

Demonstrating Value to the C-Suite and Finding Inner-Strength During Difficult Times

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Summa Health

Experience with Senior Leaders

- Worked for Three Health Systems
- Multiple CEOs and Senior Leaders
- 8 Different Senior Leader Reporting Relationships
- Lead Volunteer Services under different reporting structures:
 - Foundation
 - Human Resources
 - Nursing
 - Community Benefit/Relations

Your Work has to Change with It





The Before and After



WHAT
A YEAR!

The Key Role of Perception



**Perception is reality to the one in the
experience.**

Perception in an Organization Changes:

- Employee Beliefs
- Employee Behaviors
- Organizational Culture

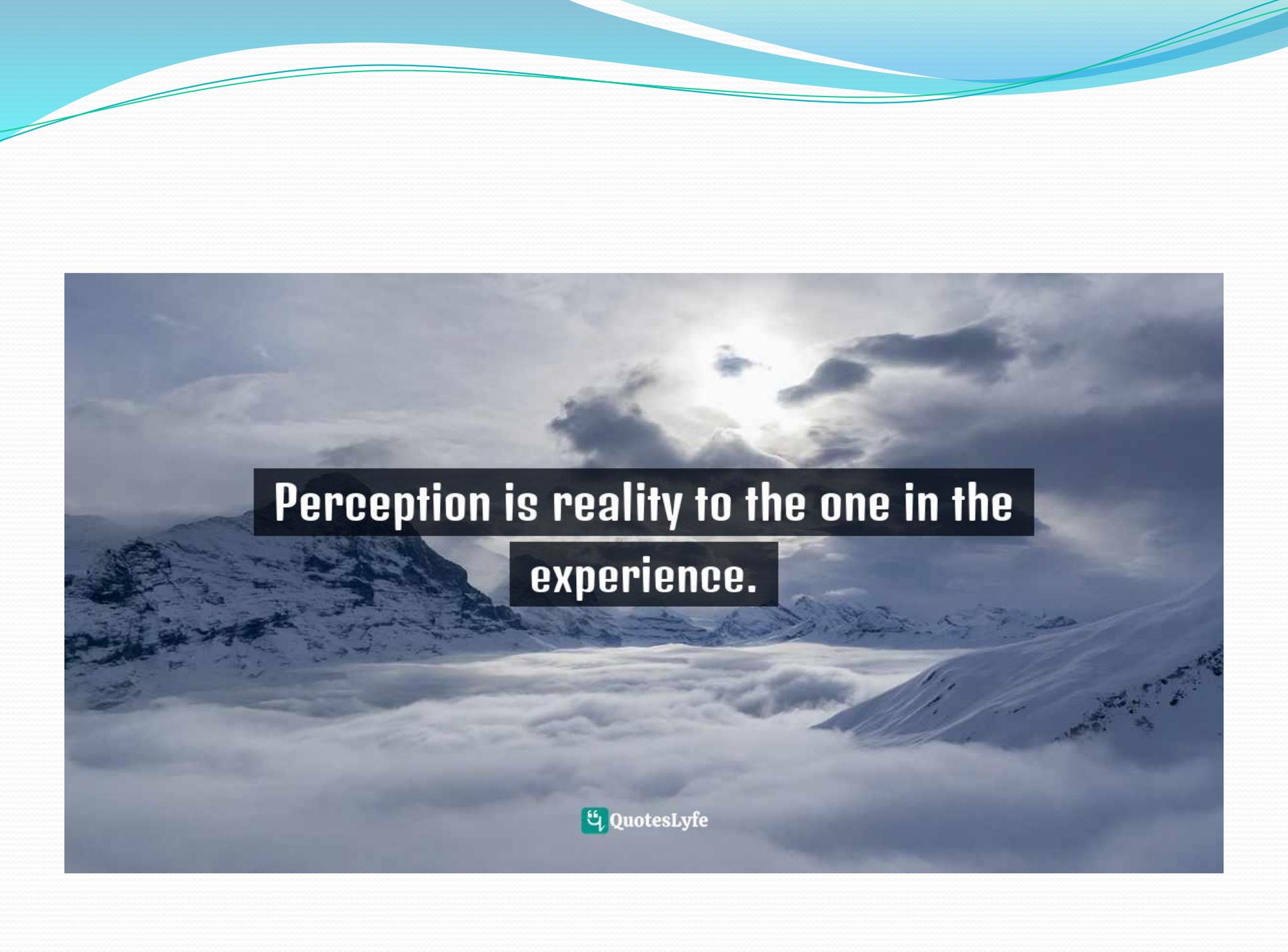
Work from Home Movement



Great Resignation

THE GREAT RESIGNATION





**Perception is reality to the one in the
experience.**

Relationships During the Pandemic

- Why should you care?



