WEBVTT

1

00:00:00.359 --> 00:00:00.900

Sarah Garrity - Billhighway: Good evening.

2

00:00:03.060 --> 00:00:06.270

Peggy Hoffman: and welcome to let's celebrate.

3

00:00:06.960 --> 00:00:07.980

Peggy Hoffman: and appreciate.

4

00:00:08.189 --> 00:00:22.110

Peggy Hoffman: Our volunteers it's next month, but we're doing the planning this month, this is always a gift and it's way, our way of celebrating and thanking all of you that work with volunteers.

5

00:00:22.950 --> 00:00:38.220

Peggy Hoffman: Is obviously from bill highway and mariner management Sarah is putting in the face for bill highway and peggy's putting in the face for mariner today, but we are always about being here for building the Community.

6

00:00:39.390 --> 00:00:42.180

Peggy Hoffman: I gotta do a plug real quickly before we get full in.

7

00:00:43.050 --> 00:00:55.110

Peggy Hoffman: You all love Beth Z everybody give me your reaction, if you love Beth Z if you don't know Beth Z then we're going to have to introduce you to Beth Z so Beth Z is the best.

8

00:00:55.380 --> 00:01:14.040

Peggy Hoffman: tech guru I know she knows everything about tech and she's going to join us next month to lead a webinar on getting your leaders on board with new tech and then oh sorry and then anybody here coming to mmc put in chat if you're coming to mmc anybody.

9

00:01:15.840 --> 00:01:30.450

Peggy Hoffman: If you're not that's Okay, but if you are do plan to stop by to what to CEOs membership and Members think of chapters that's going to be hosted by Bill highway and mariners one of the programs all right volunteers.

10

00:01:31.980 --> 00:01:43.530

Peggy Hoffman: So one of the really cool things that mariners doing right now is we have been hired by the ASAP foundation to do the latest research on volunteers.

11

00:01:44.430 --> 00:01:55.680

Peggy Hoffman: One of the things that we we just wrapped up a staff survey which went to members of ASAEa to ask questions about their volunteer programs we next month are fielding.

12

00:01:56.310 --> 00:02:05.490

Peggy Hoffman: A study to association volunteers, so you still have an opportunity if you'd like your volunteers to be surveyed as part of this industry wide survey.

13

00:02:06.450 --> 00:02:17.400

Peggy Hoffman: To you just contact me afterwards and i'll get you in the loop for that we handle everything we do the we protect your data send the survey out and then give you back your results in comparison to the whole.

14

00:02:17.910 --> 00:02:25.230

Peggy Hoffman: Why am I mentioning this i'm mentioning this because we can't talk about associations, we can get our work done.

15

00:02:25.560 --> 00:02:36.210

Peggy Hoffman: If we don't make sure that we've got the right volunteers in the right positions ready to go and that we have a wonderful deep pool of volunteers.

16

00:02:36.540 --> 00:02:45.810

Peggy Hoffman: just waiting to get into right position volunteers, they are truly the heartbeat of the work that we do so.

17

00:02:46.140 --> 00:03:01.440

Peggy Hoffman: it's natural for that research is going to give us some good data it's natural for us to begin to ask questions around what has changed in volunteering and how the way it's changed, how do we have to change.

18

00:03:01.830 --> 00:03:14.400

Peggy Hoffman: part of how we have to change is to authentically reward recognize and i'm going to put a capital S up oh RT support our volunteers now, obviously.

19

00:03:15.120 --> 00:03:28.830

Peggy Hoffman: The the theme today is national volunteer week, which is April 17 to the 23rd 22 you can go online, and you can get out a raft of ideas and suggestions.

20

00:03:30.210 --> 00:03:35.940

Peggy Hoffman: For from national volunteer week we're going to give you ones you won't find online now.

21

00:03:37.680 --> 00:03:47.940

Peggy Hoffman: i'm going to ask us to practice what we preach and i'm going to ask you to do two things, for me, the first thing is, I want you to light up the chat.

22

00:03:48.210 --> 00:03:56.490

Peggy Hoffman: With a shout out to a top chapter or national volunteer I want you to put their name and chat, this is what we're going to do.

23

00:03:56.850 --> 00:04:09.930

Peggy Hoffman: i'm going to cure rate, this list of incredible names and i'm going to do a shout out on linkedin which can be shared by all of you, thanking folks in the field that make our associations powerful.

24

00:04:10.320 --> 00:04:19.320

Peggy Hoffman: So all I need you to do is in chat put the person's name that you'd like to recognize maybe it's a first name only, maybe it's a first name last name.

25

00:04:19.950 --> 00:04:27.480

Peggy Hoffman: choose to put the chapter or the organization, if you will, and do put your acronym there as well, the idea here is and Linda I love it.

26

00:04:27.900 --> 00:04:34.740

Peggy Hoffman: Yes, getting us started right from the beginning, what we're going to do is just say here's a sampling of the people that are.

27

00:04:34.980 --> 00:04:45.420

Peggy Hoffman: Behind the success the energy, the work that we do so, you put it in chat and i'm in charge of doing the next part for you alright.

28

00:04:45.660 --> 00:04:53.940

Peggy Hoffman: So you do that, and then, meanwhile, while we're talking see if you can find a piece of paper or a piece of cardboard or something.

29

00:04:54.630 --> 00:05:09.120

Peggy Hoffman: That halfway through we're going to pause the screen this the slide deck we're going to go to full gallery view and when we go to full gallery view i'm going to ask you to put up a sign that either says, thank you, volunteers my volunteers rock.

30

00:05:09.720 --> 00:05:19.110

Peggy Hoffman: volunteers are the best ever we're going to put those signs up and we're going to take screen grabs and we're going to also have those so all you need is like a piece of paper.

31

00:05:19.410 --> 00:05:31.440

Peggy Hoffman: and write it down here, no paper don't worry you're going to put your thumbs up or us or use your smile face, or whatever you want when we get to that all right we're going to celebrate.

32

00:05:31.890 --> 00:05:42.900

Peggy Hoffman: The very people that we say are important to us all right all right, I am going to pause the slide deck right now sarah's going to throw you all into.

33

00:05:43.320 --> 00:05:53.100

Peggy Hoffman: Some rooms, because one of the reasons why we're here is an idea swap is for us to meet each other individually we're going to throw you into some really small rooms.

34

00:05:53.340 --> 00:06:07.440

Peggy Hoffman: it's going to be a rapid fire round Robin just introduce yourself, so that next when we come back into the main room you're looking at some of these faces and you say Oh, I had a great conversation with Rachel or Terry and man.

35

00:06:07.770 --> 00:06:14.790

Peggy Hoffman: she's doing X and i'm going to steal with it so you're going to have, I think we're going to get about four people in a room or three people in a room Sarah.

36

00:06:15.180 --> 00:06:22.890

Peggy Hoffman: So each take about a minute and a half to two minutes just tell your name so anything that comes the top of your head Maybe you can say.

