



Volunteer Leadership

Glen R. Anderson





THE OHIO STATE UNIVERSITY

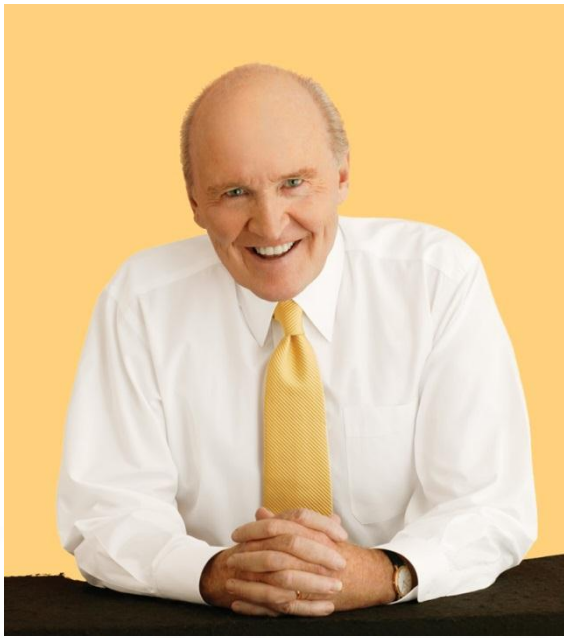


Institute of
PACKAGING
PROFESSIONALS

Leadership

It boils down to a building a direction (vision) and then the pursuit with passion!





Jack Welch

“Think Like a Leader”

.... Being a Leader changes everything. Before you are a leader, success is all about you. Your performance, your contributions, delivering the right answers!

Leadership is all about growing others. Making people work smarter, bigger and bolder. Nurturing and supporting your team. . . .

Session Goal



- Improve your leadership skills
- Improve your meetings
- Focus your volunteer time
- Enjoy your life more:
 - Volunteer
 - Professional
 - Personal



Managers

vs

Leaders

- develop policies and procedures
- direct and control
- get people to do what needs to be done
- explain “what we have to do”
- give directions
- concerned with the here and now
- bottom-line oriented
- concerned with projects
- doing things right

- develop vision and strategy
- motivate and inspire
- get people to want to do what needs to be done
- explain “where we are going”
- ask questions
- concerned with the long-view
- big-picture oriented
- concerned with people
- doing the right things

Leaders cannot be trained!

Training attempts to standardize
by blending into a norm!





Leaders Do Not Leave Their Skills at the Office



Expectations & Communications



Expectations

- vision, goal(s) & strategies
(understood and accepted by all)

