



# VOLUNTEER RETENTION

Keeping Your Volunteers in  
Satisfying Volunteer Work



# OBJECTIVES

Learning to retain volunteers,  
from screening to recognition

Tips on keeping each generation engaged



# OUR AGENDA

- ❖ Screening volunteers
- ❖ Orientation and training tips
- ❖ Supervision by generation
- ❖ Recognition
- ❖ Evaluations



# A QUICK LOOKBACK

- ❖ Generational differences
- ❖ Infrastructure development
- ❖ Job designs
- ❖ Effective recruitment



## *BIRTH YEARS*

**1922-1945 Traditionalists, Veterans,  
Silent Generation**

**1946-1964 Baby Boomers, The  
Sandwich Generation**

**1965-1980 Gen Xers, Generation  
Xers, Xers**

**1981-2000 Millennial's, Gen Y,  
Nexters**



# Generational Distinctions

	Traditionalists	Baby Boomers	Gen Xers	Millennials
Life Attitude				
Life Priorities				
Clothing Preferences				
Career Paths				
Relationship with others				
Recognition Preferences				
Response to Feedback				
Communication				

# SCREENING

- Applications
- Background checks
- Interviews





# Applications

- The cornerstone for every volunteer's "personnel" file
- Collect only the information required for each position
- Draft forms should be reviewed by legal counsel



# Applications

Identification – name, address, tel., e-mail, etc.

Equipment/vehicle specifications

Medical conditions (*that may affect ability to perform position requirements*)

