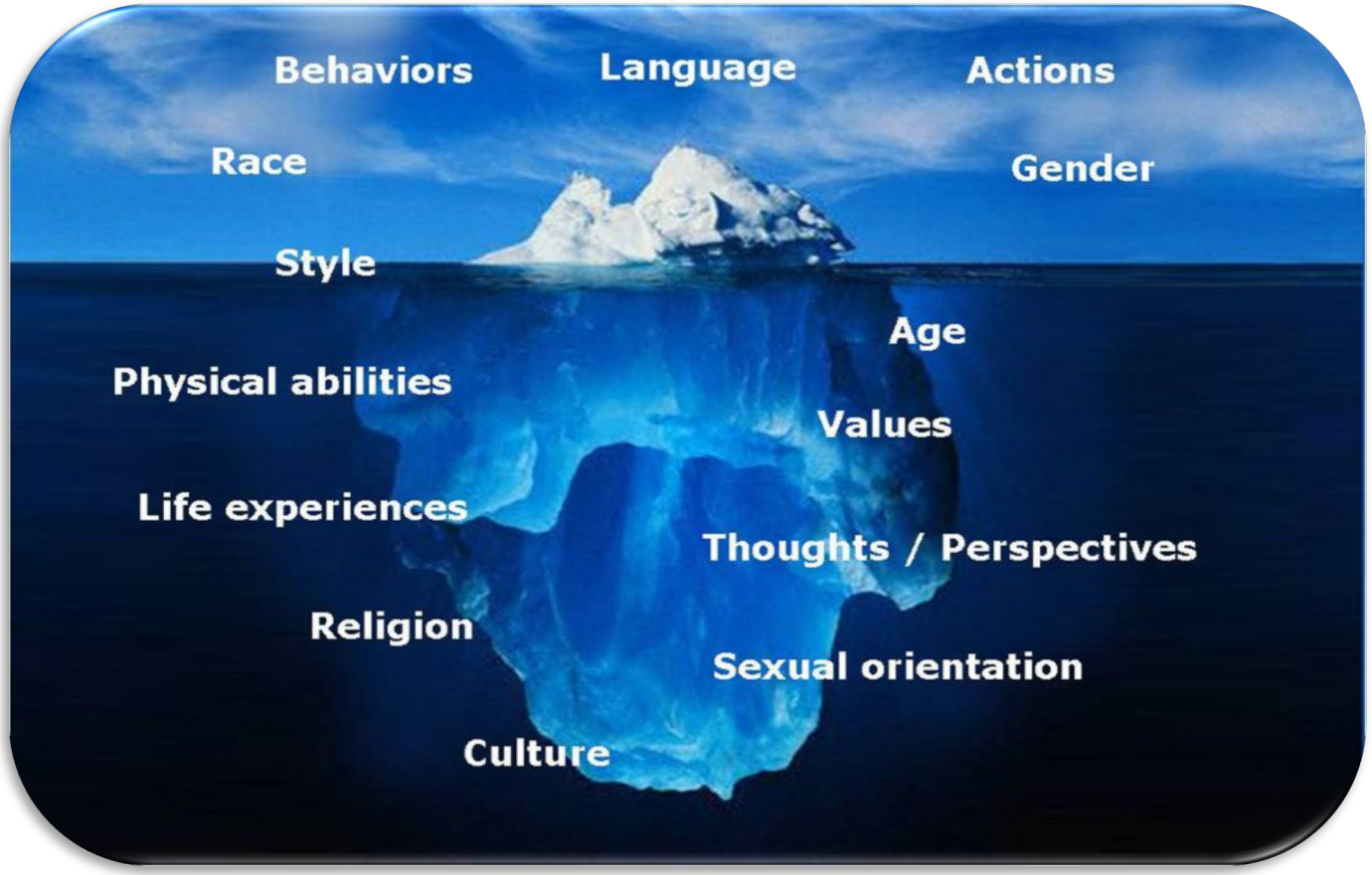

Ears - to hear
Eyes - to see
Undivided attention - to focus
Mind - to think
Heart - to feel

