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*We are now accepting nominations for the Joyce Howarth Award. Nominate someone today!*

## In Hindsight...January

Our presenter in January was Wendy Wilton of Wilton Consulting Inc. and she spoke to the group about *Surviving and Thriving through Change and Transition*.

Wendy spoke of the dynamics of change...things that we know to be true. First of all, people will feel awkward and uncomfortable and will initially focus on what they have to give up. People will also feel alone when going through change, even if an entire organization is going through the same change. Some other *truisms* include: people can handle only so much change at one time, people will be concerned that they don't have enough resources to move through the change and if you, as a change agent, take the pressure off, people will revert to their old behaviour.

Although people will always be at different levels of readiness for change, maintaining a firm and consistent approach, while providing a clear endpoint that employees or volunteers can look forward to is important.

Please see *January* on page 2

## Nominations – Joyce Howarth Award

The *Joyce Howarth Lifetime Achievement Award* is presented by the Volunteer Management Group to recognize excellence and leadership in the volunteer management profession. This award is intended to recognize visionaries who have added credibility to our profession while expanding our horizons through their leadership.

Nominees must exhibit the qualities of quiet and consistent leadership in promoting both volunteerism and advocating for effective volunteer management support and practices. He or she must also be a member in good standing of Volunteer Management Group.

Please see *Howarth* on page 3

## USEFUL RESOURCES

Check out this site (click on *Products & Services*) for webinars on social media and products & services for marketing and public relations:

[www.ca.cision.com](http://www.ca.cision.com)

For the 4-1-1 on technology and discounts on software, click here:

[www.techsoup.org](http://www.techsoup.org)

For interesting tools and webinars on volunteer recruitment and engagement, check out:

<http://www.volunteermatch.org/nonprofits/learning-center/>

Need promotional items or customizable gifts for your volunteers? Visit this Canadian company:

[www.cabam.ca](http://www.cabam.ca)

Tired of textbooks and manuals on volunteer resource management? Check out this site for thought-provoking articles:

[www.blueavocado.org](http://www.blueavocado.org)

## National Volunteer Week

National Volunteer Week is the perfect time to show some extra appreciation to the people that donate their time and energy to various causes and initiatives. Check out these websites for ideas on how to celebrate the week and strategies for providing recognition consistently throughout the year.

<http://www.volunteer.ca/nvw>

<http://www.energizeinc.com/ideas/volwk.html>

[http://www.ehow.com/way\\_5251083\\_national-volunteer-week-ideas.html](http://www.ehow.com/way_5251083_national-volunteer-week-ideas.html)

### **January** from page 1

Wendy also spoke about the communication of change, as adapted from William Bridges, a consultant in various areas including professional communication. The following are 10 elements to keep in mind when communicating changes to employees or volunteers.

1. 6 Times Rule: people need to hear about the upcoming change a minimum of 6 times
2. Vary the medium: present the change in writing, on posters, talk about it openly, etc.
3. Two-way communication: engage people involved in the change
4. Appropriate timelines: give lots of lead time for people to hear about, understand and begin to look forward to the change
5. Consistency: don't waver from the original message
6. Behaviour over words: people will look to you to 'walk the talk'; body language should demonstrate your own buy-in to change
7. Understanding: this can be more important than achieving agreement on the change
8. Listening: this is twice as important as talking
9. Honesty: tell people the truth...the good and the bad
10. Complaints: people will usually complain before their focus shifts to understanding and bracing for change - stay focused

# In Hindsight...February

Our presenter in February was Distinguished Toastmaster Peter Kossowan, who shared with the group tips and tools for effective communication.

There are many elements which can take a presentation from 'good' to 'great'. When preparing for your next one, think about this - YOU are the message. Consider the following statistics: the verbal portion of your speech will have a 7% impact on the audience, the vocal (voice, intonation) portion will have a 38% impact and the visual (body language, facial expression) will have a 55% impact. Incorporate all of these elements to increase trust and believability in your subject matter.

According to Peter, there are four main reasons for speeches: to inform, persuade, entertain, or inspire. Whatever the reason for your presentation, remembering the following acronym will ensure your success:

- Delivery Skills - stage presence, visual aids, positive attitude
- Environment - know all you can about your audience
- Content - subject matter is relevant and has value
- Knowledge - speak about what you know and know it well

Some other tips involve the magic of '3' in communication...

- P P P - purpose, point and passion...or...planning, preparation and practice
- K E Y - knowledge, enthusiasm and be yourself
- K I S - keep it simple

\*Toastmasters is a nonprofit organization and a world leader in helping become more competent and comfortable in front of an audience. Visit [www.toastmasters.org](http://www.toastmasters.org)

## **Howarth** from page 1

If you would like to nominate someone, you will need to submit a written statement of no more than 750 words describing:

- The impact the nominee's work has had on others (peers or volunteers)
- How the nominee's work is innovative and/or creative
- The commitment and depth of involvement the nominee has in the voluntary sector in Edmonton, either through their own volunteering, volunteering with VMG, leadership in the industry, or mentoring others
- What sets the nominee apart from others

Please visit our website for more information about this award and to print off a nomination form.

## VMG GOALS

*To attract and develop an active, participatory and committed membership*

*To serve as a unified voice for managers of volunteer programs*

*To provide a variety of opportunities for the membership including professional development, education and networking*

*To increase awareness and visibility of managers of volunteer programs as professionals*

# Board Reports

February 2010

1. Welcome & Introductions
2. Technology Presentation - Eugene Chen & Ben Zittlau from Firenest Innovations Inc, developers of software for nonprofit organizations present their company, what they can do for you and how to be part of a focus group
3. Professional Development - We are delighted to announce the details of the new Professional Development Award & Joyce Howarth Lifetime Achievement Award
4. VMG Mentorship/Mentee program to be launched on VMG website. This about participating as a Mentor or Mentee. Details will be forthcoming in the next few months
5. VMG Product Recall! VMG eco stainless steel portable mugs are being recalled. If you purchased these mugs, please see Heather Dunn-Kinsman to return them
6. New Board Secretary - Appointment of Anna Barkway, City of Edmonton, as Secretary on the Board effective February 19, 2010
7. 2 Member Profiles - David Van Neck, Program Director, will introduce those members presenting their organizations and what they do in their position. This is your five minutes of fame to inform us of what you do in your volunteer program
8. Next Program meeting - Wednesday, March 24. Guest presenter is Zenobia Jamal from the University of Alberta. Topic is Engaging New Canadians as Volunteers in your Organization. Zenobia will present info about who these new Canadians are and provide insight as to how best to engage them as active volunteers.

*Don't forget to fill out your meeting evaluations and make our guests and new members feel welcome. Questions? Please see any Board member*

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- There will be no program meeting in April. Our next program meeting will be held on May 19
- April 8 & 9 Workshops - visit the *Events* page on our website for more information and registration details
- Leadership Institute II takes place on May 5 & 6. Visit the *Events* page on our website for more information and registration details

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Story ideas for our next newsletter? Email us at  
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