Recognition and Retention for Volunteers

Montgomery County Volunteer Center
Benefits of an Effective Recognition Program Can...

- Promote Engagement
- Increase Retention
- Improve Morale
- Help in Recruitment (and the Program)
- Provide Feedback
- Promote Teamwork
- Identify Leadership Opportunities
*Organization Mission
*Organization Size
*Describe a Typical Volunteer
*Describe a Typical Volunteer Assignment (what they do, how long, do they require a lot of training, etc)
*How Your Organization Recognizes Its Volunteers and Staff
Group Report
The Good, The Bad and The Ugly
Factors that Influence Recognition - Opportunities vs. Challenges

- Formal vs. Informal
- Inexpensive vs. Expensive
- Short-term vs. Long-term
- Groups vs. Individual
What are some of the challenges to recognition programs you have experienced?
<table>
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<th>Criteria Based</th>
<th>Integral / Ongoing</th>
<th>Timely</th>
<th>Meaningful</th>
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**Key Concepts to Volunteer Recognition**
What's On Everyone's Mind
"What's In It For Me?"
Do you know what motivates your volunteers and how do you tie in meaningful recognition?
At The End of The Day Your Volunteers (and Staff) Need To Know They Are Appreciated
What are some creative and fun ways to promote recognition?
Volunteer Retention
Retaining Volunteers Can...

- Save Time and Money
- Improve Morale and Help in Recruitment (and the Program Mission)
- Keep Knowledge and Experience
- Promote Teamwork and Social Networking
- Leadership Opportunities
What Is Your Retention Rate?
Are you happy with it?
What can you do to improve it?
Engagement

- Is it a good match for the volunteer's interests, skills and volunteer goals?
- Are the rewards, recognition and incentives a good match for fulfilling volunteer opportunities?
- Are there fun and creative ways to engage volunteers?
- Are volunteers provided with leadership, growth and learning opportunities?
**Communicate, Communicate, Communicate...**

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<th>Thank</th>
<th>Inform</th>
<th>Provide</th>
<th>Ask</th>
<th>Say</th>
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<tr>
<td>Thank your volunteers genuinely and frequently.</td>
<td>Keep volunteers aware of new opportunities that relate to their skill-set and interest.</td>
<td>Provide volunteers updates about your organization and how their participation relates to the big picture.</td>
<td>Ask your volunteers for their feedback, insights and ideas.</td>
<td>Just say “hi” and check in with the volunteer from time to time.</td>
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What's On Everyone's Mind
"Am I Making A Difference?"
Do You Know The Value Of Your Volunteers?

TO YOUR ORGANIZATION

TO YOUR MISSION

TO THE PROGRAM
Recognition and Retention
Return on Investment (ROI)

What is it?

Why it matters?
Questions or Comments?
Thank You!
For more information, please contact the Montgomery County Volunteer Center Office of Community Partnerships 12900 Middlebrook Road, Suite 1600 Germantown, MD 20874