Intercultural Communication

- Use plain English
- Using idioms and abbreviations carefully
- Choose humor carefully
- Check for understanding
- Write out instructions
- Learn to correctly pronounce names

The Cultural Iceberg

The Cultural Iceberg



Building Relationships & Managing Expectations

Relationship Building

Building Relationships & Managing Expectations

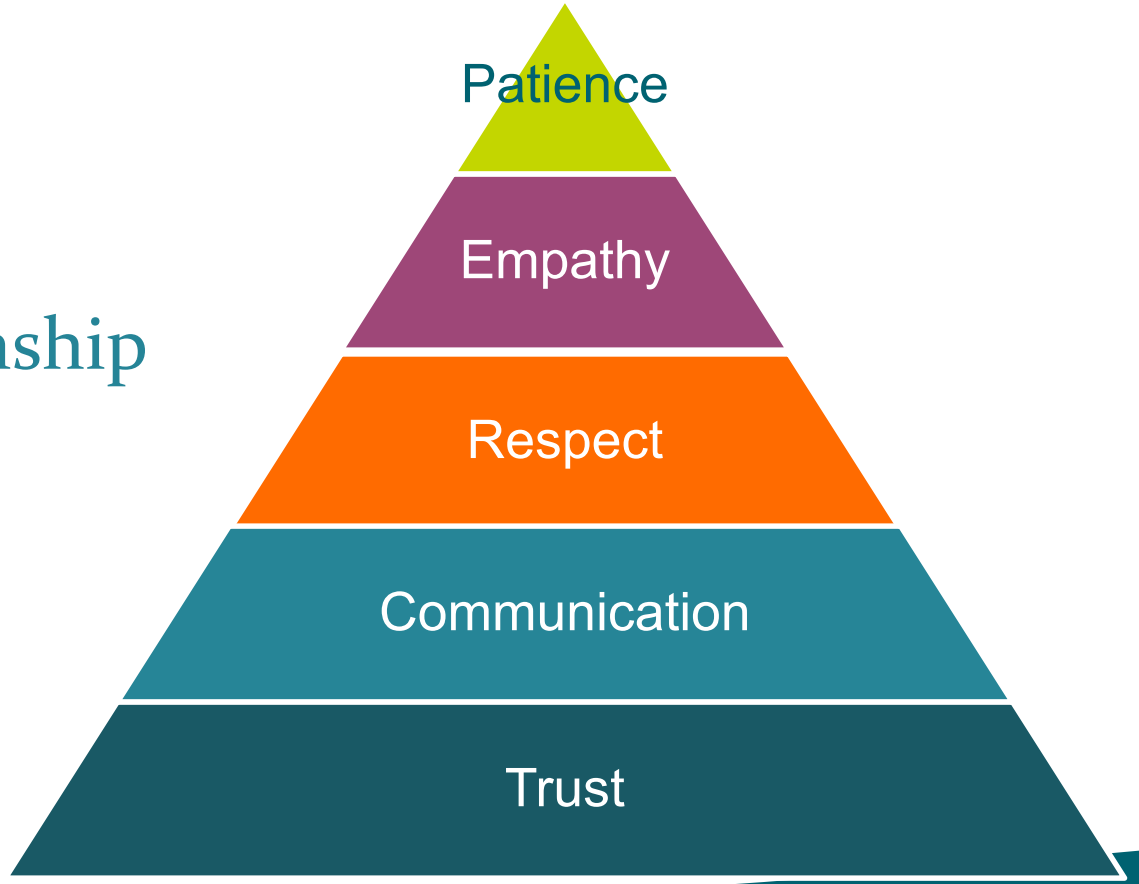
Stages of a Mentoring/Helping Relationship:

- Beginning
- Building
- Closing/Transitioning

Building Relationships & Managing Expectations

Beginning Phase:

Foundation of any successful relationship



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Building Relationships & Managing Expectations

Beginning Phase

- Common Pitfalls:
  - Making all of the decisions
  - Going in with assumptions
  - Missing meetings
  - Not discussing expectations
  - Not taking the time to get to know one another