Availability

Preferred working conditions or limits

Motivation

Background and relevant skills

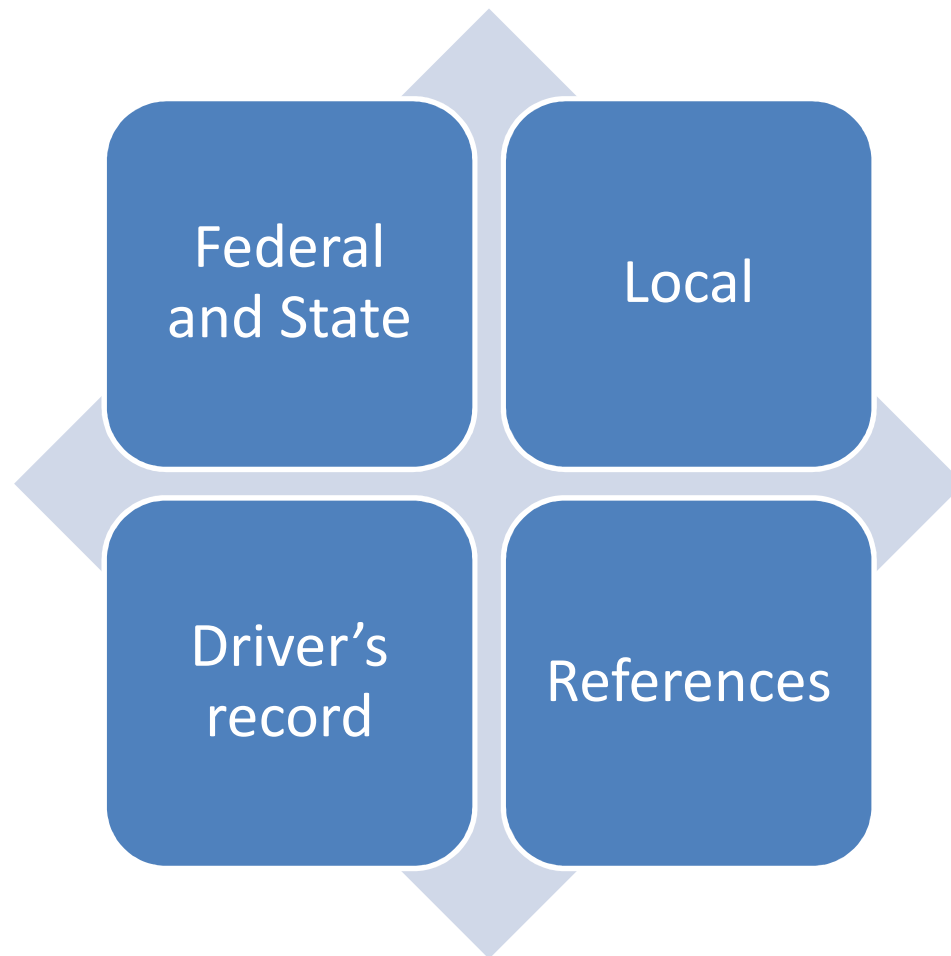
References

Authorization to verify

