Hold ‘Em or Fold ‘Em: How to Inspire, Fire, Or Move Challenging Volunteers

with Dana Litwin, CVA

49th Annual WVCA Conference

Stevens Point, WI
Our most common response to conflict…

La-la-la! I can’t hear you....
The 3 C’s of Happy Volunteers
Comfort  

Task  
Training  
Temperature  
Tummy  
Toilet

Convenience  

Time  
Transportation

Connection  

Trust  
Together
Comfort  Convenience  Connection

= Happy Volunteers! 😊
The **Goldilocks Scale**

High energy: Over-commits

Just Right!

Low energy: Flake
Hold ‘Em or Fold ‘Em?

HOLD
• Personal feud

WARN
• Change, or else

FOLD
• Very bad behavior!
Can they really be fired?
Types of Challenging Volunteers

- The Entitled
- The Expert
- The Drama Queen/King
- The Grumpasaurus
- The Rebel
- The Flake
The Entitled
The Expert*

“You know, the thing about that is….”

*Not actually qualified as an expert on the topic
“I am here to chew bubblegum and stir up drama, and I am all out of bubble gum!”
The Grumpasaurus

NO!
The Rebel (Without a Clue)
The Flake
Tough Talk Tips

- Emotionally neutral
- Be Specific
- Ask
- Active Listening
- When in doubt, don’t speak
- Find common ground
- Inspire
Calm & Neutral

• Open, relaxed body language

• Status - Be still (don’t fidget)

• 10 Deep breaths

• Scrunch toes in shoes (grounding)

• Don’t take anything personally
Active Listening

- Use of open & closed questioning
- Avoid prejudice
- Reflect
- Avoid interruption & distraction
- Probe
- Observe non-verbal behaviour
- Clarify
- Summarise
- Show interest
- Listen for feelings
- Signal encouragement
Find common ground & goals
Inspire for a Win-Win!
Volunteers *commit* when they have **Comfort, Convenience, Connection**
Table Exercises:

Role Play Scenarios and Discussion (Handouts)
Questions?
Feel free to contact me for follow up questions