Dramatic Changes to Healthcare

- Community Changes and Expectations
- More Telehealth Services
- Workforce Challenges
- Payor Challenges
- Patient Case Mix
- Bundled Payments
- Need People to Grow
- Change in Community Participation



Do not
fear mistakes.
You will know
failure.
Continue to
reach out.

Benjamin Franklin

About Fear

- “We have to see a situation, recognize our fear, and do it because it scares us. **We have to see fear as an opportunity for growth.** We have to seek out challenges. Facing our fear with a sense of purpose makes us stronger because it puts us in control of the fear.”

Source: *Susannah Parkin*

Best Advice I Ever Received

- Never assume that everyone in the organization knows what you're doing...they do not.
- It is your role to inform them about what you are working on.
- Never leave a meeting without providing an update – if you do, it is a wasted opportunity
- If they know what you're working on and it is in alignment with the organization's strategy, you have a better chance to survive organizational change

Challenge of Participation

- **Study shows that societal norms mean women feel they must be modest**
- **Women tend to downplay their achievements while men are happy to boast**
- **Research shows that there are ways to help women overcome this – look for mentors, prep for meetings, have no fear, and speak up!**

The DVS Role: A Creative License

1. Permission to think outside of the box (embrace the circus/party planners analogy)
2. It is something that you must first give yourself – **if you don't believe it, no one else in your hospital will!**
3. Creative people do not have all of the answers, but they do have the opportunity to create
4. It is the role of the DVS to find time to use their creative license and engage others in creativity

Don't Leave it at Work, Create your Experience at Work

- Take Time for Yourself
- Take Time to Think
- Invest in Yourself
- Don't be so Hard on Yourself
- Encourage Yourself
- Find a Mentor, Find a Friend
- Stay Away from Negativity

It's About More than Metrics

What does the DVS bring to the hospital?

- ✓ Programs
- ✓ Stories
- ✓ Experiences
- ✓ Impacts
- ✓ Changes



- ✓ Numbers? Are numbers really the number one thing we offer?

Example, my CEO's story...

"You know good leadership when you see it."

A Seat at the Table

I am not at the table with numbers - they come to me for...

- Issues/Problems
- Meet Service Needs for Departments
- Meet Patient Needs
- Enhance the Patient Experience
- Create a Volunteer Experience



More than Feel Good Programs

Knowing the Difference Between Feel Good and High Impact

Feel Good

- Just because
- We have always done it
- It's nice to do

High Impact (getting there without the metrics)

- An impact you hear about from all program constituents
- An impact you see when observing the service

Some Things Cannot be Measured

Not everything that counts can be counted, and not everything that can be counted counts.



Creative License

One of the Number One Things that Sets the DVS apart in the organization is Creativity

Examples of Creative Programs...



Playground Analogy

At work, similar to the playground when we were growing up, every person has their strengths or niche.