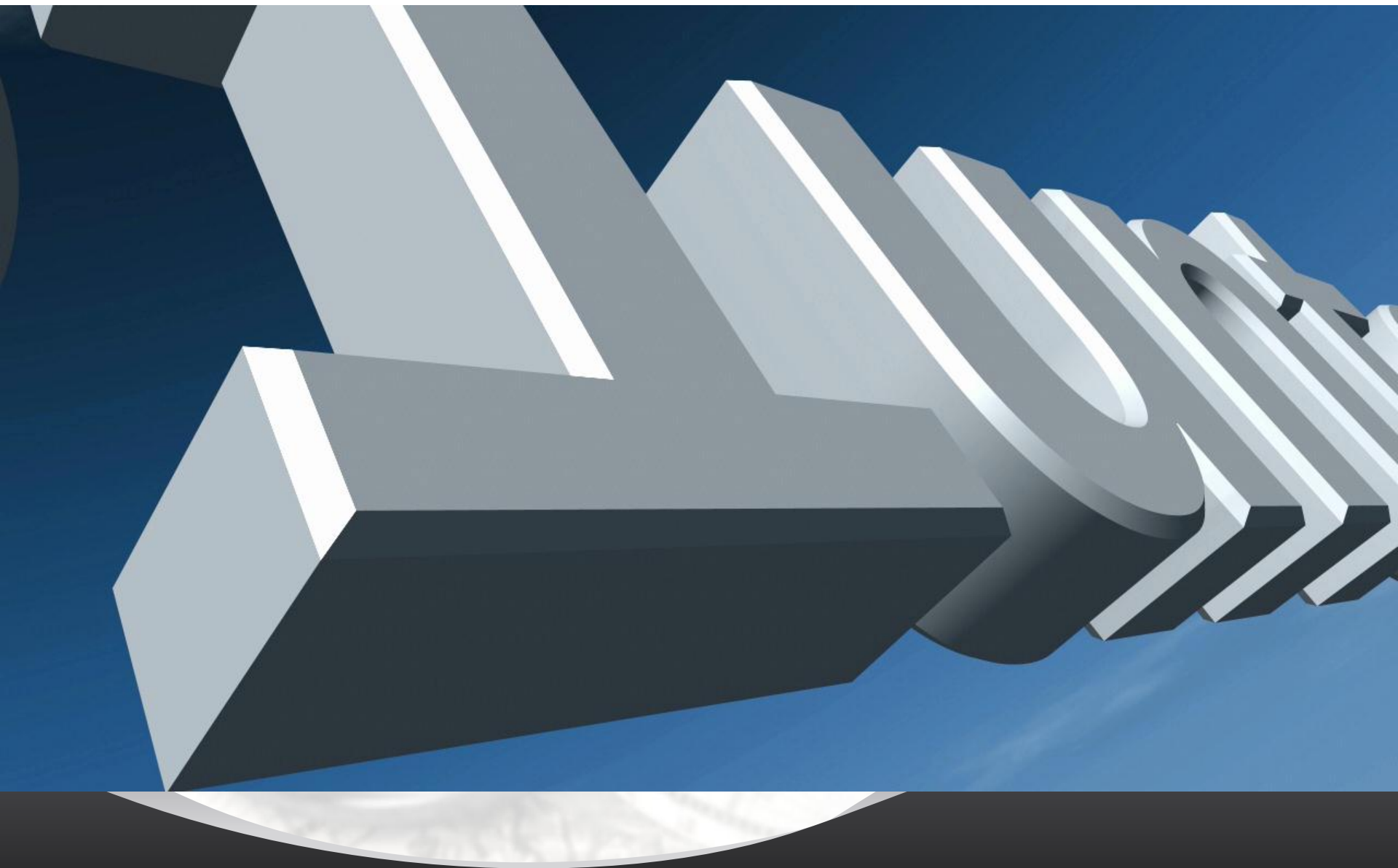
Communications

- ✓ Frequent
- ✓ Multiple avenues
(digital, voice, in-person)
- ✓ Other person's interest
- ✓ **80% LISTENING**