37

00:06:23.940 --> 00:06:35.520

Peggy Hoffman: i'm going to celebrate by doing X whatever you want to do this is an opportunity for you to meet a couple of other people, because after all we got breakout rooms we're not in a webinar right Sarah.

38

00:06:36.990 --> 00:06:45.090

Peggy Hoffman: So sarah's ready to go meet you back here we're going to give you only about five and three quarter minutes okay.

39

00:06:46.200 --> 00:06:46.650

Peggy Hoffman: Sarah.

40

00:06:46.680 --> 00:06:48.690

Sarah Garrity - Billhighway: me here we go.

41

00:06:55.980 --> 00:07:00.930

Peggy Hoffman: And away, they go awesome awesome awesome have fun be fast.

91

00:11:29.700 --> 00:11:31.170

Peggy Hoffman: Austin Where are you from.

92

00:11:33.570 --> 00:11:35.850

Austin Large: I go work in Washington DC.

93

00:11:36.180 --> 00:11:38.220

Peggy Hoffman: Oh okay great great.

94

00:11:40.230 --> 00:11:48.960

Peggy Hoffman: And here comes haley and becky becky we haven't seen becky in a while like glad to see that she's still alive and well.

95

00:11:51.630 --> 00:11:52.110

Peggy Hoffman: Look at that.

96

00:11:52.530 --> 00:11:54.570

Becky Folger: it's it's been a bit of a ride Peggy.

97

00:11:56.070 --> 00:11:57.270

Peggy Hoffman: I hope the ride was.

98

00:11:57.810 --> 00:12:02.190

Peggy Hoffman: No, no, well we'll talk later.

99

00:12:02.340 --> 00:12:02.670

Peggy Hoffman: Okay.

100

00:12:02.700 --> 00:12:04.200

Peggy Hoffman: If you smile today that's all.

101

00:12:04.200 --> 00:12:05.040

Becky Folger: right here.

102

00:12:05.520 --> 00:12:08.220

Peggy Hoffman: that's that's our that's our goal hi Karen.

103

00:12:10.410 --> 00:12:22.620

Peggy Hoffman: carrie good jobs alright guys I left this slide up that says get a shout out for one of your top chapter leaders so in case a couple of people jumped in the rooms, as we were going out, and I want to make sure you know what we're doing.

104

00:12:23.400 --> 00:12:35.490

Peggy Hoffman: we're going to curate a list of names that you give us during this in chat and do a big shout out on linkedin and say that these are some of the incredible folks that make a difference.

105

00:12:35.880 --> 00:12:38.760

Peggy Hoffman: In us meeting our Members needs and moving our mission so.

106

00:12:39.270 --> 00:12:47.070

Peggy Hoffman: You can throughout this put that name in but let's get started, we have got an agenda, as I mentioned.

107

00:12:47.310 --> 00:12:58.890

Peggy Hoffman: The idea here is to find a way that we can thank celebrate and support volunteers and the way we're going to do this is we're going to put this in actually four.

108

00:12:59.520 --> 00:13:09.870

Peggy Hoffman: buckets so we're going to talk first about some ideas of personally thanking them we're going to talk about ways to show some recognition we're going to offer up some port ideas and we're going to talk a little bit about experience.

109

00:13:10.290 --> 00:13:21.990

Peggy Hoffman: Now this is not Peggy talking, we, as I mentioned the beginning we've curated some ideas, our goal now is to curate some fresher ideas and to get some additional things.

110

00:13:22.320 --> 00:13:31.110

Peggy Hoffman: On this particular list so there will be a blog and Sarah can share that link to you there's a blog that has a number of that has most of these links on it.

111

00:13:31.740 --> 00:13:40.980

Peggy Hoffman: And the slide deck will come to you with lots and lots of links in it so we're not going to read all of these slides, but we want to get some popcorn popping here so.

112

00:13:41.250 --> 00:13:50.160

Peggy Hoffman: let's talk first about personally thanking because the most volunteers tell us and all surveys, we do oh I just need a thank you, I just need to thank you.

113

00:13:50.430 --> 00:13:59.730

Peggy Hoffman: And thank you cannot be underestimated, so here's a couple of new ways for some of us, maybe there's some older and during ways for others that.

114

00:13:59.940 --> 00:14:08.880

Peggy Hoffman: You could use to thank for volunteers, personally, so we ran into this idea actually came to us it's a jib jab the part, maybe, many of you seen this.

115

00:14:09.180 --> 00:14:14.610

Peggy Hoffman: But there's been some associations that have been using this you know really fun and enduring way.

116

00:14:15.060 --> 00:14:20.400

Peggy Hoffman: Then we suggest how about handwritten notes now here's the thing with handwritten notes.

117

00:14:20.730 --> 00:14:34.290

Peggy Hoffman: there's some kind of clever ways to go about the handwritten notes now, including this idea of handwritten, which is a robot that actually holds an actual pen and allows you to put out more than you could.

118

00:14:34.590 --> 00:14:44.280

Peggy Hoffman: But there's also some cool links about how to write the perfect volunteer Thank you words to use and maybe just this idea of what is the anatomy of a really good Thank you note.

119

00:14:44.790 --> 00:14:47.940

Peggy Hoffman: Now I kind of like this one, myself, which is.

120

00:14:48.510 --> 00:15:03.240

Peggy Hoffman: Which is i've seen wraps do this, for example, and i've seen a number of associations do this on my YouTube page, you will see a category called associations and I got a number of examples of how associations have thanked.

121

00:15:03.660 --> 00:15:12.060

Peggy Hoffman: Their volunteers, but I just really love when we can shout it through the roof prop shout it from the rooftops I know I can speak now.

122

00:15:12.630 --> 00:15:22.770

Peggy Hoffman: Some people and we actually had a question about this, how do I give a gift so we've got a very large corps volunteers, sometimes it gets a little overwhelming right.

123

00:15:22.980 --> 00:15:24.930

Peggy Hoffman: So here's a couple of things that we saw.

124

00:15:25.110 --> 00:15:33.870

Peggy Hoffman: One was do a drawing for a gift baskets or critic couple of gift baskets and do a fun drawing and everybody gets some kind of a special thank you card.

125

00:15:34.020 --> 00:15:44.040

Peggy Hoffman: But then you give a bigger gift to that so it's not like you're picking only one volunteer or you're picking a volunteer that's well known, you could actually pick the volunteer that had been very quiet.

126

00:15:44.730 --> 00:15:55.590

Peggy Hoffman: Of course you can always give away emerge, but what I loved and this is actually a gift that I got from a vendor which is really fabulous, but it is a reusable straw.

127

00:15:56.700 --> 00:16:07.890

Peggy Hoffman: So also think about the at the Eco friendly gifts in a gift box that and I GP did for all of its chapter leaders love this now they had a they got this from a.

128

00:16:08.250 --> 00:16:19.200

Peggy Hoffman: From a vendor but they had a touch this thermometer that went in every box to everyone, and it said, you know you're going to be going back to in person events Maybe this could be useful right so.