Building Relationships & Managing Expectations

Building Phase

- Common Pitfalls:
  - Mentee becomes too dependent on your support
  - They may wish to meet more or be contacting you more frequently
  - Time to reinforce or set boundaries
  - Mentors may begin to feel overwhelmed
  - Mentors may feel underappreciated – by staff or by their mentees

Building Relationships & Managing Expectations

Closing or Transition Phase:

- Important to recognize that there may be feelings of loss
- Celebrate successes
- Complete tasks/goals already set out
- Make a plan for next steps – transition to other supports in the community
- Discuss how & whether you will stay in touch

Managing Expectations

Important Considerations

- Duty of Care
- Human Rights Code
- Personal Information Protection Act
- Workers Compensation Board

Boundaries, Ethics, Confidentiality & Conflict of Interest

- Boundaries
  - Setting Boundaries
  - Self Care & Burn Out
- Ethics
- Conflict of Interest
- Confidentiality

Boundaries

- Setting/Clarifying Boundaries

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Change starts here.

Boundaries

- Self Care
  - (http://www.olgaphoenix.com/wp-content/uploads/2015/05/Self-Care-Wheel-English.jpg)
- Stress
  - Causes/Sources
  - Managing/Coping
- Debriefing

Boundaries

Burnout

- Signs
- Management & Prevention

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Okanagan Similkameen
Change starts here.

Program Planning –Record Keeping

- Why bother?

Program Planning –Record Keeping Elements

- 1 file per volunteer
- Review sample forms
- Keep files factual
- Prioritize e.g. emergency contact
- Update annually
  - Who has access?
- Move to paperless

Why Screen?

Duty of Care

Legal

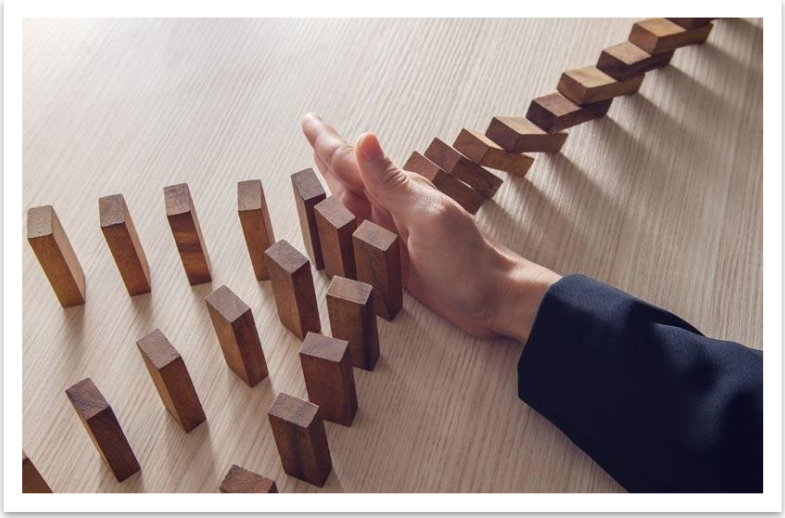
- Standard
- Action
- Prevent Harm

Risk Management: Assess Risk

- What could go wrong?
- Likelihood to occur?
  - Not likely
  - Possible
  - Probable
- Consequences?

Manage Risk

- Eliminate?
- Modify?
- Transfer?
- Assume?
- Costs Involved?



Purpose of Position Description

Recruitment → Screening → Clarification → Supervision → Recognition

Position Description

Position Title

Commitment

- Reports to
- Program Info
- Duties

- Benefits
- Qualifications
- Supervision

What's in Your Volunteer Handbook?

- Why?
- What Should it Include?
- Electronic or Paper?
- Other Tips

Why do we want a Volunteer Handbook?

- Welcome
- Understanding Roles & Expectations
- Transparency
- Know where to find more information
- Good for both staff and volunteers

What Should it Include?

- Welcome
- Mission, Vision, Values, History
- Philosophy of Volunteer Engagement
- Information on clients/participants, programs, and funding
- Roles, Expectations & Rights
- Supervision, Evaluation, Recognition/Benefits
- Org. Chart & Contact List

Volunteer Application Forms

- What do you need to know about potential volunteers when they apply?
- How is the application form used to screen?
- What are we screening for at this stage?

