

**Volunteer Management:  
Strategies for Cultivating Leadership, Innovation, and Connection**  
NACAC National Conference  
Louisville 2019

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**I. Managing People**

*a. Terms of Engagement*

- i. Utilize top motivators: Job Challenge; Accomplishing something worthwhile; Learning new things; Personal development; Autonomy; Praise

*b. Clarity of Roles, Responsibilities, Expectations*

- i. Create job descriptions and articulate functions to help guide accountability and activity

*c. Succession and Progression*

- i. Consider future leaders and be intentional about how you engage those volunteers—mentorship and coaching is essential

**II. Cultivating Competencies**

*a. Leadership Development*

- i. Integrate opportunities for crafting vision, managing resources, communicating change, and employing strategy to move the effort forward

*b. Industry Awareness*

- i. Engage in discussions regarding the future of work, as it pertains to this area of focus; cultivate interest and awareness for changes on the horizon, and the leaders necessary to move the industry forward

*c. Financial Stewardship and Acumen*

- i. Expose and coach volunteers in the importance of financial planning and resource allocation—budgeting is often a critical facet that separates levels of management; include forecasting and sustainability

*d. Human Capital Development*

- i. Demonstrate importance of personal and professional development by focusing on critical competencies required for continued growth