129

00:16:19.830 --> 00:16:26.400

Peggy Hoffman: I kept mine I didn't use it for an in person event so became a personal gift but it's there's lots of ways to do a special gift.

130

00:16:26.820 --> 00:16:45.600

Peggy Hoffman: But don't underestimate the power of the freebies as a volunteer for Sae I don't get this, but I will tell you the thing that they could give me that I would honestly volunteer hours and hours for is give me a free registration to one of your conferences.

131

00:16:46.800 --> 00:16:53.370

Peggy Hoffman: I mean, think about this, the variable cost on that is not that much right and Peggy would be like.

132

00:16:54.300 --> 00:17:05.370

Peggy Hoffman: Right so think about those kinds of things is that, is there a conference fee that you can wave, could you raffle off a free year membership, now we did that, with one of the chapters that I manage here.

133

00:17:05.670 --> 00:17:21.180

Peggy Hoffman: We routinely give away a free, a free year of membership, because, quite frankly, it's not that much money and it's a thank you gift that makes difference now I love number three and I saw this in action, so there was a chapter.

134

00:17:21.750 --> 00:17:38.190

Peggy Hoffman: And they did this, the front seats, which were the best see to their awards banquet went to volunteers, they were raffled off to volunteers free dibs on a session sign up or those are those hard to get seats right.

135

00:17:38.670 --> 00:17:45.750

Peggy Hoffman: off awesome a way to do this it doesn't cost you money, but it has the power of incredible Thank you.

136

00:17:47.130 --> 00:17:55.290

Peggy Hoffman: So here's some jib jab examples in case you needed them I love this What if you did say like you're totally an all star Thank you.

137

00:17:56.460 --> 00:18:15.450

Peggy Hoffman: Anyway, just some fun just give it a try So my question is to you, and you can go ahead and throw this in chat or feel free to go off MIC and jump in with a quick with a quick idea how would you think volunteer, so this is this idea of just a way of saying thank you.

138

00:18:17.160 --> 00:18:22.530

Peggy Hoffman: One person in fact ask they have volunteers spread out all over the globe.

139

00:18:23.370 --> 00:18:31.680

Peggy Hoffman: How do you do something with a large diverse number at a small cost, and I see Jane shake shake your head because Jane is the one that put that in there.

140

00:18:31.890 --> 00:18:42.210

Peggy Hoffman: So Jane is particularly looking for ideas for giving an actual gift to volunteer so Jane obviously a discount coupon or you know something like that would be good.

141

00:18:42.450 --> 00:18:58.560

Peggy Hoffman: But if you really wanted to do as a small gift and he coupon is going to maybe be a great way of doing it because you can send those electronically, but any other ideas, please, please, please throw that into the fold that into chat.

142

00:18:59.820 --> 00:19:04.230

Peggy Hoffman: anyone else any other ideas that you guys have seen that would work.

143

00:19:06.510 --> 00:19:13.680

Peggy Hoffman: Oh, I Yes, I agree, sometimes they said, Maria we send the Thank you notes to the to the person that we want to thank.

144

00:19:14.820 --> 00:19:24.090

Peggy Hoffman: But remembering they had to say no, or they had to juggle right so sending that Thank you to the employer or sending that Thank you to the family is priceless.

145

00:19:24.510 --> 00:19:36.000

Peggy Hoffman: In fact, the President, I saw this one time, I was at an association leadership and the outgoing President gift was a ticket and some travel for he and his wife.

146

00:19:37.020 --> 00:19:43.980

Peggy Hoffman: vacation that's right now, that was a large association I realized that's kind of harder for some of us to do, but there are little ways that we can do that.

147

00:19:45.900 --> 00:19:53.760

Peggy Hoffman: Yes, an Austin you are, you are are going to be you're mirroring something that we have coming up in a slide deck that is awesome.

148

00:19:57.060 --> 00:20:10.890

Peggy Hoffman: Okay, so Monica is asking we're looking for each coupons he would only pay for if redeemed does that model exists anybody know of any eat coupons that you only pay for if they are redeemed, I can tell you I don't have the box here.

149

00:20:11.820 --> 00:20:22.200

Peggy Hoffman: We have a snack box I think it's s ma X Bo X, I believe it is you send that out to every volunteer so we had a volunteer meeting.

150

00:20:22.620 --> 00:20:27.000

Peggy Hoffman: They sent up a snack box to everyone, you open it up, and it has $1 amount.

151

00:20:27.330 --> 00:20:36.150

Peggy Hoffman: And I spent I filled my snack box, based on the value allowed it and I could add money to my snack box if I wanted if I didn't order anything.

152

00:20:36.480 --> 00:20:44.970

Peggy Hoffman: Then the organization didn't get paid for didn't get charged, so you might be a service like that, where you have to actually place the order.

153

00:20:45.360 --> 00:20:56.310

Peggy Hoffman: And what the organization is doing that they're guaranteeing than any orders that come in that they will pay up to $45 or I forget what it was, it was amazing.

154

00:20:56.910 --> 00:21:02.160

Peggy Hoffman: Oh, this grub hub oh yeah grub hub, is that way, Michelle absolutely you're right because.

155

00:21:02.460 --> 00:21:10.620

Peggy Hoffman: you send out grub hub coupons and then and it expires that's perfect yes, thank you for that see and, by the way.

156

00:21:10.830 --> 00:21:23.580

Peggy Hoffman: And I hope she doesn't mind me saying this, she is out of the country, so I don't know what time it is but she's probably should be asleep right now but she's here with us, thank you, Michelle to answer a very important question all right.

157

00:21:25.050 --> 00:21:34.380

Peggy Hoffman: let's talk about recognition, so one of the interesting things about recognition is it can be, as it can be more powerful even than a thank you.

158

00:21:34.650 --> 00:21:41.370

Peggy Hoffman: Because a lot of people when they when we ask people like, why are you volunteering in large part, they will say because well.

159

00:21:41.670 --> 00:21:53.280

Peggy Hoffman: They want to be seen, or they want to be known or they want to have something attributed to them, they want to feel like they've made a difference and that difference is recognized so recognizing it's a powerful thing for us to do.

160

00:21:53.820 --> 00:22:00.150

Peggy Hoffman: we're going to leverage right here, we already told you, the power of social media and matter of fact get your signs ready.

161

00:22:00.330 --> 00:22:06.210

Peggy Hoffman: For those of you who weren't here at the beginning, you need a piece of paper, and I want you to write a message either I.

162

00:22:06.450 --> 00:22:20.100

Peggy Hoffman: Thank you, my volunteers or my volunteers rock or love my volunteers we're going to do a quick take the slides down full gallery view all of you put your signs up and we're going to do a social media message.

163

00:22:20.970 --> 00:22:42.000

Peggy Hoffman: Power of social media to help people feel appreciated is is incredible and the one of the things I talk to people a lot is go ahead, go ahead and do a a recommendation on linkedin if your people are linkedin people, you should be doing a recommendation on linkedin.