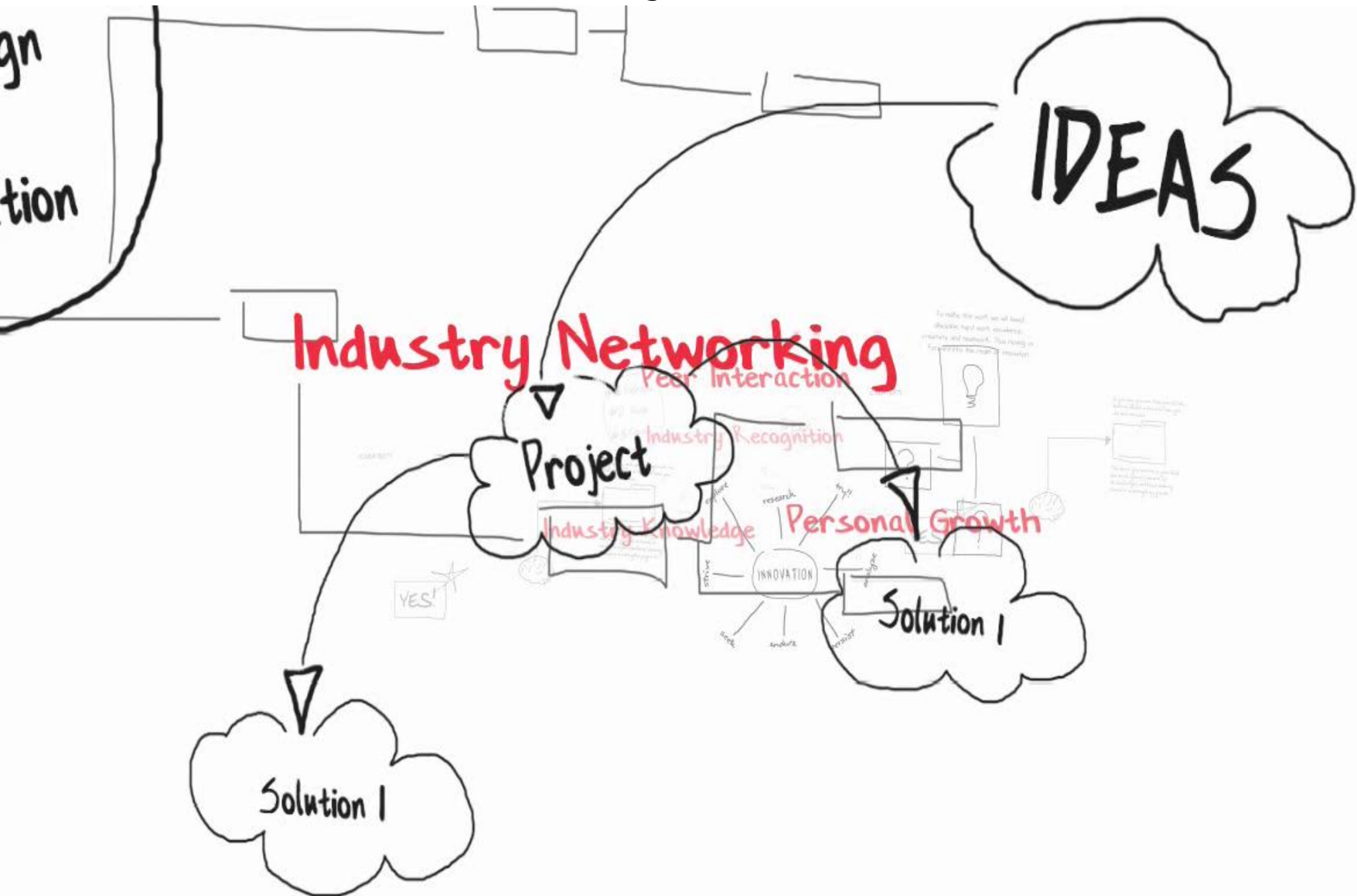


Leadership Growing People





Why Volunteer



Negatives in Volunteering

- Time? Year(s) of commitment
- Company support travel & time away from job
- Travel
- Time away from family & personal matters



