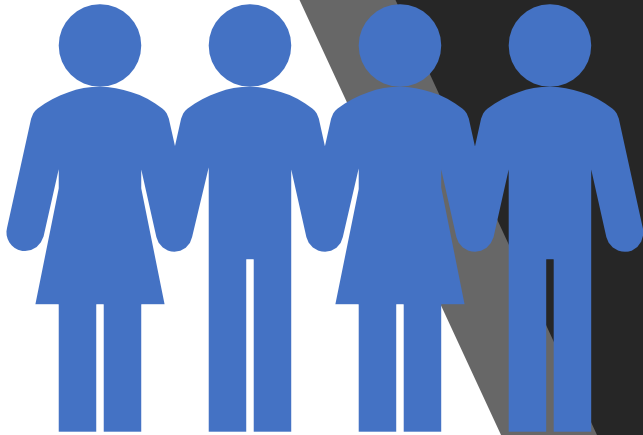


Recognition and Retention for Volunteers

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

Let's Share!

- * **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?

**Criteria
Based**

**Integral /
Ongoing**

Timely

Meaningful

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?

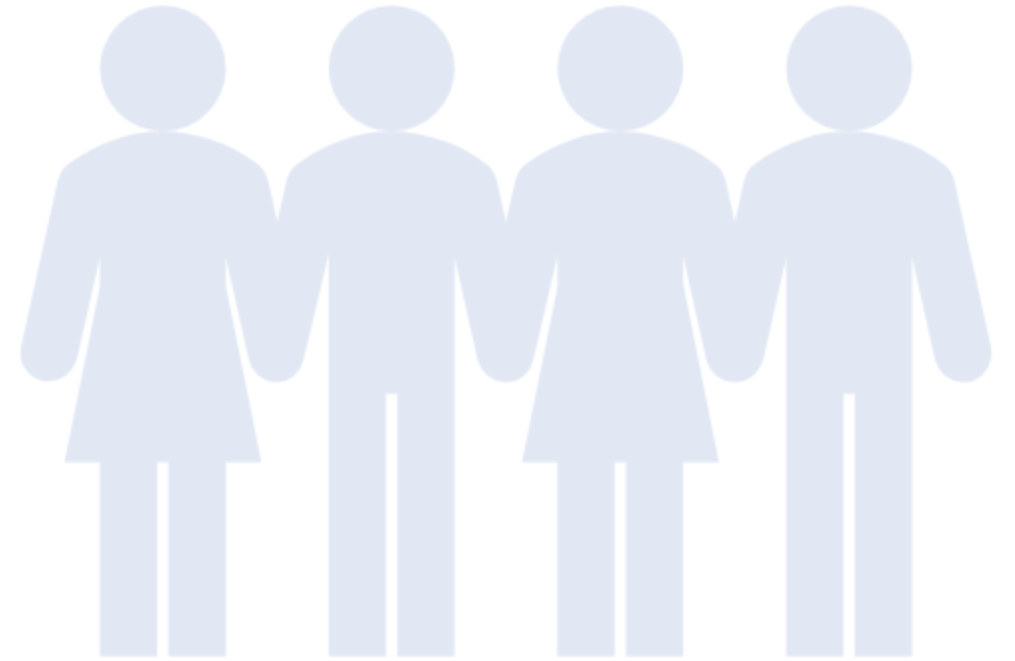
At The End of
The Day Your
Volunteers (and
Staff) Need To
Know They Are
Appreciated



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...

Thank

Thank your volunteers genuinely and frequently.

Inform

Keep volunteers aware of new opportunities that relate to their skill-set and interest.

Provide

Provide volunteers updates about your organization and how their participation relates to the big picture.

Ask

Ask your volunteers for their feedback, insights and ideas.

Say

Just say “hi” and check in with the volunteer from time to time.



What's On Everyone's Mind
"Am I Making A
Difference?"

Do You Know The Value Of Your Volunteers?



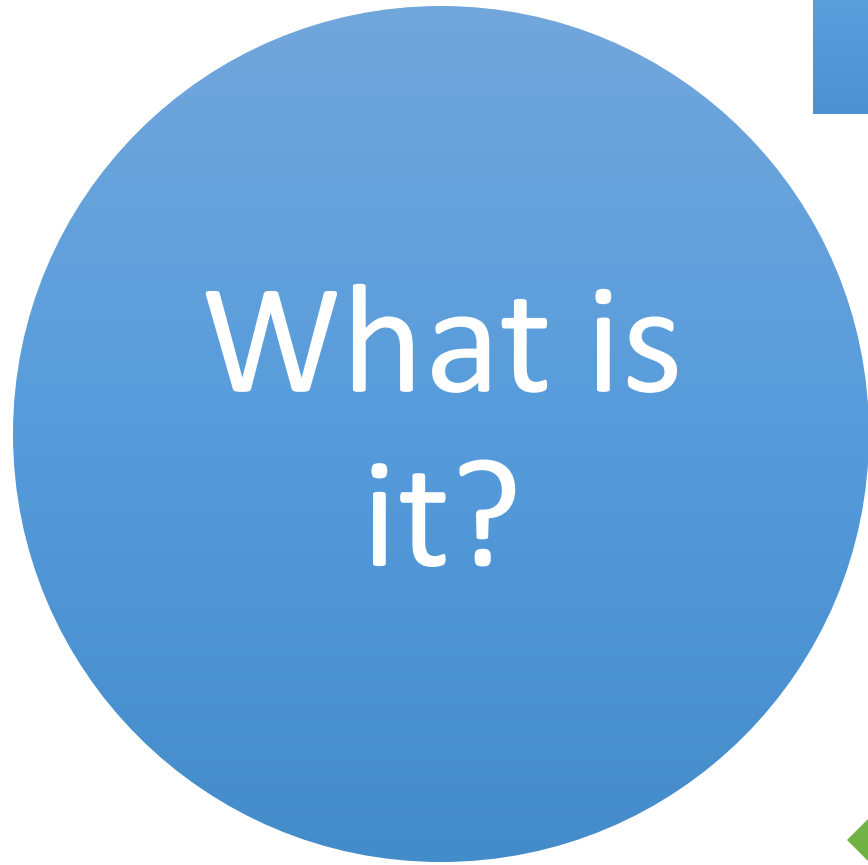
**TO YOUR
ORGANIZATION**



**TO YOUR
MISSION**



**TO THE
PROGRAM**



Recognition and Retention
Return on Investment (ROI)



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

