

Engaging your Supporters

Building an Experience

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Welcome & Introductions

- ✓ Reflection
- Define "Experience"
- ✓ Make a Plan
- ✓ Find What Matters
- ✓ What does this look like in practice?

Reflection





Who do you consider a supporter?

How do you currently engage them in your mission?

Reflection





What would "success" look like if you were able to have all supporters engaged in your mission?

What are 1-2 words you hear from folks struggling to find their place in your organization?

Engagement Goal

Committed

Wanting to stay with the organization and feeling passionate about its mission

Contributing

Motivated to help the organization succeed



Feeling energized and looking forward to coming to work





Defining "Experience"

Creating a holistic sensory experience to build an all-rounding relationship.

The ultimate goal is to elicit positive emotions and feelings.

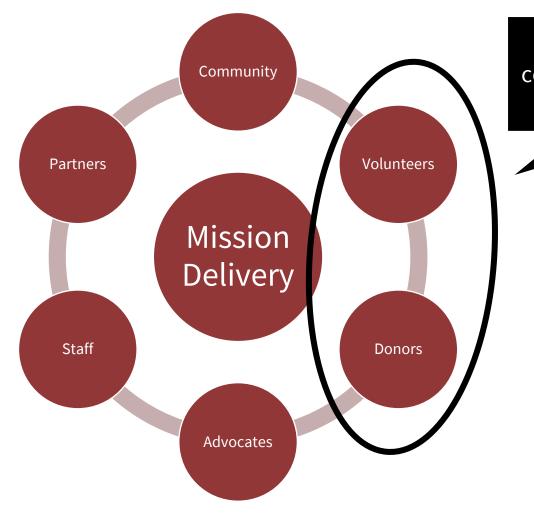
It looks...

It feels...

It sounds...

Reflection





Including board members, corporations, as well as episodic & informal volunteers

Fill-in the Blank:

How did _____ make you feel? What did _____ look like? What did _____ sound like?

Make a Plan





Step 1) Set a purpose.

Step 2) Commit to 2-4 core areas.

Step 3) Make a plan

Step 4) Execute!

What are 1-2 words you want people to say from their time with you?

Make a Plan





Give examples of what you currently do to achieve these words.

What gets the highest engagement from all supporters?



"We can't be everything for everyone" but what do you want to be?

Joyful Giving Network/Community Connection World Changing Talent Incubation Leadership Development Health, Wellness & Happiness

Write down 2-4 core areas that you want to accomplish, consider your values and service areas.

What does this look like in practice?



Write it down!

Quick Tips:

- ✓ Make your words a part of your daily routine.
- Share them with your coworkers and leadership volunteers.
- Add to your tracking or management tools to create alignment in all activities you do at the organization.
- Update and reflect annually to see if they still resonate.



What does this look like in practice?



Recruit based off these ideals, this is what will make you different!

Quick Tips:

- Include an overview statement before the job description.
- ✓ Focus not only on the good but what they will get out of the experience.
- ✓ Feature current supporters sharing their story.

behavior resulted in the loss of trust and credibility with the [insert department name] staff

What does this look like in practice?

Review program materials, do they align with your goals?

Quick Tips:

- You don't have to rush to tackle everything at once, by building this into your routine you can update per usual review periods.
- Ask for input from key supporters, do they "feel" what you want them to? What makes them "feel" that way?
- Get your coworkers involved! How do they impact supporters? Are there areas of overlap that you can partner with them on?

	Essential Duties and Responsibilities										
	Volunteer Satisfaction	Survey									mber of meals for clients recei
									lome office. eal, looks unwell or is in any u		
Plea	se circle the number that corresponds with					nt.					
	Strongly Disagree = 1 Disagree = 5 St	rongly Agre	9e =	10							er's license, vehicle registration ompanied by a registered volu
 Overall, I am satisfied as a volunteer of ABC Church. ABC Church cares about its volunteers. 		1	2	3	4	5	67	8	9	10	or issuing state. tedly and walk short distances. punds and abilities. ; unteers, partners, and donors.
		1	2	3	4 5	5	6 7	8	9	10	
3. I receive the information	I need regarding my volunteer role.	1	2	3	4	5	6 7	8	9	10	h month.
4. My volunteer supervise	[Date]										s ab
5. My volunteer job desci											
6. I have received the trai	Dear [name],										
7. I feel I am part of a teau											
8. Managers confront volu	Thank you for coming to the office today to meet with [program staff name and VS staff name] to discuss an incident that took place during the [insert situation where incident took place].										
9. I believe our mission ar	To reiterate our discussion, the incident I am referring to took place on [date] when you [insert										
10. I am provided opportu	behavior that happened and ramification	ons]									
11. My volunteer supervis	As was stated [either in the meeting referenced above or at the time of the event], the [organization name] takes their responsibility for [x] very seriously.										
12. I intend to continue vo	While I appreciate the fact that this may perception that we 'misunderstood if n						-		•		
	perception that we misunderstood in n							e.	··], '	une boti	torn life is the

MEAL DELIVERY JOB DESCRIPTION

Delivery Volunteers pick up prepared meals from Evanston Hospital, Three Crowns Francis Hospital or other food providers and deliver meals to homebound clients residing in Evansto tte, Winnetka, Kenilworth, East Glenview, and East Northfield



Let's connect!

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