Volunteer Committee Leader

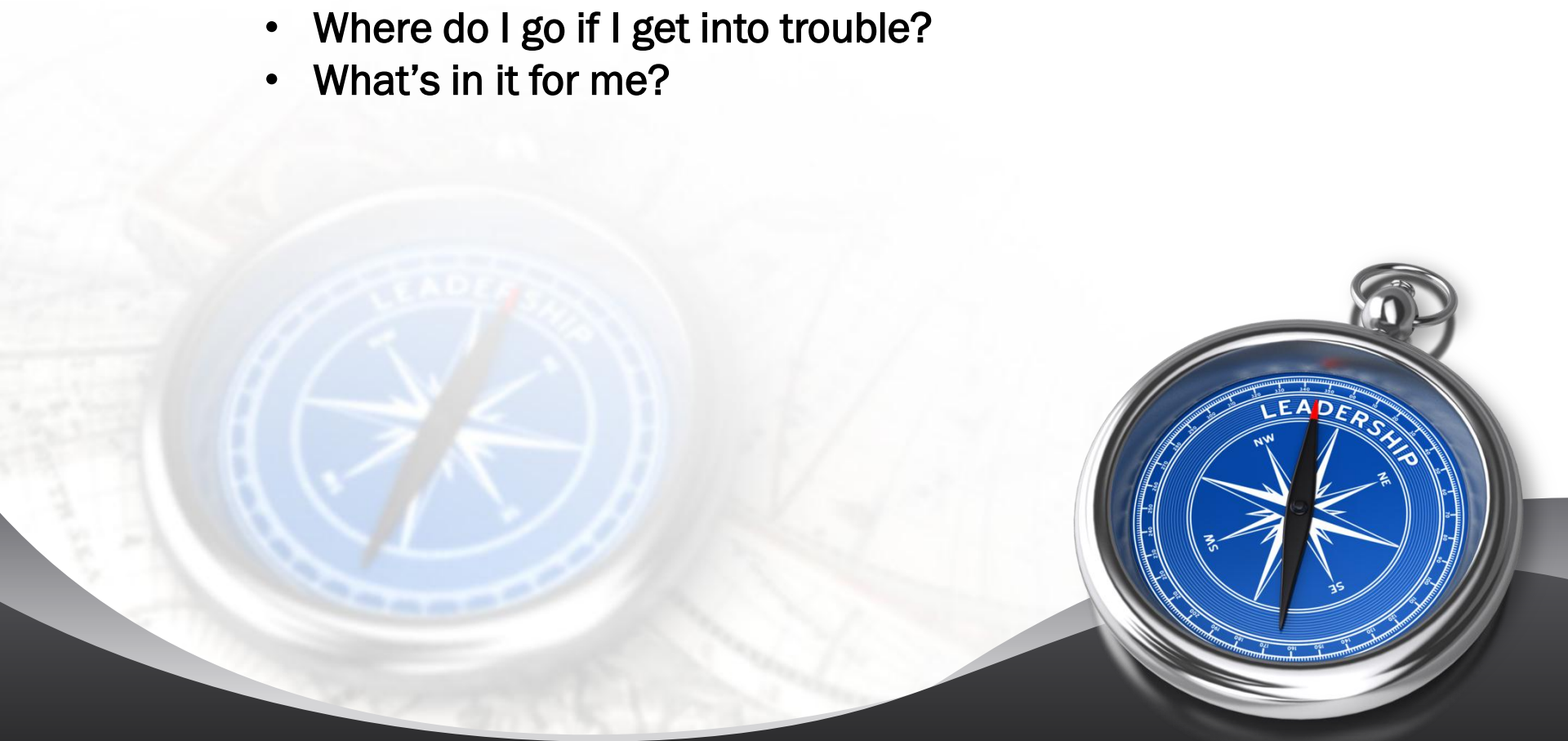
Organizing a group of volunteers to achieve a common goal.



KEEP IT SIMPLE:

Volunteers want to know:

- What is my job “what do you want me to do”?
- Where do I go if I get into trouble?
- What’s in it for me?



Building a Committee



Recruit with Expectations

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1. Overview
2. Meetings
3. Responsibilities
4. Skills that will help to be successful
5. Member benefits

