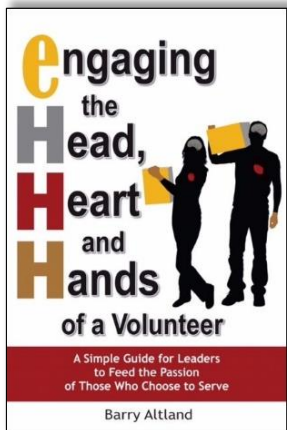


Touching the Heart of Our Volunteers, Session I

AAUW California

Tuesday, February 27, 2024



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

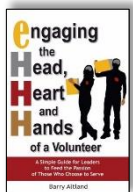
<http://HHHEngagement.com>



Starting with Discovery . . .



Motivation: Only Two Types

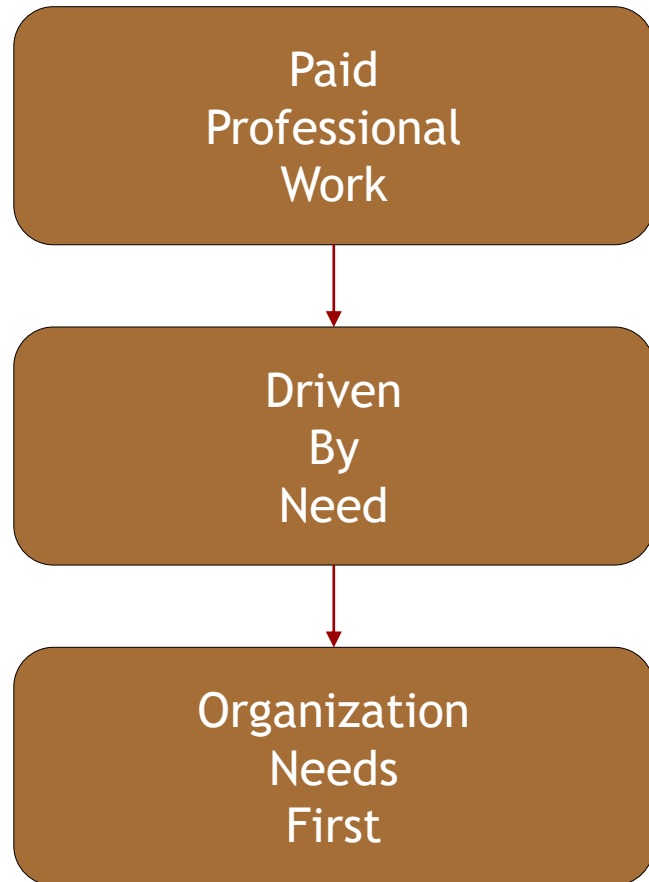


pp. 11-13, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.

