

## Motivated Volunteers are *Involved* Volunteers

When volunteers feel as though they are being left out of the communication loop and decision-making process, they sometimes can lose their motivation. Conversely, when people feel informed and involved, they're more likely to volunteer their time and stay motivated. Here are some points to remember that will help you keep members involved and motivated.

- ♥ People want to feel part of a team approach to solve problems and get work done.
- ♥ Volunteers need to feel they can talk to anyone with information and skills that will help them.
- ♥ They expect a free flow of information that helps them accomplish goals.
- ♥ They expect to be part of goal setting.
- ♥ People demand to be involved in decisions that affect them.
- ♥ They gather and share information openly and appropriately.
- ♥ People expect leaders to sort through information and provide what is needed to get the job done.
- ♥ People want information given logically in easy-to-use-and-understandable formats.
- ♥ Volunteers consider information shared with them as a vote of confidence and recognition of their contributions, potential, and personal worth.
- ♥ People must feel they can trust information given. Be consistent. Check facts. Provide updates when possible. When data conflicts, explain why. When it is incomplete, share why.
- ♥ Tap into people's own information and/or their ability to acquire it. Get data from as many perspectives as possible to get holistic views.

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