Committee Expectations

Reference Sheet

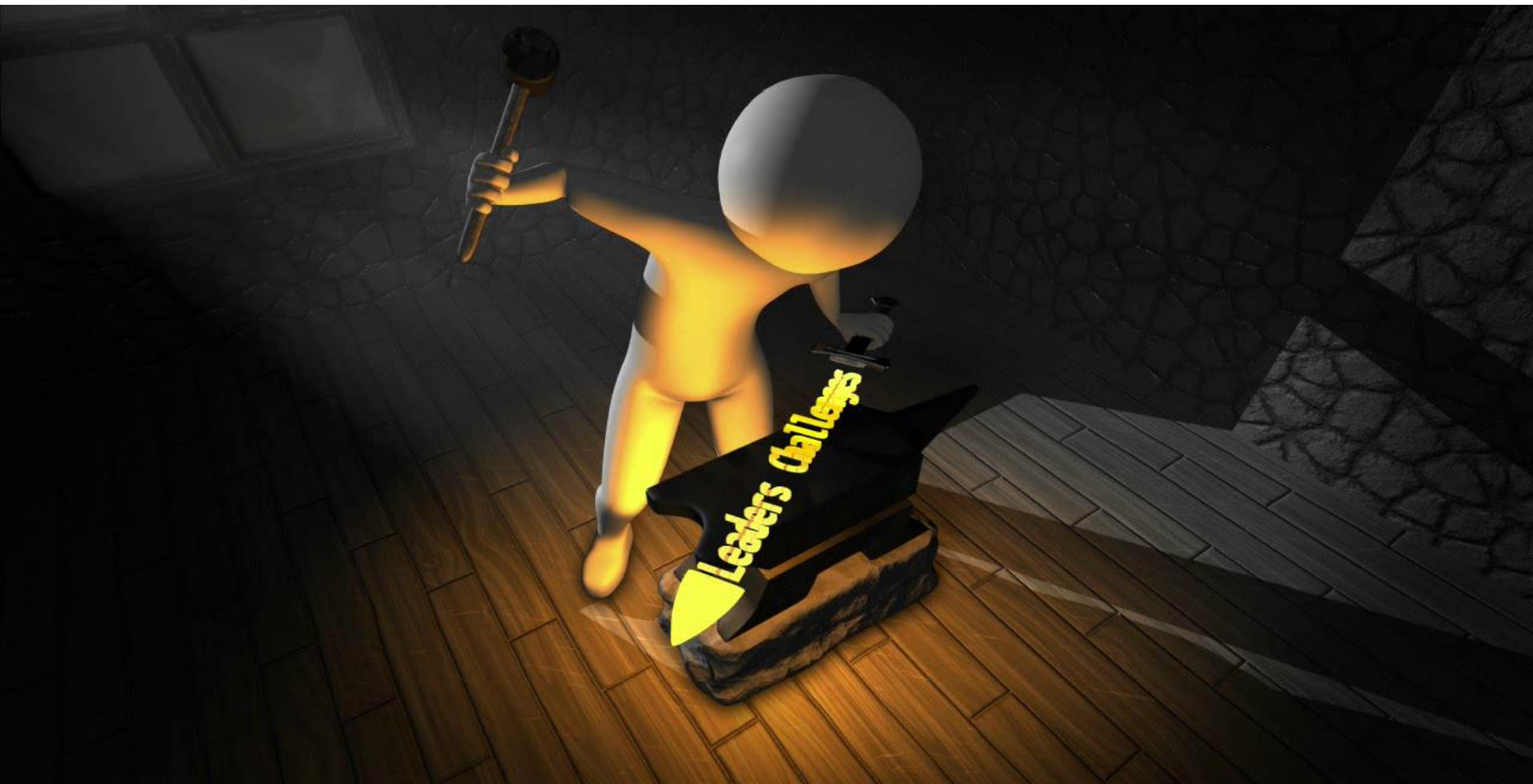
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- **Mission**
- **Names** (contact info)
- **Meetings**
- **Budget \$**
- **Projects** (deliverables)
- **Staff**



Your Challenge As A Volunteer Leader

- They do not report to you for job advancement and salary
- They are your peers & possibly competitors
- They may have more experience
- They may have higher title ranking in their company





Volunteer Leader Benefits:

- Your Own Laboratory
- NO Pay
- NO Performance Reviews
- Cannot be Fired

CEO's/Leader's Responsibilities



Planning

Organizing

Delegating

Coordinating

Controlling

Board of Directors' Job

1. Vision → Plan → Strategies

2. Assign Resources

1. \$
2. Volunteers
3. Staff & Outside sources

3. Monitor & Adjust as necessary





Patrick Deconinck
3M's Senior Vice President for Europe
PSTC's President 2011 & 2012

PSTC's New Direction

- Passionate
- Focused
- Humbled









Successful Meetings

- Leaders Listen 80% of the time
- Agenda - 7 days in advance
- Start & End on time (w/o exceptions)
- Open “setting the tone” “all on the same page”
- Business at hand
 - (progress reports, generating helpful hints, enforcing direction, generating new commitments)
- Close with 30-second comment from each (your feedback)



