

Top tips for a happy and committed volunteer team



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1. The joy of a thank you

Simply saying thank you to your volunteers is so easy, yet it's often forgotten. It is incredibly important to let volunteers know that you appreciate their help. Could you mention them in the monthly email or write them a quick message to say thanks?

2. Keep talking

Are you getting the most out of your volunteers? Are they enjoying their time as a CAN volunteer? To ensure that everyone has the best experience, make sure there is time set aside for sharing feedback and discussing any issues.

3. Part of the Team

You know how important it is to feel part of the team. If your volunteers feel wanted and included they will be far more motivated to stick around. Team spirit is a powerful emotion, and a great motivator for volunteers.

A few ideas for integrating new volunteers:

- Invite them to social events.
- Draw attention to any volunteers involved in training sessions.
- Mention them in your monthly bulletin – or have an area about volunteers on your website.
- Give them free membership and access to your facilities.

4. Fun and clear tasks

Make it easy for the volunteer to be helpful. The best way to do this is to give them specific tasks – and clear and concise direction. Most importantly, check the volunteer is happy with what you're asking them to do. A happy volunteer is a retained volunteer.

5. Volunteer mentor... and practical support

Do you have anyone who could act as a mentor or co-ordinator for new volunteers? Ideally, they should know the organisation and project inside out, and can offer feedback and practical support where appropriate. (Mentors are a great way to avoid new volunteers suffering in silence with a task that they are finding difficult).

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6. Reward system

If a volunteer feels valued, they are much more likely to stay with you. That's why a reward system can be an excellent way you can motivate volunteers to achieve more – and feel increasingly valued. For example, you could have a 'Volunteer of the Month' award, or offer a training opportunity (see below) depending on the number of volunteer hours completed.

7. Development and training opportunities

Volunteers may want to learn, gain new experiences and take on more challenging and specialist roles. These new skills could help them both inside and outside their volunteering role.

8. Incentives

Free membership, t shirts, waterproof clothes, equipment for specific projects, mileage expenses and other expenses incurred.

**Be the one
that says
"You CAN"**

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