



# Managing Your (Volunteer) Team: A League of Your Own



# Agenda

1. Introductions
2. Four types of volunteers
3. Four tips for coordinating volunteers
4. Questions

# Facilitator



## Andrew Feldman

Director,  
Community & Volunteer  
Engagement, USTA Southern

- Grew up in New York about 30 minutes from the US Open
- Graduated with master's degree in education as well as MBA in strategic management
- Started with USTA National in 2003 as first volunteer development coordinator
- Moved to USTA Southern in 2016 to manage CTAs as well as volunteer processes



# Working with volunteers

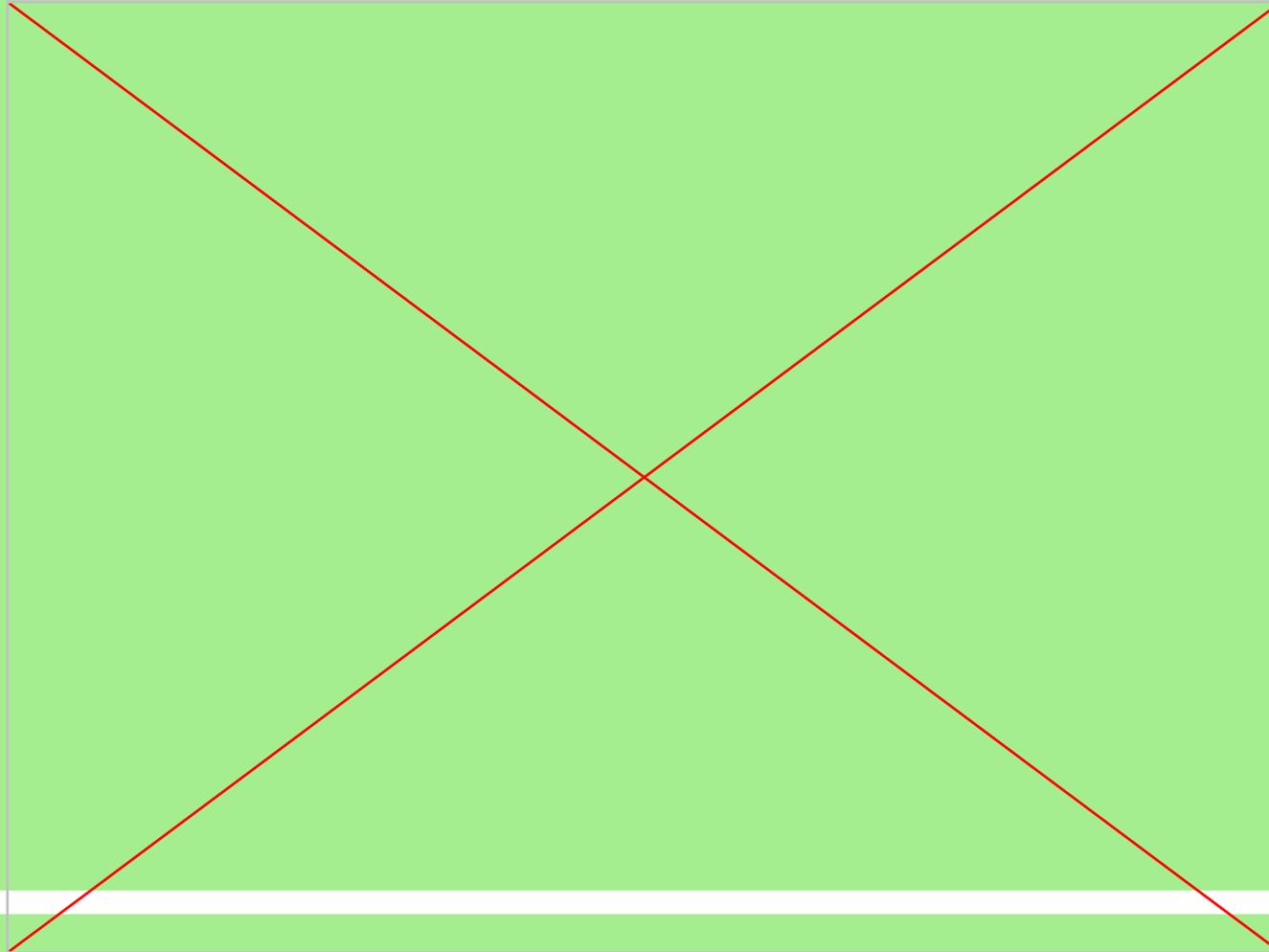
Stand up if you have experienced the following:

- Volunteered for something in the last year because of who asked you to
- Volunteered for something (ever) once and not again because of a less than positive experience
- Encountered a "difficult" volunteer at a program/event you were running
- Offered to volunteer somewhere and not been utilized
- Been part of a Board where it seems very few Board members actively participate
- Signed up to volunteer and not know what was expected of you

# The “hard to critique” volunteer



**Evelyn**



# The “hard to critique” volunteer



**Evelyn**

- Tread carefully, but don't have to tiptoe around
- Give clear instructions AND opportunities for success
- Comment on their achievement