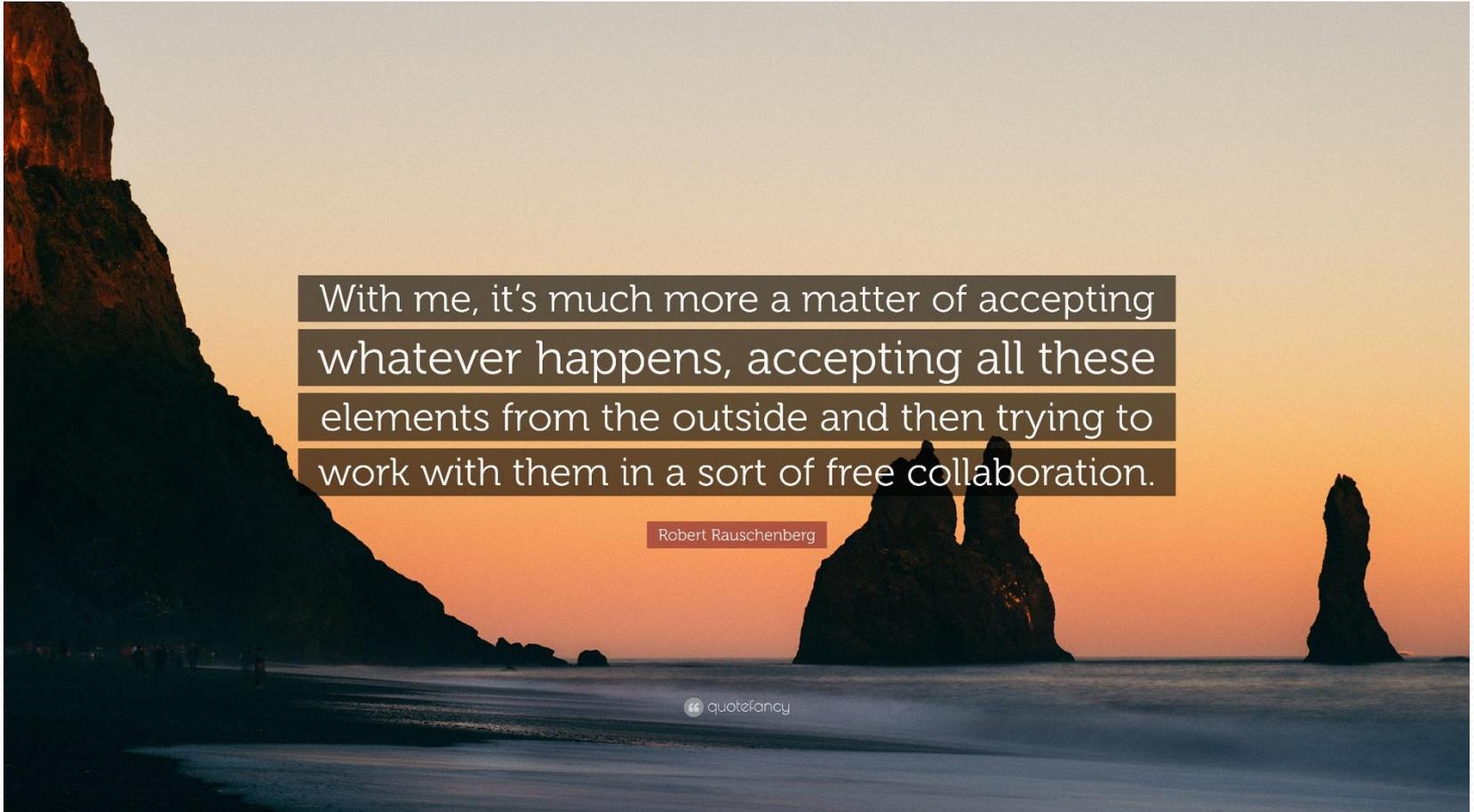


When Asked to Do More

With me, it's much more a matter of accepting whatever happens, accepting all these elements from the outside and then trying to work with them in a sort of free collaboration.

Robert Rauschenberg

quotefancy



The “Other” Programs

- Patient and Family Advisory Council (PFAC)
- Community Art Program and Exhibit
- Special Events (Fundraisers)/working with the Foundation
- Community Fundraising (Heart Walk, United Way, Food Drives, etc.)
- Voter Registration Drives and Patient Voting Programs
- Patient Satisfaction Initiatives