164

00:22:43.350 --> 00:22:49.830

Peggy Hoffman: Think tech tools, there are so many ways for us using tech tools to be able to.

165

00:22:50.460 --> 00:23:02.640

Peggy Hoffman: To be able to recognize our volunteers now austin's already doing, I think the virtual seen tunes and so Austin where do you have yours, that you can throw up right now, or is that an idea that you're thinking about.

166

00:23:02.820 --> 00:23:04.230

Peggy Hoffman: And I won't put you on the spot.

167

00:23:04.830 --> 00:23:06.960

Austin Large: And don't have one now, but something i've thought about.

168

00:23:07.230 --> 00:23:09.720

Peggy Hoffman: Well, I think you should do it and share it with.

169

00:23:09.780 --> 00:23:18.000

Peggy Hoffman: All of us, I think it's a great idea now don't forget the bonus Lee is a great APP that allows you to do peer to peer recognition.

170

00:23:19.410 --> 00:23:28.590

Peggy Hoffman: How about just upping your communications, I saw this you see this, a lot of C three organizations, a local hero section.

171

00:23:28.920 --> 00:23:44.040

Peggy Hoffman: Do you have a local hero section in your newsletter or better yet your website right do you spotlight incredible volunteers and it when I say incredible I mean somebody who's given you some time and some talent.

172

00:23:45.810 --> 00:23:49.560

Peggy Hoffman: How about spicing up your meetings now you know the ribbons.

173

00:23:50.220 --> 00:24:10.050

Peggy Hoffman: I worked with the diabetes educators, they did this really cool button lapel van was about that that big if you were one of their local leaders you got this and it said, trying to remember what the exact thing was, I think it was volunteers helping members those became a hot commodity.

174

00:24:11.100 --> 00:24:18.930

Peggy Hoffman: People loved having those which is a little bit more than a ribbon and, of course, many of the other things you probably have already thought of.

175

00:24:19.230 --> 00:24:25.560

Peggy Hoffman: But one of the things that I found that is really it's the appreciation is lunch is good, but how about doing.

176

00:24:26.160 --> 00:24:36.930

Peggy Hoffman: Special tables in your regular lunch, like all the volunteers get the front tables and finally someone's already mentioned this and I love it is as messages to.

177

00:24:37.410 --> 00:24:47.940

Peggy Hoffman: Your employer and and I love this last one I know this sounds funny but some of you have really good relationships, particularly if you're a trade association, you know the company owners.

178

00:24:48.330 --> 00:24:54.720

Peggy Hoffman: Is there a way that you can help a volunteer get an afternoon off or get an opportunity to.

179

00:24:55.410 --> 00:25:07.590

Peggy Hoffman: To get an hour or two off, can you have some kind of a free pass at work now in the C three this works all the time we've actually done that here with one of our chapter organizations.

180

00:25:08.280 --> 00:25:15.780

Peggy Hoffman: Just we've just done it twice, so I wouldn't say it's a regular thing that we do, but we've called the employer and in one case we call the employer and we said.

181

00:25:16.440 --> 00:25:28.590

Peggy Hoffman: So, and so has been really valuable to us and we want to give them tickets to the museum and if we do that can this person have the afternoon off and we got a thumbs up, so I don't know, maybe try might work for you all right.

182

00:25:29.760 --> 00:25:35.190

Peggy Hoffman: What other ways, do you recognize volunteers Now this is where there's some audience participation here.

183

00:25:35.520 --> 00:25:49.920

Peggy Hoffman: I know for a fact a number of you have ways that you're recognizing you either have a webinar you have a link on your website, you have a sample of a thank you card throw those in right now into chat.

184

00:25:50.730 --> 00:25:59.760

Peggy Hoffman: While you're doing that i'm going to take the slideshow down i'm going to ask you to get ready we're going to do our social media recognition, are you all ready.

185

00:26:01.470 --> 00:26:04.860

Peggy Hoffman: I hope i'm not the only one in the room here all right.

186

00:26:06.690 --> 00:26:07.740

Peggy Hoffman: i'm going to show.

187

00:26:30.450 --> 00:26:40.320

Peggy Hoffman: Alright, if your video is not on turn it on if you can with your sign if you can't turn it on get your thumbs up going here we go.

188

00:26:44.640 --> 00:26:46.950

Peggy Hoffman: sarah's in charge she's gonna get this.

189

00:26:49.140 --> 00:26:56.460

Peggy Hoffman: Look at all these pretty signs give me a thumbs up if you don't have a sign just give me a thumbs up, so we can see all the beautiful thumbs up.

190

00:26:59.760 --> 00:27:01.620

Peggy Hoffman: There we look at this.

191

00:27:01.770 --> 00:27:09.120

Peggy Hoffman: Come on lori your team all thumbs up, we want to see all your thumbs up there, we go all right let's get these going.

192

00:27:10.170 --> 00:27:11.250

Peggy Hoffman: Back he put that up.

193

00:27:12.750 --> 00:27:27.240

Peggy Hoffman: Oh, my gosh champ tammy I love yours tag good excellent and I love it love it i'll see love it oh Lisa Marie that's great I love it did you get it Sarah.

194

00:27:28.110 --> 00:27:28.770

Sarah Garrity - Billhighway: One more.

195

00:27:28.950 --> 00:27:31.740

Sarah Garrity - Billhighway: hold on let screenshot tool slow.

196

00:27:36.180 --> 00:27:40.590

Sarah Garrity - Billhighway: or it's not working hold on here we go all right, this is that.

197

00:27:41.730 --> 00:27:43.950

Sarah Garrity - Billhighway: I 4321.

198

00:27:45.120 --> 00:27:50.940

Sarah Garrity - Billhighway: whenever it decides to lose time Peggy my computer is having little meltdown here we go.

199

00:27:52.110 --> 00:27:53.550

Peggy Hoffman: All right, okay we're good we.

200

00:27:53.700 --> 00:27:54.630

Peggy Hoffman: got it poses.

201

00:27:55.260 --> 00:27:57.330

Sarah Garrity - Billhighway: very, very good Thank you.

202

00:27:59.430 --> 00:28:10.320

Peggy Hoffman: awesome guys great job great job all right, let me pull this back up again, we will share that with you so that you are ready to go.

203

00:28:12.270 --> 00:28:16.470

Peggy Hoffman: alrighty hang on one second to ups.

204

00:28:22.230 --> 00:28:24.900

Peggy Hoffman: rearrange some things here there we go.

205

00:28:31.260 --> 00:28:33.390

Peggy Hoffman: Share there we go all right.

206

00:28:35.820 --> 00:28:41.850

Peggy Hoffman: All right back in the biz now back in the biz all right so.

207

00:28:43.620 --> 00:28:49.680

Peggy Hoffman: anybody else have at all, you gave personalized Mickey ears to volunteers.