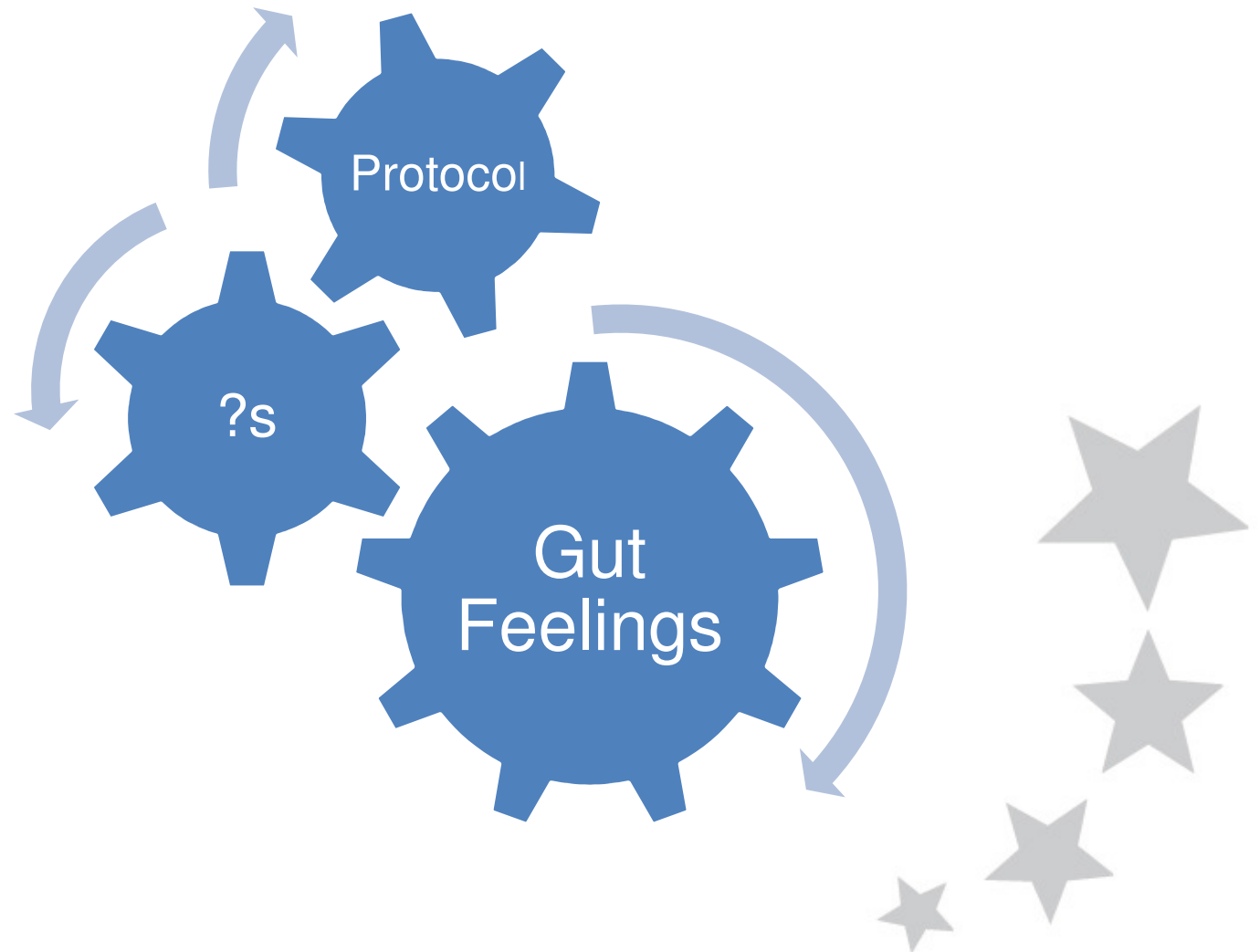
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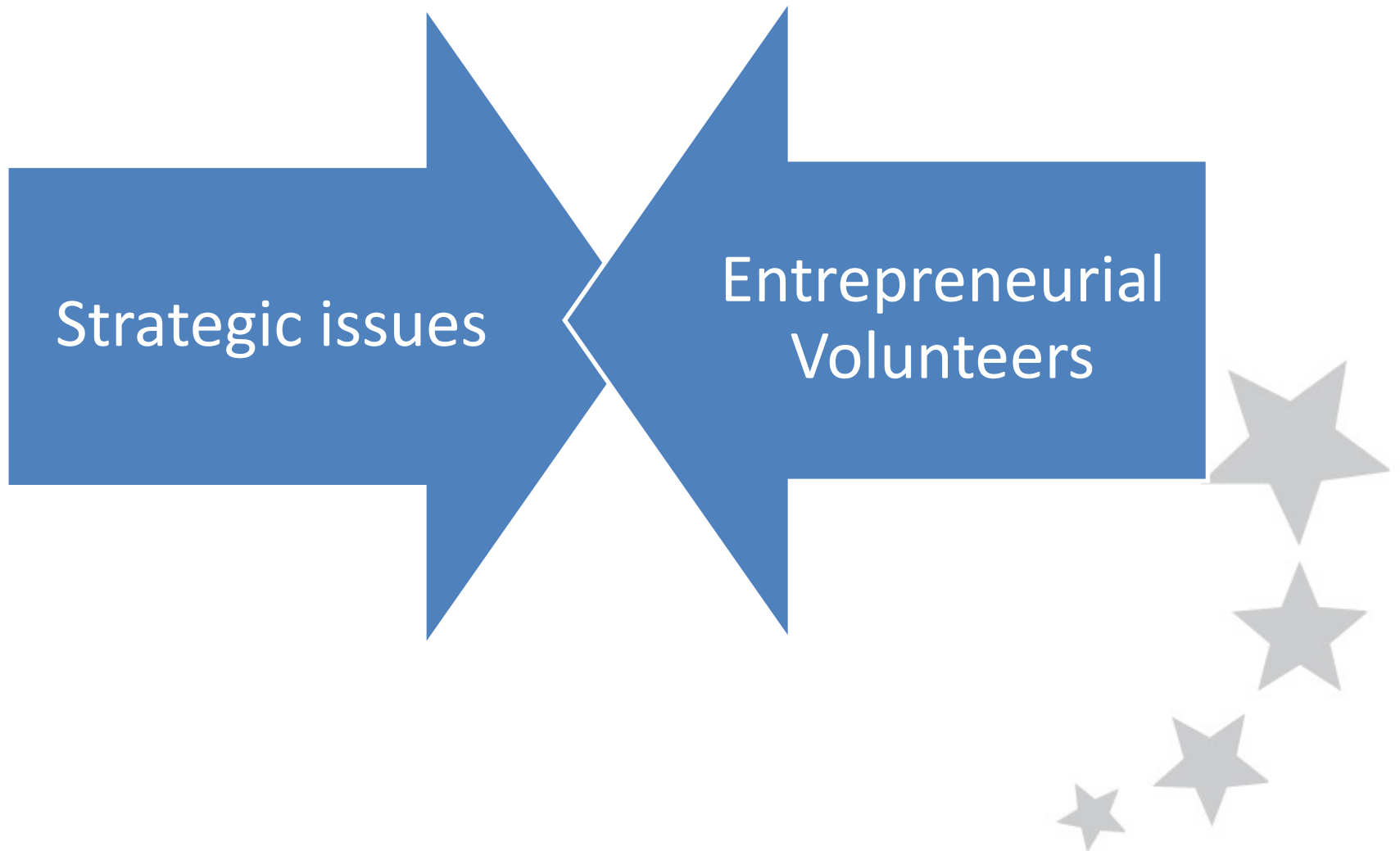
# BACKGROUND CHECKS



