

Small Group Break-Out Sessions

Conversation Starter #1, **RECOGNITION**:

Think of a time when you were recognized by being given an award—a plaque, certificate, ribbon, trophy, or other tangible item.

Where is that item right now? And, why is it there?

Discuss.

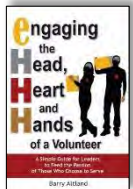


Small Group Break-Out Sessions

Conversation Starter #2, **EVENTS AND AWARDS:**

How do you prefer to receive Recognition when your performance meets or exceeds expectation?

- A) Party in my Honor!
- B) A Tangible Item, Like a Plaque
- C) Specific Words of Praise
- D) Other Method(s)



Small Group Break-Out Sessions

Conversation Starter #3, **LOOKING WITHIN:**

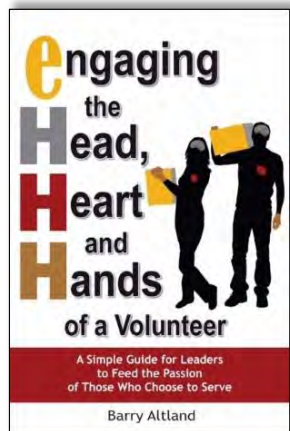
When is the last time your organization and its team of Leaders came together to discuss/analyze a long-**standing practice** or “**tradition**” to determine if that practice still meets your desired outcomes, for today and for the future?



Touching the Heart of Our Volunteers, Session III

AAUW California

Tuesday, May 14, 2024



Barry Altland, Facilitator
Head, Heart and Hands Engagement Collective
Winter Garden, FL

<http://HHHEngagement.com>



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Question #1: How are the Two Connected?



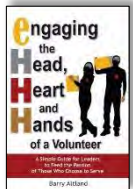
“ Motivation
is effective only when
it is in some way
connected to a person’s
Motivation.”

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Just Your Average Joe . . .



“When it comes to
Recognition, one size
.”

Question #2: Myth-Busting



“Recognition
is not an ;
nor is Recognition
a tangible .”

The Guide for Engaging Volunteers

Seek

Demonstrate Leadership Presence

Touch

Interact with Others

Tune In

Determine Potential Interest in Involvement

Flip

Ask Questions to Discover Intrinsic Motivators

Listen/Learn

Explore Possibilities with Volunteer

Next Steps

Invite, Introduce, Connect and Follow Up

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What Does an Enlightened Leader Do?

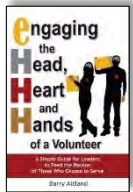
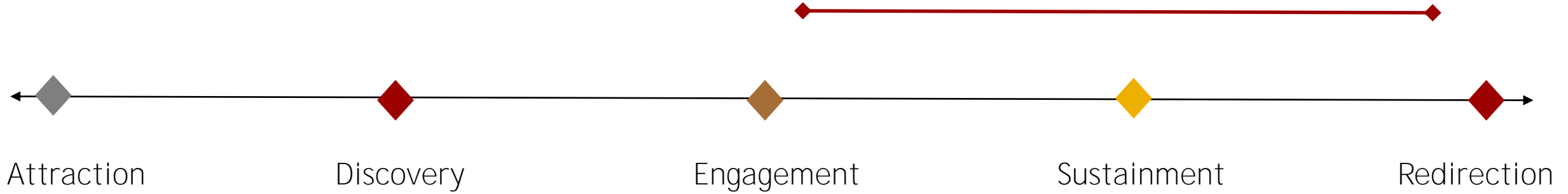
*Command
and
Control*

*Equip,
Guide,
Support
and
Inspire*

The Power of Open-Ended Questions



The Volunteer Engagement Life Cycle

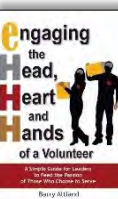


Who Drives Culture in Your Organization?

**CULTURE
CREATORS**

**Culture
Shifters**

*People Tend to Support
That Which
They have Helped Create.*



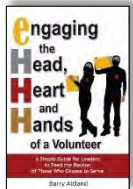
Kirkpatrick's Four Levels of Learning Evaluation

Results

Behavior

Learning

Reaction



Head, Heart and Hands . . .



*Engagement
happens
one person at a time.*

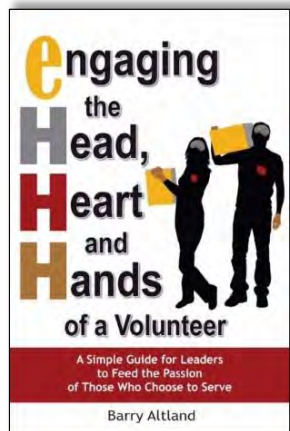


p. 68, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

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