208

00:28:50.370 --> 00:29:03.270

Peggy Hoffman: That is awesome that is that that's more than awesome I love that I love that so put in there any gift cards to volunteers I love it go ahead, give me some really good ideas that you guys are doing.

209

00:29:03.720 --> 00:29:10.140

Peggy Hoffman: As you look at ways to recognize volunteers come on we're looking to we're looking to really build our list here.

210

00:29:12.750 --> 00:29:16.500

Peggy Hoffman: apple cookies and candy company goodies I love that.

211

00:29:20.130 --> 00:29:25.590

Peggy Hoffman: Oh, they were raising the price I didn't know anything from Disney was reasonably priced.

212

00:29:25.770 --> 00:29:27.030

Becky Folger: I shouldn't say that out loud.

213

00:29:27.300 --> 00:29:28.830

Peggy Hoffman: i'm delighted to hear that.

214

00:29:31.620 --> 00:29:37.770

Peggy Hoffman: Okay, keep those ideas coming let's go to offering support now, this is one that I kind of you.

215

00:29:38.490 --> 00:29:51.150

Peggy Hoffman: If you've been around me you've heard me tell you, over and over again that one of the things that volunteers asked for in fact this top of their list is what I would call some more of the intrinsic.

216

00:29:52.410 --> 00:30:02.070

Peggy Hoffman: appreciating some thank yous what they're saying to us is it's great to get a certificate it's great to get a shout out it's it's awesome to get a thank you, but.

217

00:30:02.430 --> 00:30:06.540

Peggy Hoffman: Many of them are volunteering because they want to make a difference, or learn a skill.

218

00:30:07.020 --> 00:30:15.840

Peggy Hoffman: And so it's the support that helps them be valuable effective volunteers that helps them create a really good experience.

219

00:30:16.140 --> 00:30:26.100

Peggy Hoffman: Sometimes we spend so much time thinking about what gift do we give them we forget that the biggest gift, we can give them are the resources, the tools.

220

00:30:26.490 --> 00:30:37.590

Peggy Hoffman: And the work that makes a difference, and so this is perhaps the most important bucket in my mind, and it is, I think the one that maybe sometimes we underestimate so.

221

00:30:38.130 --> 00:30:44.280

Peggy Hoffman: What I want to suggest to you is start simple with those all important personal phone calls.

222

00:30:44.580 --> 00:30:59.340

Peggy Hoffman: When i'm talking about here is that we sometimes guess what our volunteers need or one i'm talking about getting more personal getting on the phone having a conversation, what do you need and then coming back to that and then.

223

00:31:00.630 --> 00:31:10.410

Peggy Hoffman: Then actually delivering what they're asking for, so one of the cool things I think that works really nicely is maybe not have you do all the calls.

224

00:31:10.920 --> 00:31:19.830

Peggy Hoffman: Right, what if you had your come to somebody if someone from your comm department do a couple of calls because they might pick up some really cool things right.

225

00:31:20.370 --> 00:31:34.380

Peggy Hoffman: What if you had someone from I don't know let's just say finance who's always asking you wider drifters cost so much money will have them do some of the calls and say, well, what do you need, how can I help what what what is it that.

226

00:31:34.950 --> 00:31:44.520

Peggy Hoffman: What is it that we're doing that works for you so half staff chip in and I just think that that's going to make a tremendous difference when we actually take the time.

227

00:31:45.210 --> 00:31:52.980

Peggy Hoffman: Now, a large part of supporting volunteers is supporting staff, you may think this is a weird one for me to put in the middle of this list.

228

00:31:54.720 --> 00:32:05.760

Peggy Hoffman: we're here, hopefully to support all of you, so this is a mantra the bill highway and mariner live is this notion of your volunteers will be as effective.

229

00:32:06.270 --> 00:32:14.460

Peggy Hoffman: As you are effective part of what allows you to be present for your volunteers, is when you have the skills and the support.

230

00:32:14.880 --> 00:32:25.260

Peggy Hoffman: So we're going to we I always suggest I do a lot of staff liaison training, I always suggest that we do as much effort and energy in thanking and supporting.

231

00:32:25.770 --> 00:32:40.320

Peggy Hoffman: Our staff so maybe you could get some additional help if you were able to think about this, how do I, how do I lift up some of the staff that is helps how do I, for example in my chapter leader letter, how do I go ahead and say.

232

00:32:40.890 --> 00:32:59.130

Peggy Hoffman: here's the staff here's a staff person spotlight Mary has done xyz for the chapters at a girl from Mary, how do we, how do we support lift up and thank our staff liaison that make our jobs easier, because then we feel more supported.

233

00:33:02.040 --> 00:33:10.830

Peggy Hoffman: here's a big one, what chapter tools are you making available to your to your volunteers and your leaders.

234

00:33:11.370 --> 00:33:23.040

Peggy Hoffman: hmm, so I would be remiss if I didn't suggest to you that you could reduce admin bird administrative burdens, with tools like bill highways chapter management solution.

235

00:33:23.310 --> 00:33:35.550

Peggy Hoffman: And there are other tools, but understand that probably the best thing we can do for our volunteers is not make them do make them do jobs and tasks.

236

00:33:36.330 --> 00:33:45.180

Peggy Hoffman: That our mind numbing or jobs and tasks that require them to spend a lot of time figuring something out or checking boxes.

237

00:33:45.510 --> 00:33:59.250

Peggy Hoffman: How do we make their jobs as easy as possible, there are so many tools out there, I mean we're just going to throw out bill highway right here, but there are many, many tools out there, that would make a tremendous difference for your volunteers.

238

00:34:00.600 --> 00:34:06.750

Peggy Hoffman: And I don't remember who it was Sarah but we were talking, we have to go back and look at that look at this in the one of our past webinars.

239

00:34:07.260 --> 00:34:08.220

Peggy Hoffman: We have somebody.

240

00:34:08.280 --> 00:34:19.530

Peggy Hoffman: Who was talking about how they took their quote unquote checklist created, I believe it was a Google Doc, but it was filled in like we know you have this this and this just tell us what's changed.

241

00:34:20.790 --> 00:34:31.830

Peggy Hoffman: Think about the power of that tell us what's changed don't fill this form, how many of you been to a doctor's office and they give you that form and you give them the same information you gave them before.

242

00:34:32.460 --> 00:34:48.360

Peggy Hoffman: Right So how do we, how do we alleviate that burden now i'm going to tell you, we have a link in here for better tech tools, but more importantly, we have a link here for coming to the upcoming tech is going to be we're all things tech is going to be our April conversation.

243

00:34:49.380 --> 00:35:01.020

Peggy Hoffman: All right, how about a robust resource library a robust resource library Okay, so what I want you what what I want to ask you, and I want you to do this in chat or someone jump up.

244

00:35:01.890 --> 00:35:17.400

Peggy Hoffman: what's in your resource library, all of us have chapter, all of us have chapter libraries what's the most unique thing you have in your chapter library don't have put it in chat or jump on jump off mute what's the most effective.