# INTERVIEWS



# INTERVIEWS



# ORIENTATION



The **BIG**  
Picture



Individual or  
Group

# TRAINING

- Chain of command
- Current and relevant
- Volunteer Policy Handbook
- Approaches to the different generations



# Training Distinctions

	Traditionalists	Baby Boomers	Gen Xers	Millennials
Work Ethic	Dedicated	Driven	Balanced	Determined
Clothing Preferences	More formal	Informal	Casual	Casual
Communications	Print/phone	Print/phone	Cell phones	Wireless
Relationship with others	Team player	Self-focused	Entrepreneurial	Team Player
Authority	Respectful	Love/hate	Unimpressed	Polite
Response to Feedback	Need detail	Want to please	Impatient	Need supervision & structure
Training	Take time Future	Focus on role Near term	Provide resource lists	Take time Set expectations



# SUPERVISION

Consider ---

Long distance issues

Younger volunteers

Legal issues



*"Ever get the feeling that we're being watched??"*



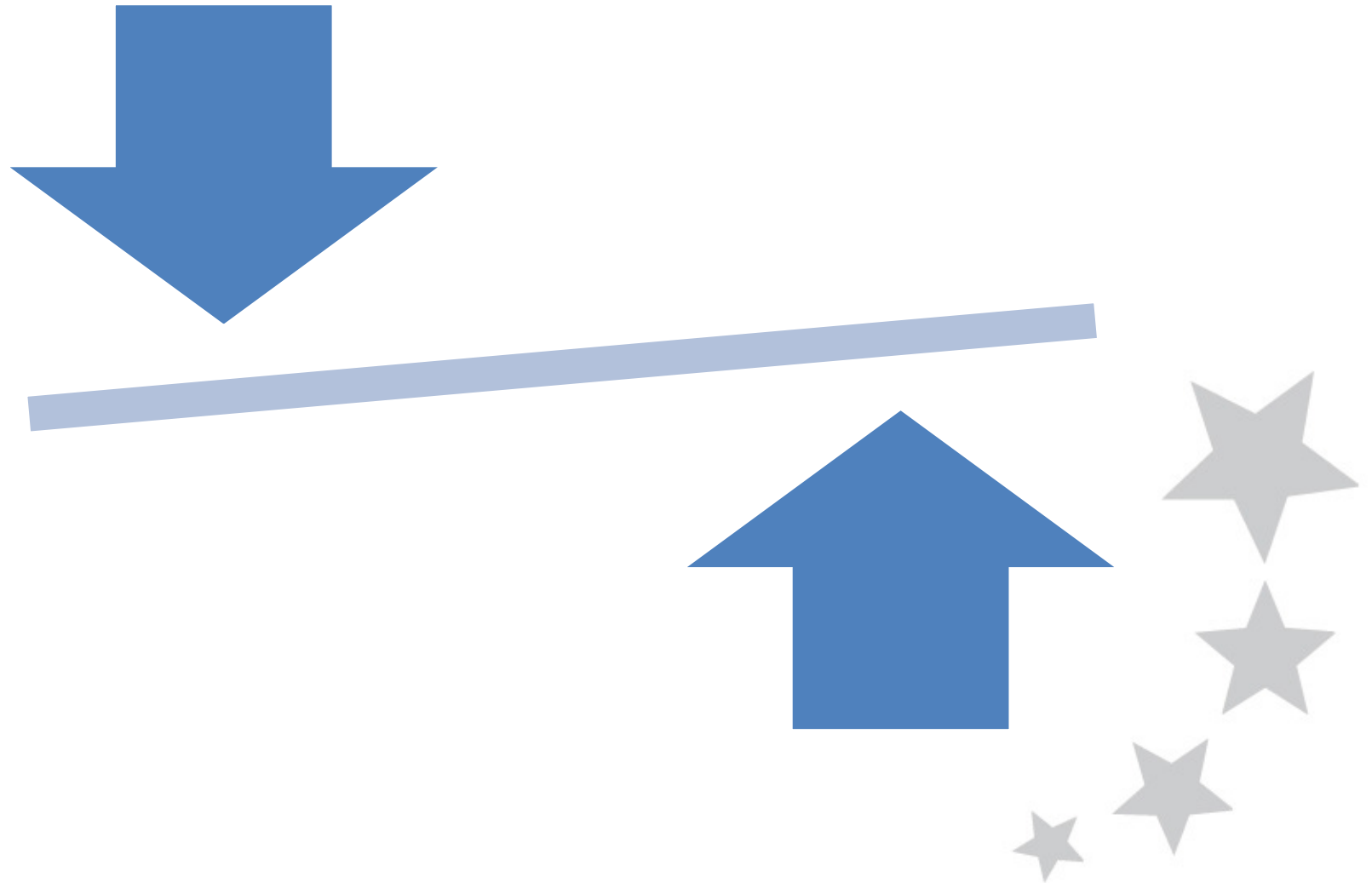
# RECOGNITION

*Different strokes for different folks ---*

Traditional  
Boomer  
Gen X  
Millennials



# EVALUATIONS



# QUESTIONS

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???

???



# Summary

- Screening depends on what is required for the job
- Different approaches to orientation and training are needed for different generations
- Each generation requires unique supervision
- Recognition: different strokes for different folks
- Evaluations = strong volunteers and strong volunteer programs

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