Sample Volunteer Application Form

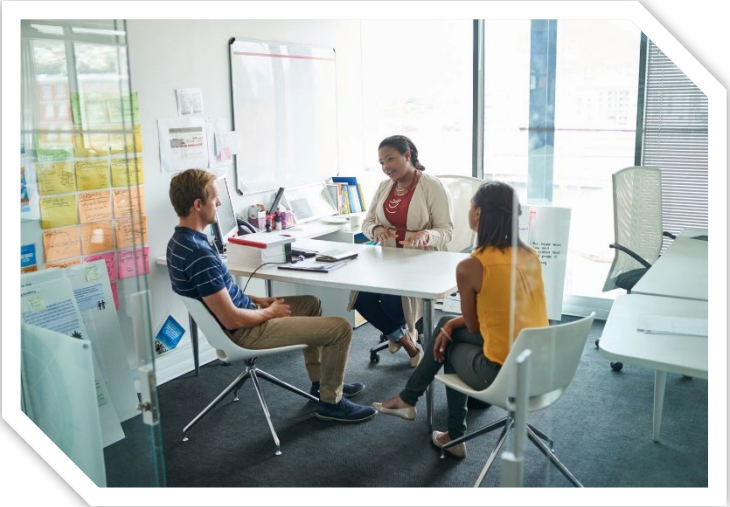
Group Activity Instructions:

1. What are the strengths of this application form?
2. Is the form missing any key information?
3. Are there any items on form you do not feel should be included on the form?
4. How does this form compare with what your organization uses?

Entrance Interviews

Types

- Information or Referral
- Screening
- In Depth Interview



Interviews

Qualities of a Good Interviewer

- Ability to converse easily with, and put the candidate at ease
- Ability to listen attentively and hear accurately
- Ability to ask open-ended questions and to rephrase questions not well understood
- Knowledge of your organization, its programs and volunteer roles

Interviews

Check Out Your Biases

To be an effective interviewer, you must be aware of your own attitudes, prejudices, and biases that might prevent a successful assessment and placement of a potential volunteer.

We all have them!

Interviews

Tips for Success in Interviewing

1. Establish rapport with candidate
2. Beware the ‘halo effect’
3. Listen, not talk
4. Allow silence
5. Use open-ended questions
6. Ask first; tell later
7. Don’t ignore your intuition (gut feelings)

Interviews

Prepare for your Interview

- Read application form and make notes/questions
- Have the Volunteer Position Description on hand
- Have list of Interview Questions and paper/ipad for making notes
- Schedule enough time for the interview

Interview Questions

- Motivation
  - Skills & Abilities
  - Working Style
- Preferences
  - Times Available
  - Suitability

Challenging Interview Situations

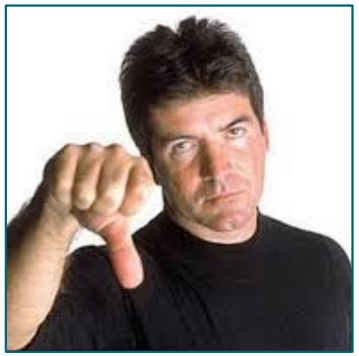
Interview Close

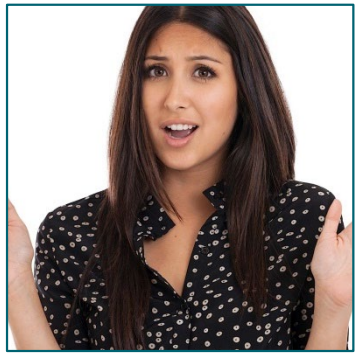
Summarize

Next Steps

Be Positive

Saying No



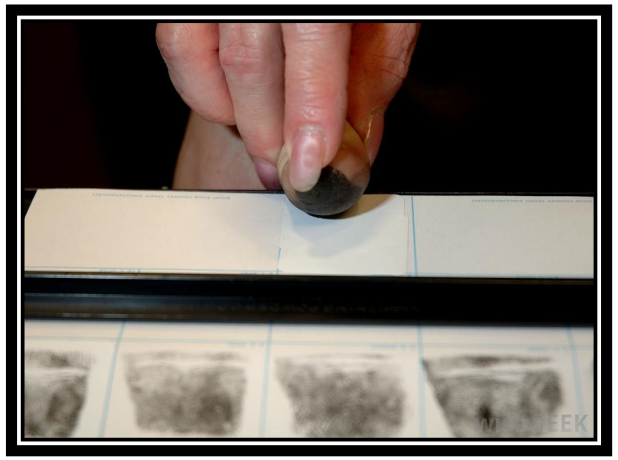


Reference Checks

Background Record Checks

Criminal Record

Vulnerable Sector



For Child Serving Organizations visit Commit2kids.ca for additional screening considerations