Leader's Meeting Agenda Note Sheet

Phase 1



Phase 2



Phase 3



Phase 4

Overall Meeting Agenda Goal

(Did we accomplish it? Via feedback)

New Action Items – For Follow-up,

?who, deadline

Team Reports (on target, lack of progress,
new resources needed)

General Meeting Notes

#1 Leadership Communication

Listen has the same letters as Silent



Helpful Hints for Leaders

- #1 Goal: everyone on the same page
- Be a coach, “Everyone engaged?”
- Everything **YOU** do matters , Your Team is watching
- Guard your integrity
- Treat each team member with dignity & respect
- Late arrivals – acknowledge & comment
 - on the current meeting discussion
- Avoid negatives i.e. on meeting minutes;
 - avoid listing the people that were absent!!!
- Send thank you notes
- Over communicate between meetings
 - 1 to1,1 to all
- Involve everyone in discussion “engagement”



Helpful Hints page 2 of 2

- Provide recognition
- Positive feedback
- Eliminate confusion
- You are with peers, possible competitors, possible higher levels of management
- Avoid using “I” in all communications it is a team
- Find ways to recognize each team member
- Use visuals as much as possible
- Telephone meeting = 60 minutes or less
- Personal meetings no more than 3 -4 hours
- ANTITRUST
 - fine line professional & personal relationships



Leaders –Time Outside the Meeting



Preparation

Communicating & Coaching w/Team

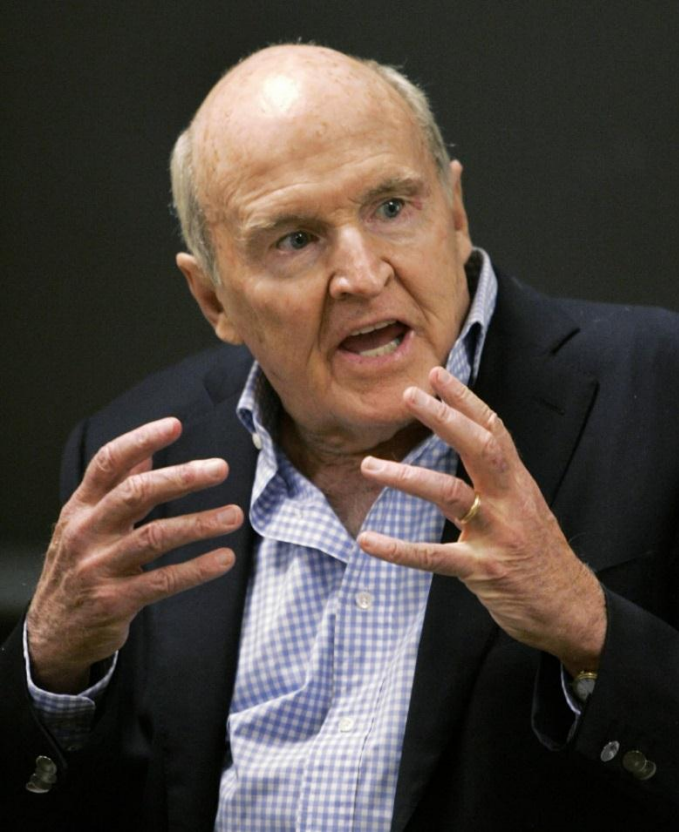
Adjusting Resources

Interacting – Staff + Board + Members

Unsuccessful Committee

Leader's failure to pursue clarity leaves all in fog





Jack Welch “Think Like a Leader”

1. Lead
2. Manage less
3. Articulate your vision
4. Simplify
5. Get Less formal
6. Energize others

Being a leader is perhaps the hardest challenge any of us will every face. No matter how long we work at it, practicing the right behaviors is a never-ending task.

Achieve Meeting Goal?



