

## Handout #3

### ***Best Practices of Volunteer Management Scenarios Activity***

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#### Scenarios with Discussion Points

Can you believe that Joe, sending me an e-mail about the meeting? Why, I don't even have a computer! How was I supposed to know about the meeting! I guess I'm not really needed anymore, wait until I tell my bridge club friends about this! At least when I volunteer at the historical society remind me of the meetings!

*(While ignoring this issue may be tempting, damage control is needed here. Recognizing that not everyone has or regularly uses computers is crucial. This volunteer isn't feeling needed or appreciated. In what ways can trust be restored? Perhaps this volunteer could, along with the manager, identify ways she and others could be reminded of the meetings—through a phone calling tree or use of postcards.)*

The 4-H leader's board foodstand cleaning day was yesterday and Ann, 4-H agent, did not show up – saying something about a meeting and then going to yoga and something about work-life balance, whatever that is! Why can't Ann be like Jerry, who always pitched in with us?

*(Helping volunteers understand the role of the 4-H agent is an ongoing struggle. The volunteers can guilt you into helping, and while that may be the best way to ease the negative chatter, is that really the role you want to step into? Think about the priority you're setting. Maybe the issue really isn't that the agent wasn't there, perhaps it is the fact that not enough people were there to help – in that case, the 4-H agent can help by getting the word out through the office staff of the need for help. The 4-H agent's reaction is critical here – that she not engages in a battle of words, but see the larger issue of a lack of help.*

Parents these days – that new guy, Charlie, wanted us to do a Google Hangout (sounds like a medical problem to me!) Charlie is supposed to be heading up our livestock committee. We have always met at the Extension Office at 6 p.m. Charlie works from home, so why in the world couldn't we meet like we always do. I called the 4-H agent and he's at some national meeting in Michigan. I'm not going to the fairboard meeting instead and telling them 4-H is going down the tubes!

*(Supporting project leaders is vital in helping them garner the involvement of other volunteers. Consider annual training for project leaders on topics of effective meetings, timelines, communicating expectations, and understanding resources from the Extension office.)*

*Developed by Colleen Pulvermacher, UW-Extension 4-H Youth Development Educator, 2013.*