Rethinking Leadership



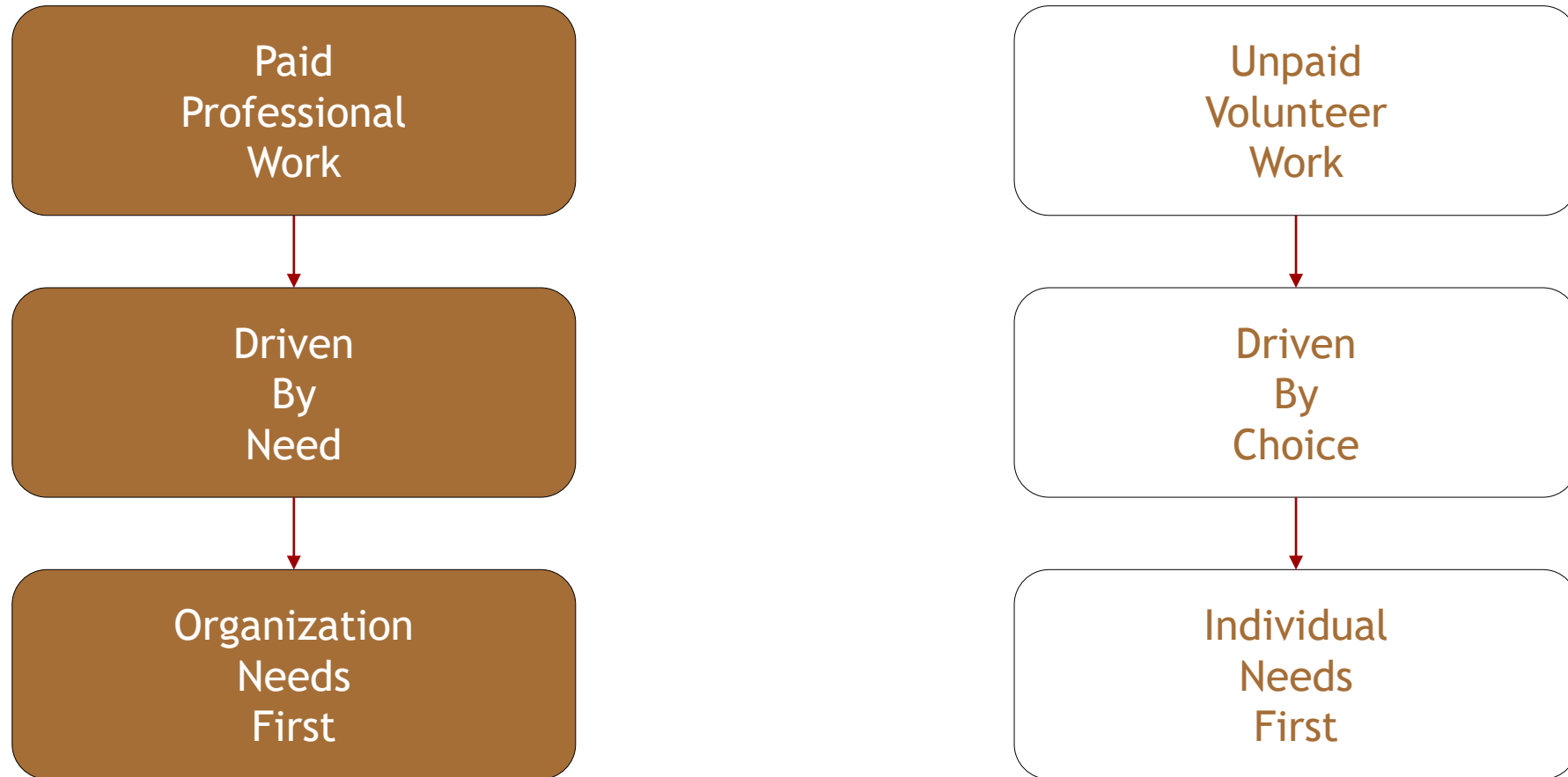
The Difference In Volunteer Engagement



pp. 29-32, "Engaging the Head, Heart and Hands of a Volunteer," *The Peppertree Press*, 2015.



The Difference In Volunteer Engagement



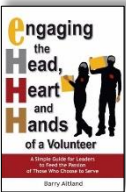
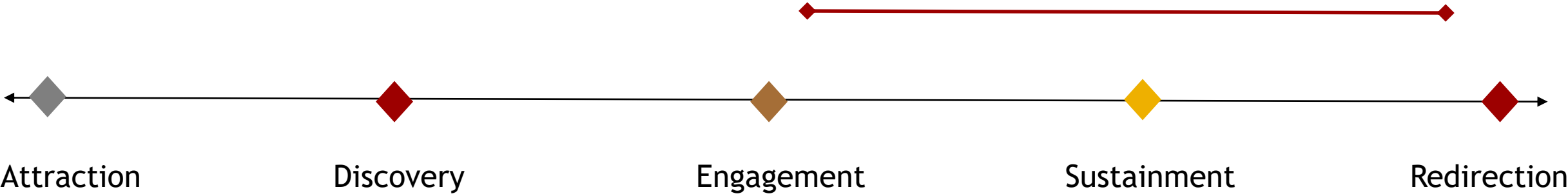
pp. 29-32, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.



Rethinking Leadership



The Volunteer Life Cycle



Discovery: 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

Discovery: “The Flip”

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

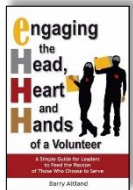
How? The Power of Open-Ended Questions



Selfishness



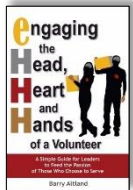
Altruism



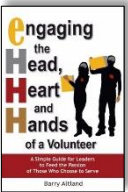
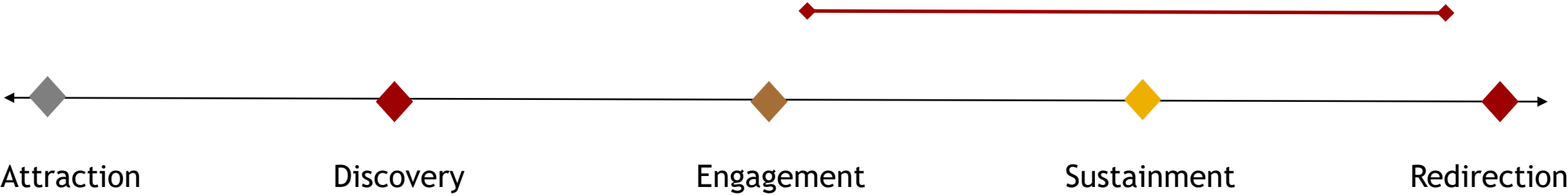
Selfishness



Altruism



The Volunteer Life Cycle



What Does an Enlightened Leader Do?

*Command
and
Control*

*Equip,
Guide,
Support
and
Inspire*

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

Who are the Culture Creators in Your Organization?

**CULTURE
CREATORS**

Rethinking Leadership



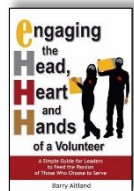
Kirkpatrick's Four Levels of Learning Evaluation

Results

Behavior

Learning

Reaction



Head, Heart and Hands . . .



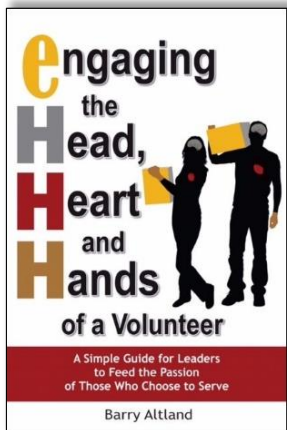
*Engagement
happens
one person at a time.*



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