# The “doesn’t want to listen” volunteer



**Kit**



# The “doesn’t want to listen” volunteer



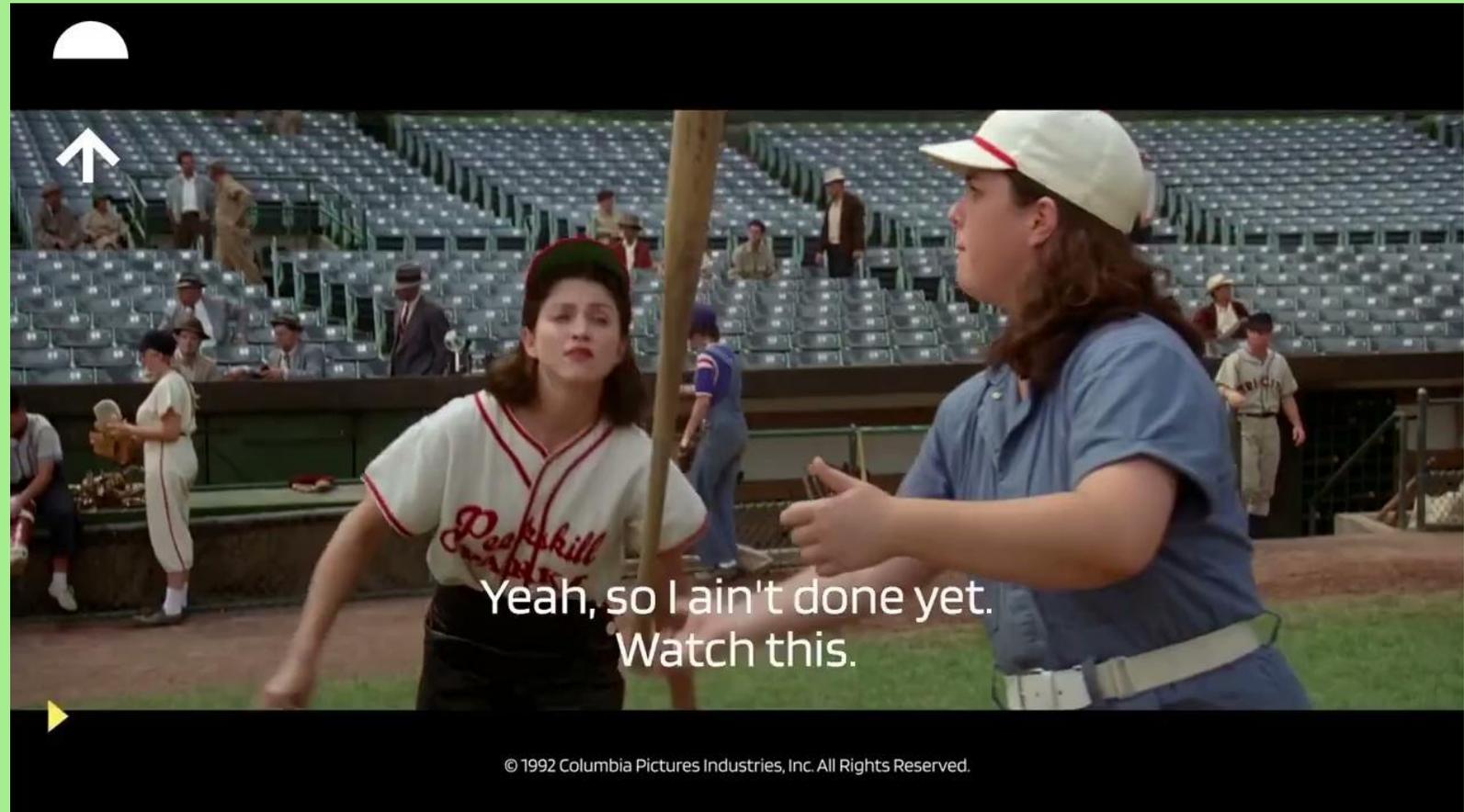
**Kit**

- Explain respectfully the “why” of your instructions (without getting in the weeds)
- Ask them their preferred way of doing things
- Give them positive feedback upon success

# The “I cause drama” volunteer



**May & Doris**



# The “I cause drama” volunteer



**May & Doris**

- Give them attention but don't reward "misbehavior"
- Task them with something to do
- Address frankly with them, privately, how their behavior is affecting you

# The “I can step up” volunteer



**Dottie Hinson**



# The “I can step up” volunteer



**Dottie Hinson**

- Leverage their natural leadership
- Give them some responsibility, especially for parts you don't need to handle yourself
- Consider them in your succession planning

# Are you ready to have volunteers as part of your org/program?

- If I contact you today, how quickly will I hear back from you?
- Are you ready to put me to work?
- Do you have a specific task/role, with specific dates/times, ready?



***When are people most likely to volunteer?***

***When you ask them.***

# Top Two Ways Volunteers Say They Feel Appreciation

- Know their name
- Say thank you



**Volunteers are there to serve the organization, not vice versa.**



**Questions?**





**Thank you!**