245

00:35:18.450 --> 00:35:21.420

Peggy Hoffman: or know the most interesting thing that you have in there.

246

00:35:23.010 --> 00:35:35.250

Peggy Hoffman: So I know a lot of you have, for example, you probably archive training webinars have any of you taken some of your old webinars and chop them down into smaller webinars.

247

00:35:36.060 --> 00:35:44.070

Peggy Hoffman: Like you know how you have a webinar on tech tools, for example, like how do I use this and how do I use that have you broken it down to say how do I use X.

248

00:35:46.470 --> 00:35:51.960

Peggy Hoffman: I love that lori officer tutorials newsletter archives great.

249

00:35:54.510 --> 00:36:03.060

Peggy Hoffman: Now, sharing nothing interesting but compliance information, but you know we could make compliance information fun couldn't wait, what if you did Dudley.

250

00:36:03.330 --> 00:36:14.520

Peggy Hoffman: And you created a comprising and you made it fun like here's all the things you wish you didn't have to know, but we need you to know right all of a sudden, it makes it something that people will watch.

251

00:36:15.330 --> 00:36:22.620

Peggy Hoffman: Ah Jane is that a video, by any chance, you could share that would love to see that I would love to see that.

252

00:36:24.690 --> 00:36:39.510

Peggy Hoffman: Yes, and Lisa marie's asking haley, can you please share your safe meeting resources that would be awesome anything that you've got would be great so I love this i'm lauralee lori she's mentioning our state specific note cards so we had a.

253

00:36:40.590 --> 00:36:46.110

Peggy Hoffman: webinar a couple items last year, I think, Sarah where we had someone talk about.

254

00:36:47.070 --> 00:36:55.950

Peggy Hoffman: One of the online programs, they have and they put in all their logos and all their templates and any state could go in and order, their own.

255

00:36:56.400 --> 00:37:04.860

Peggy Hoffman: Their own cards their own newsletter templates awesome we'll find out that tech tool was, I think it could be in that blog post that she said.

256

00:37:05.220 --> 00:37:20.970

Peggy Hoffman: that she said, oh Jane Thank you and Lisa Marie Thank you or haley Thank you this is awesome keep coming guys, you know stealing other ideas is actually the greatest the greatest form of flattery right.

257

00:37:22.410 --> 00:37:22.740

Peggy Hoffman: All right.

258

00:37:23.760 --> 00:37:32.580

Peggy Hoffman: um the robust resource library is, I just want to tell you it makes all the difference in the world, but one of the things that we have learned with one of my.

259

00:37:33.120 --> 00:37:43.890

Peggy Hoffman: One of my very favorite clients we're doing chapter coaching is that we do need to remind them and so we're having these coaching calls and we're reminding them where to go, but the cool thing is on every one of those calls.

260

00:37:44.730 --> 00:37:52.770

Peggy Hoffman: The crp is just going here's one here's the link here's the link because she has it all up there, so i'm have the library and have the links ready.

261

00:37:53.670 --> 00:38:04.980

Peggy Hoffman: Now my last thing i'm going to suggest in this thing is level up your training, did you know that you can go to linkedin learning and you can create a.

262

00:38:06.030 --> 00:38:09.690

Peggy Hoffman: Learning cohort write a set of specific.

263

00:38:10.230 --> 00:38:18.240

Peggy Hoffman: modules that you'd like your your volunteers to know so you don't have to even create a lot of stuff maybe you just create a linkedin learning account.

264

00:38:18.450 --> 00:38:25.860

Peggy Hoffman: That allows that that you can then allowed to have access, maybe what you do is you give me, we talked about how do you think.

265

00:38:26.190 --> 00:38:38.460

Peggy Hoffman: What if there's a master class because there's a number of master classes, now that are wonderful and they're always running specials What if you got a subscription for a cohort of volunteers and tested that out.

266

00:38:39.510 --> 00:38:52.560

Peggy Hoffman: What if you went to your folks that have that wonderful snazzy LM s and you said hey can I do a couple of tutorials on some key some key officer.

267

00:38:54.600 --> 00:39:00.270

Peggy Hoffman: trainings like how do I read a financial statement or how do I lead an effective, a meeting.

268

00:39:00.870 --> 00:39:12.060

Peggy Hoffman: Because they could also sell that, beyond that, to their to the Members right so maybe you go and you get some a couple of LM s things, by the way, wraps is done that did a beautiful job.

269

00:39:12.480 --> 00:39:23.340

Peggy Hoffman: With that and I GP is done that they're developing stuff in their LM S, and those are all free to volunteers, but it gets the volunteers into the LM s.

270

00:39:23.580 --> 00:39:35.100

Peggy Hoffman: They see how cool the LM s is for learning and then they buy other programming, so if your LM s if your education department is trying to figure out how to get more members to buy education.

271

00:39:35.610 --> 00:39:46.080

Peggy Hoffman: give them some cool freebies so great idea of like that the other thing is create you guys how many of us turbo tax or some equivalent of that right.

272

00:39:47.220 --> 00:39:58.050

Peggy Hoffman: So the question I have for you is, can you create a turbo tax kind of setup for, say, for example, a report that you need them to have on a regular basis.

273

00:39:58.350 --> 00:40:10.380

Peggy Hoffman: that's leveling up your training, because it creates an on demand quick, this is how I get this done and I if I put this in, and the answer is wrong, it says, are you sure you want to do that answer.

274

00:40:10.890 --> 00:40:17.850

Peggy Hoffman: By the way, you can use survey monkey to a certain degree, like this because there's a lot of ways that you can put some.

275

00:40:18.570 --> 00:40:36.150

Peggy Hoffman: Some qualifiers on questions that help people be able to give you the answers that you need so take a look at that and and then, finally I don't think I don't think our volunteers understand that some of the jobs we're asking them to do are is actually professional development.

276

00:40:38.130 --> 00:40:50.580

Peggy Hoffman: So, for example when a treasurer really learns how to read a financial statement and learns how to create a reserve policy and learns how to to to create a.

277

00:40:51.720 --> 00:41:00.810

Peggy Hoffman: Budget that actually is a solid budget they've just built all those financial skills, what if we were giving them badges for that.

278

00:41:01.800 --> 00:41:10.050

Peggy Hoffman: What if we were saying you know what these volunteer jobs are mini education session so we're going to reward that we're going to let you know that right.

279

00:41:10.680 --> 00:41:23.550

Peggy Hoffman: Maybe what we need to do is not sell you know Toyota says Selma volunteering as professional development right but you're going to have to show something on the other side, as you do that.

280

00:41:25.350 --> 00:41:26.970

Peggy Hoffman: So let me ask this question.

281

00:41:28.230 --> 00:41:33.150

Peggy Hoffman: What other ways what other ways, have you supported volunteers.

282

00:41:34.440 --> 00:41:36.480

Peggy Hoffman: And, are there any other things that you have done.