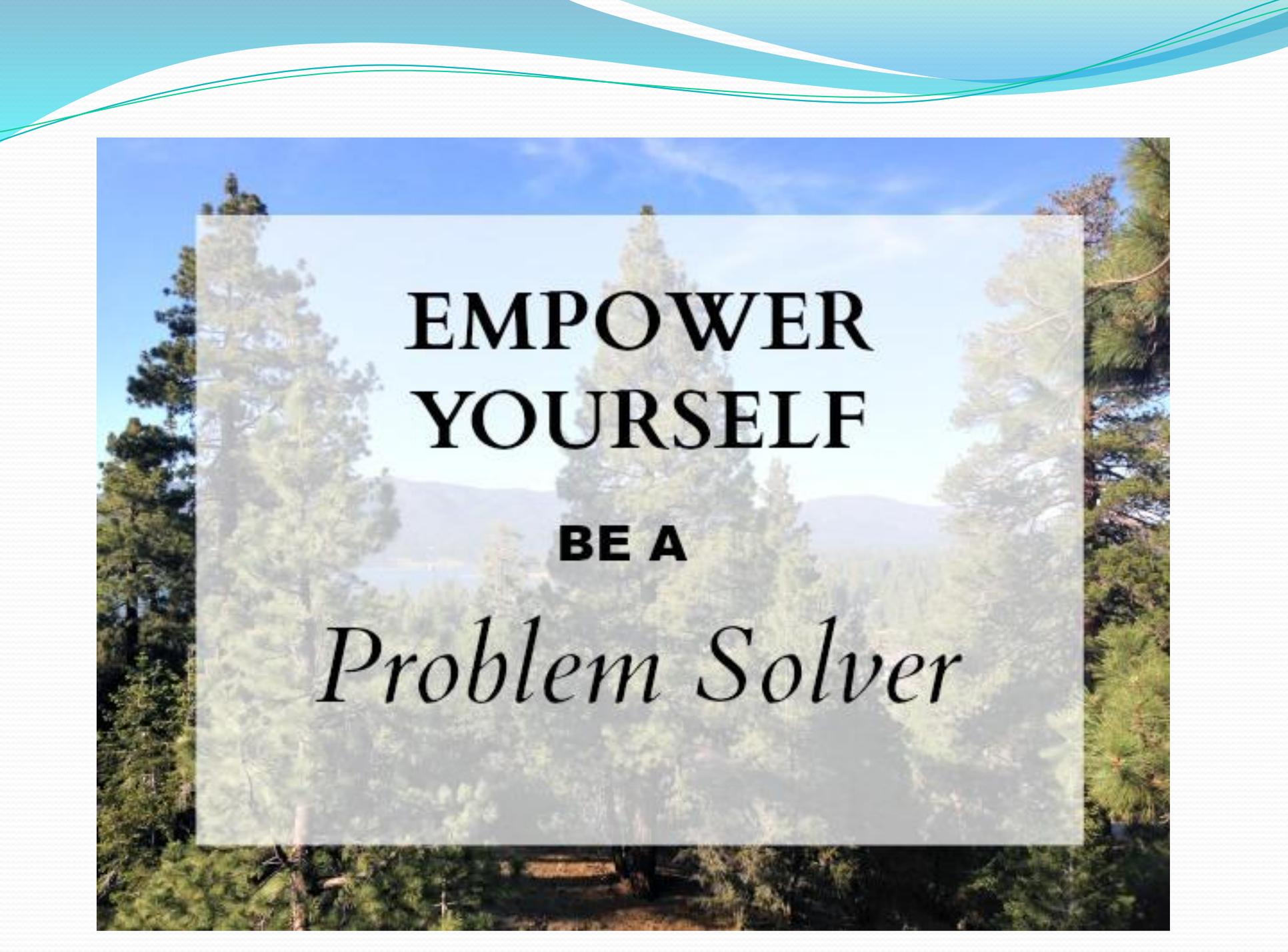


When the operator does not know where to send a call, where do they send it most of the time?

Volunteer Services

Embrace IT





**EMPOWER
YOURSELF**

BE A

Problem Solver

Communicate like a Leader

- Be Honest
- Be Authentic
- Accessible
- Engaged
- Open
- Enthusiastic
- Confidence

Opportunities

- The “how are you” opportunity
- Committee Opportunity
- Involvement Opportunity
- Reporting up opportunity
- Managing up opportunity



How to Build Relationships

- Building Trust
- Keeping them informed
- Sharing honest opinion
- Picking your battles
- Saying yes to serve and trying to solve problems/provide resources
- Saying no with grace and respect



Take Your Ideas to a Higher Level

- Put it in an email and send it to leadership
- Do you need to ask permission? What if you just did it? Do departments come to you for service/help? Just help
- Bring up the idea at a meeting
- Mention to a friend/colleague who could assist as a supporter
- Call it “a pilot” and try it
- Identify needs within your own hospital

Every Meeting is an Opportunity



Get a Champion for the Program

Role of the Champion *(items to be effective)*

1. Must be in the department (in a leadership role) where the service is occurring
2. Must be invested in the program knowing that it adds value and is necessary
3. Must be committed to diverting department resources to support the program (staff, supplies, etc.)
4. Must be committed to working one-on-one with the volunteers
5. Must work with Volunteer Services as a partner

Engage with Supporters

- Community Volunteers
- Hospital Volunteers
- Board Members
- Employees
- Other Organizations



Tell me about your best relationship at work and how that relationship has influenced or helped your work.

RELATIONSHIP MANAGEMENT

In Your Own Mind	Nonverbal Signals	Staying In Touch	Building Trust
<ul style="list-style-type: none">*Hold them in high regard*Assume the best*Wish them well*Choose to trust them	<ul style="list-style-type: none">*Greetings*Healthy, safe touch*Smiles from your heart*Posture & proximity	<ul style="list-style-type: none">*Regular check-ins*Provide updates*Initiate personal contact*Seek reciprocity	<ul style="list-style-type: none">*Personal integrity*Reliability*Express positive emotions*Show interest, empathy & support

How to Build Relationships at Work

- Make an effort to speak with others (break rooms, before and after meetings)
- Effective Communication: empathy, active listening, non-verbal communication
- Recognize the emotions of others and react to that
- Support Diversity, Equity and Inclusion
- Make an effort to maintain relationships

Other Ways to Form Bonds

- Email (Thank you, Offer of Help, Question)
- Meetings (Volunteering to Help)
- Asking about Family
- Giving Praise
- Giving Encouragement
- Team Building
- Shared Experiences



Think about...