Purpose of Orientation

- Explains the relationship between the volunteer & the organization

Purpose of Training

- More specific to the volunteer role/position

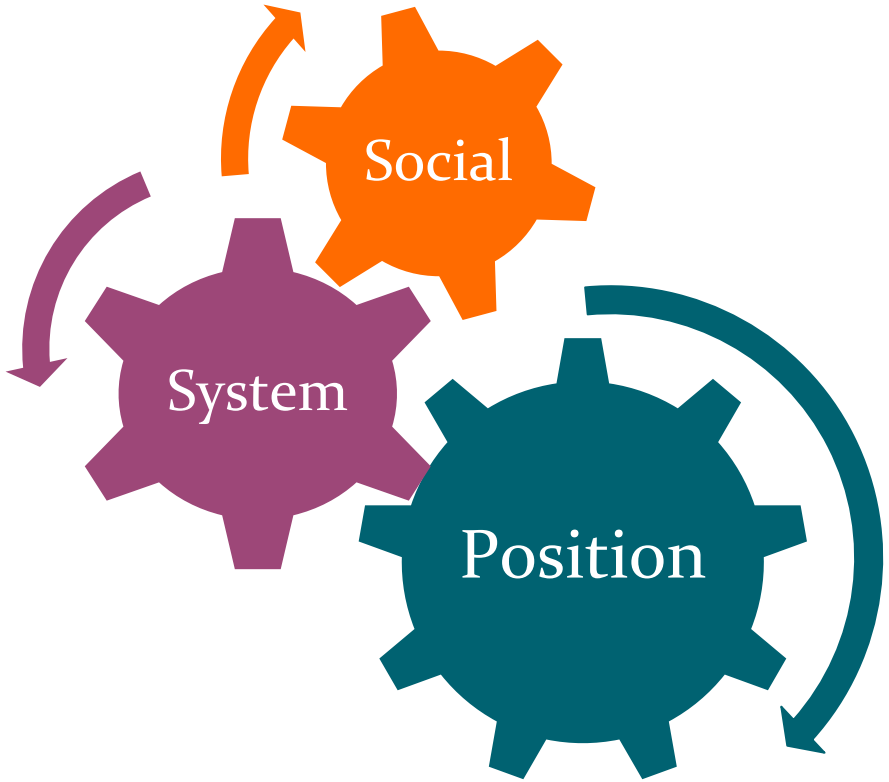
Organization Gains

- Knowledge of the volunteer's approach, values, & work style
- Translation of the policies to the individuals' role
- Development of interpersonal skills in areas where each individual will be working
- The final decision of whether the person is appropriate

Volunteer Gains

- Fears allayed
- Answers to questions
- Sense of the culture
- Determines ‘fit’

Orientation Types



- Social = How do I fit in?
- System = How will I be working here?
- Position =Where should I volunteer?

Orientation Content

- Mission, Vision, Values
- History
- Programs
- Client Groups
- Facility & Processes
- Policies & Procedures
- Meet Staff & Volunteers

Training

It is the organization's responsibility to ensure that all volunteers are adequately qualified and trained to perform the duties assigned.

Linda Graff - Best of All

Training

- Opportunity to observe volunteers in different settings
- Allow organizations to inform volunteers about policies & procedures
- A volunteer should be considered "on probation" at least until the training period is complete

Training

- Practical
- Experiential
- Tailored to the volunteer needs
- Involve employees
- Ongoing as programs & positions change

Training

- A positive learning environment:
  - Safe
  - Successful
  - Interesting
  - Relevant