283

00:41:38.460 --> 00:41:49.890

Peggy Hoffman: Okay, I don't know Kelly, do you see the the the okay good and she's gonna sell them with all of us i'm sure because kelly's that kind of person and and she knows i'll just email her and go hey can you.

284

00:41:54.240 --> 00:42:10.740

Peggy Hoffman: Oh, my gosh Linda okay so Linda and Kelly, we are going to have to get together with you and do a webinar with you guys okay and Linda you just need to let us know your timeline on that I think everybody would love to see that.

285

00:42:16.140 --> 00:42:28.290

Peggy Hoffman: Oh kareena you have wisdom serious wisdom before you start i'm going to paraphrase this before you start saying what i'm going to take off the plate find out if it's a need or a want.

286

00:42:28.650 --> 00:42:39.390

Peggy Hoffman: Tremendous because we could spend a lot of time putting tech in it's not tech that that is really needed, and so that I think that's pretty good and you're the other part of that.

287

00:42:39.930 --> 00:42:50.220

Peggy Hoffman: Can we, you know you didn't say this but, if something is or if a need, how do we help them see it as a want if they're not expressing it yet, in other words.

288

00:42:51.720 --> 00:43:03.810

Peggy Hoffman: We know volunteers don't like to change systems and let's say you put up I don't know let's just say you put a bill highway chapter management solution system in and they had to change their way of doing say finances or save their way of doing data and they're like going.

289

00:43:05.040 --> 00:43:13.140

Peggy Hoffman: Well, how can you take what you know, is a need that they haven't expressed, which is to be able to streamline all of that, how can you voice that is a want.

290

00:43:13.710 --> 00:43:22.380

Peggy Hoffman: Well i'm going to suggest if you come to the April meeting that's one of the things that I love what Betsy is going to talk about yes.

291

00:43:23.760 --> 00:43:25.050

Peggy Hoffman: master yes, yes.

292

00:43:27.240 --> 00:43:39.600

Peggy Hoffman: So lori I love that annual leadership conference paid for it, so a lot of people struggle with do we charge for that event, or do we make that free I love that you do, that I don't want to put you in.

293

00:43:40.080 --> 00:43:48.000

Peggy Hoffman: I don't want to put you in a tough spot, but I love at some point, I think that that's an Roi question that many of us struggle with so maybe.

294

00:43:48.600 --> 00:43:58.440

Peggy Hoffman: You can mention like how, how do you justify that maybe you could just share like what's the rationale and i'll and i'll and i'll suggest that.

295

00:43:58.740 --> 00:44:09.990

Peggy Hoffman: Lisa Marie says we offer cover travel expenses for them to attend our Council meetings twice a year, you know, this is an Roi thing, so if you guys have got some examples of of how you are.

296

00:44:10.380 --> 00:44:23.250

Peggy Hoffman: How, you are helping to demonstrate the value of doing that, and you know what I think that one thing that might be interesting, is for us to go to our our CFO and say listen I know this is an expense item.

297

00:44:23.760 --> 00:44:28.530

Peggy Hoffman: But this is the value of the work that they're bringing in and i'm not paying for or.

298

00:44:28.890 --> 00:44:34.080

Peggy Hoffman: I know this is expensive, but we have to thank volunteers and i'm going to need this much budget to thank them.

299

00:44:34.350 --> 00:44:51.660

Peggy Hoffman: isn't it just as good if I use this budget, to bring them together, where we can have a good conversation and get them all on the same page with us, I mean, I think there are ways to way that So if you are, if you are, if you figured out rationale go ahead and share that with us, please.

300

00:44:53.880 --> 00:45:02.610

Peggy Hoffman: And also, I saw a note, I think this was from from lori that you guys had staff.

301

00:45:03.510 --> 00:45:10.590

Peggy Hoffman: Call volunteers to thank them and you send a note to me a note Okay, it was to Sarah but she sent it to me um.

302

00:45:11.010 --> 00:45:23.310

Peggy Hoffman: You said each staff member called about 10 volunteers, the calls were well received staff members who don't normally speak with our Members are a bit apprehensive but enjoyed speaking with them lori did you give them a script.

303

00:45:24.360 --> 00:45:24.960

Lori Byerly: Yes.

304

00:45:25.470 --> 00:45:29.940

Lori Byerly: Okay, a little bit of what I mean we prepare them and we said, you know we want you to.

305

00:45:30.510 --> 00:45:40.860

Lori Byerly: start with thanking them for volunteering for the association and then just get into a small conversation with them just learn something about them as well don't make it long.

306

00:45:41.670 --> 00:45:54.810

Lori Byerly: But yeah we divided on absolutely everyone from the National Board, you know, down to the person who just sits on one little committee and everybody in our office called about 10 people during that week last year.

307

00:45:55.530 --> 00:46:06.720

Peggy Hoffman: That is awesome So let me ask a follow up question, what did you do to debrief that did you ask them to give you notes, did you have a follow up meeting just do you do it informally i'd love to know.

308

00:46:07.500 --> 00:46:12.270

Peggy Hoffman: So if somebody wants to try that how did you debrief it and you learn anything in that debrief.

309

00:46:14.070 --> 00:46:26.250

Lori Byerly: Probably just through conversations with people and maybe at our at the staff meeting afterwards I think yeah the staff meeting afterwards we we talked about it, and in our CEOs people.

310

00:46:26.610 --> 00:46:34.920

Lori Byerly: You know, did anybody have anything to share um you know, we have one parcel with you know the volunteer hung up on them which wasn't very nice.

311

00:46:36.420 --> 00:46:42.990

Lori Byerly: You know that will happen, but the other ones were all just like it was great to talk to people that you know we never talked to and.

312

00:46:44.100 --> 00:46:51.900

Lori Byerly: They found that they had a couple things in common, or something like that everybody was pretty much very appreciative of getting the phone call.

313

00:46:53.550 --> 00:47:02.130

Peggy Hoffman: That sounds super exciting I love that and, now that we have this on tape what else would you add because we're gonna we're gonna we're gonna make you a star.

314

00:47:03.390 --> 00:47:10.290

Lori Byerly: Well, I will say um it was exciting for those of us that are comfortable picking up a phone and calling people.

315

00:47:10.860 --> 00:47:19.050

Lori Byerly: We have plenty of people in our office who were very, very uncomfortable with that, and so, if you're going to do it, you could try to find ways to maybe.

316

00:47:19.950 --> 00:47:27.990

Lori Byerly: Have have someone who is uncomfortable sit by someone who's very comfortable, which is something we didn't do because, of course, we were all coven remote.

317

00:47:28.440 --> 00:47:42.330

Lori Byerly: But if you could help those people who are you know not used to being on the phone all the time, not used to talking to your Members that would probably be a very good idea to get them going, and then, once they get going i'm sure they'll be fine Nice.