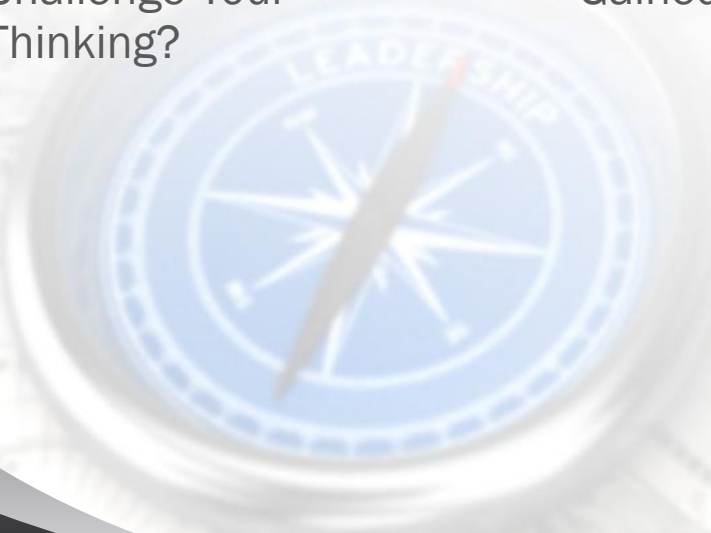
Challenge Your
Thinking?



Gained 1 New Idea?

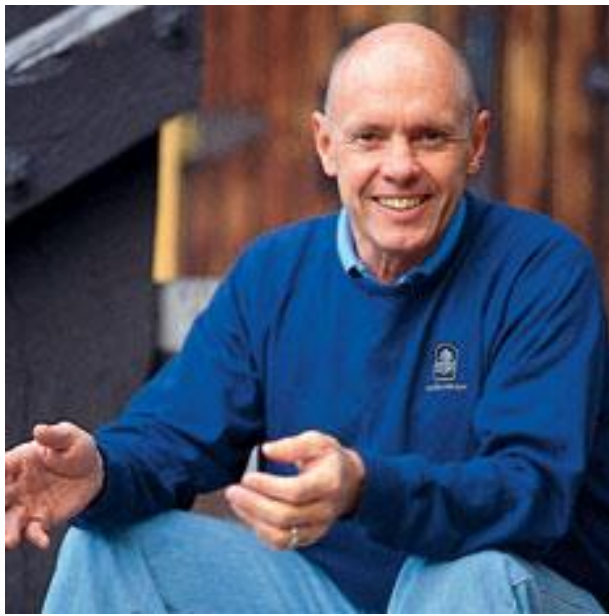


Motivate You to
becoming an on-going
Leader?



The view only changes for the lead dog

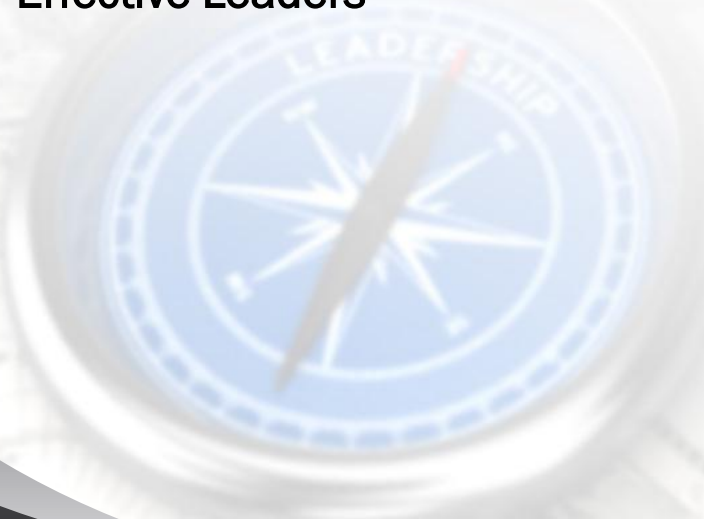




Leaders Must 1st Balance Life

1. Mentally
2. Physically
3. Spiritually

Dr. Stephen Covey
Highly Effective Leaders





Thank You!

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