318

00:47:42.570 --> 00:47:54.540

Peggy Hoffman: Oh, I love that, thank you for that tip because you know you're right, we do have some folks, so this is would be an awkward thing, but it could be a real valuable for them, can it can you all give lori's and her team have big round of applause for sharing that.

319

00:47:56.010 --> 00:48:08.850

Peggy Hoffman: And while we're applauding I love Elizabeth you mentioned in here a member care month where every Member gets a thank you call, I think that is like priceless as well, what month is that.

320

00:48:13.650 --> 00:48:15.780

Peggy Hoffman: You weren't you were off mute and you went back on.

321

00:48:18.210 --> 00:48:18.720

Peggy Hoffman: There we go.

322

00:48:21.030 --> 00:48:21.300

Peggy Hoffman: Oh.

323

00:48:26.460 --> 00:48:27.270

Peggy Hoffman: You got it go.

324

00:48:27.720 --> 00:48:38.550

Elizabeth George: Okay, we are doing this in May and it's from the top down the board senior volunteers call the next level volunteers.

325

00:48:39.270 --> 00:48:52.830

Elizabeth George: Chapter leaders get a call and they call all of their members, we have scripts for them if they get a voicemail we have an email template that they can put in, so that we make it as simple as possible and it just says, thank you.

326

00:48:53.430 --> 00:49:04.200

Elizabeth George: And what has been very rewarding over the last we did started this well i've done it at every association i've been at but we started this when the lockdown started with coven in.

327

00:49:04.860 --> 00:49:18.270

Elizabeth George: march of so we didn't April 2020 and people felt so isolated so sometimes it was I mean they really wanted to have a conversation with you, they wanted somebody to listen and they were very appreciative.

328

00:49:18.660 --> 00:49:33.180

Peggy Hoffman: Nice nice guys, there are so see these things are doable if Elizabeth has done this and every associations to benefit, then you just need to tap her and say get on the phone with her and say get let me what else do I need to know.

329

00:49:34.800 --> 00:49:44.520

Peggy Hoffman: Great I am going to take us to the last slide in our remaining minutes here together and, yes, I saw someone said, would you.

330

00:49:45.120 --> 00:50:00.600

Peggy Hoffman: Do you are, you are we going to get chat or Yes, this is a beautiful thing about what the bill highway mariner model is you are part of the production team here, so you reap all of the rewards of the chat of the of the video.

331

00:50:00.840 --> 00:50:01.320

Peggy Hoffman: Of the.

332

00:50:01.830 --> 00:50:05.340

Peggy Hoffman: Of the of the slide deck and anything else we can do for you.

333

00:50:06.120 --> 00:50:14.310

Peggy Hoffman: I wanted to mention this last one, and I knew that we would be tight on time to be able to mention all of these things, but I wanted to mention this last live because.

334

00:50:14.850 --> 00:50:22.350

Peggy Hoffman: At the end of the day, people volunteer to be with people, even if they're volunteering virtually even if they're doing a small micro job.

335

00:50:22.620 --> 00:50:37.290

Peggy Hoffman: It is a connection point, and if we can create the experience, people will come back so there's lots of ways, the most incredible Thank you gift I got was when I was I did something for the Chamber of Commerce as a volunteer.

336

00:50:37.710 --> 00:50:49.350

Peggy Hoffman: They took a picture of me in action and there was back then you would turn that picture into an envelope they turned it into an envelope and sent me a thank you note.

337

00:50:49.710 --> 00:50:59.370

Peggy Hoffman: it's that kind of experience, where I have a good experience and then you capture it for me and give it back to me to remember it's this.

338

00:50:59.670 --> 00:51:07.560

Peggy Hoffman: This says, make it personal and what i'm really saying about make it personal is is is to give back that explore that reminder of that experience.

339

00:51:07.830 --> 00:51:14.970

Peggy Hoffman: If you haven't done send a frame if you haven't done the the create a poem if you haven't had a celebrity cam you know.

340

00:51:15.630 --> 00:51:24.780

Peggy Hoffman: These are all ways for you to make it personal if you create a memorable event, one of the things I was at I was doing.

341

00:51:25.320 --> 00:51:35.520

Peggy Hoffman: I was doing a session at a conference and they had a volunteer lounge where you could go in put your feet up this is just for volunteers.

342

00:51:35.820 --> 00:51:45.090

Peggy Hoffman: Now I know that ci does something like that you do like a chapter lounge, which is very cool, so it is you go in and you see your peeps and there's just this.

343

00:51:45.510 --> 00:51:54.660

Peggy Hoffman: there's just whole experience in that room does it take a little bit, yes, can you get sponsors for it absolutely now what I really love.

344

00:51:55.260 --> 00:52:06.750

Peggy Hoffman: is one of these ideas with this is there's a group that holds for they're just it's a revolving kind of virtual event sometimes it's lunch sometimes it's a happy hour, and then we have this other we heard about this book club, and you know.

345

00:52:08.130 --> 00:52:16.320

Peggy Hoffman: kiki Italia does a very vibrant book club as well just add a little gift card and you've made that experience really incredible.

346

00:52:17.040 --> 00:52:34.740

Peggy Hoffman: One of the things that we often suggest is, if you want to make it personal do something that's going to hit them right where it counts reimbursing mileage or discount fees are going to make a big difference and, finally, I want to not finally, but I want to mention reinforce the purpose.

347

00:52:35.970 --> 00:52:53.850

Peggy Hoffman: Look at the second bullet items show their impact, one of the things that that wraps did was show how many hours of education chapters put on right they also showed what was the impact of all of the work that was done.

348

00:52:55.920 --> 00:53:05.430

Peggy Hoffman: And then, my last my last suggestion for you, for the day is listen listen listen listen be open to hearing what your volunteers are saying.

349

00:53:05.910 --> 00:53:30.030

Peggy Hoffman: respect their ideas and put their ideas into action, so 20 ideas and another 20 or 30 in the chat gives you, I am sure some great starting points for how are you going to celebrate volunteers next month and actually all of the 11 months coming from that.

350

00:53:31.110 --> 00:53:45.240

Peggy Hoffman: So i'm going to wrap us up you're going to get everything you still have the opportunity, though, on the 19th we're going to be, together with beth Z on hoping that you'll be there don't forget, you can still download the.

351

00:53:46.260 --> 00:53:52.020

Peggy Hoffman: Chapter performance and benchmarking report the mmc session is going to be a little bit about that.

352

00:53:52.260 --> 00:54:00.960

Peggy Hoffman: And of course you can always reach out to bill highway or mariner because gosh we are here for you there's no questions about that.

353

00:54:01.230 --> 00:54:10.350

Peggy Hoffman: And my final thing is, thank you, thank you, thank you, thank you for all the work that you do and helping volunteers, be the best that they can be.

354

00:54:10.710 --> 00:54:25.110

Peggy Hoffman: anything we can do for you it's our gift it's our opportunity, and we really appreciate you being part of this community will see you next month and we'll talk to you anytime in between have a great rest of the Wednesday.