A good work
relationship that you
have? What does that
look like?

Knowing Other Love Languages at Work



THE 5 LOVE LANGUAGES

discover how to love your spouse

	what is it?	how to express?	after conflict?
Words of Affirmation	verbal compliments that express your love and appreciation	brag to others about your spouse, write love letters	speak words that build security and initiate a sincere apology
Acts of Service	any act that eases the burden of responsibility	wash the dishes, pamper your spouse, offer "let me do that for you."	make behavior changes requested through conflict
Quality Time	focused and undivided attention spent together	turn off electronics, go for a walk, plan date nights, start a hobby together	make eye contact, active listening with empathy, don't interrupt
Giving Gifts	tangible symbols that reflect your thoughtfulness and effort	make birthdays and anniversaries special, surprise them with their favorite treat	give a small token of your love and an apology note
Physical Touch	a non-sexual touch that reinforces your presence	long hugs, gentle caressing, kissing, massages, hand holding	hold each other without saying a word, cuddle together in the bed

*based on The 5 Love Languages, written by Dr. Gary Chapman

What is your Love Language?

- Words of Affirmation
- Acts of Service
- Quality Time
- Giving Gifts
- Physical Touch

Other Ways to Show Value

● Infographic



Other Ways to Show Value

● Infographic



Other Ways to Show Value

● Annual Report

Voluntary Service



759 Active Volunteers



338 New Volunteers



Total Volunteer Hours:
103,497.25



49 Full-Time Equivalent
Volunteers

Summer Youth Volunteers

There were approximately 80 youth volunteers last summer. Volunteers were placed to help all over the hospital, and supported many offices and agencies within JAHVH.



Our volunteers are superheroes

JAHVH volunteers are the true heroes behind the scenes of the hospital's success. Volunteers attended the annual recognition luncheon in costumes or took photos posed with superhero cut-outs. Jerry Moore won the costume contest as Captain America. JAHVH executive leaders attended the luncheon and recognized outstanding volunteers. Maureen Dixon received an honor award for volunteering 25,000 hours, and Mary Ellen Harlan also received an honor award for volunteering 32,500 hours.



Jerry Moore won the costume contest as Captain America during the annual Volunteer Recognition Ceremony.



Mary Ellen Harlan receiving her honor award for volunteering 32,500 hours.

FY 18 Successes

There are many areas in which we excel, for example JAHVH was ranked 20th in VA for best places to work based on the FY18 All-Employee Survey. We've also consistently ranked among the top VA hospitals for RN low turnover for the past several years – currently ninth among VA hospitals.

As an organization, JAHVH has shown consistent excellent performance that has been recognized year after year through awards such as VA's National Center for Patient Safety Cornerstone Gold Award recipient for FY18 (ninth year in a row) and the sixth year for the 2017-2018 HRC Healthcare Equality Index Leadership status (a national benchmarking tool that evaluates health care facilities' policies and practices related to the equity and inclusion of their LGBT patients, visitors and employees).

Additional awards in FY18 include:

- Get With The Guidelines Stroke Silver Plus Quality Achievement Award
- Practice Greenhealth awarded us the 2018 Partner for Change Award, recognizing ongoing commitment to improving environmental performance in sustainability
- Awarded VA Occupational Therapy Fellowship Program in Neurorehabilitation
- Awarded advanced clinical TBI/ Polytrauma fellowship for vestibular and post-concussion management for Physical Therapy
- 2017 Wellness Works Gold Status Award

Each year many of our staff are recognized for the work they do to care for the men and women who served our nation. For example, the JAHVH Director received the 2018 University of South Florida Partnership Award presented to individuals who rendered extraordinary service to their student success initiative, and the Excellence in Clinical Simulation Training, Education and Research Executive Leadership Award. Other awards given to our employees throughout FY18 include the Association of Rehabilitation Nurses 2018 Educator Role Award presented to an SCI Nurse Educator (second year in a row), the Audiology Chief for the Association of VA Audiologists First Lt. Frank B. Walkup Distinguished Service Award, the USF award for Excellence in Innovation to one of our Research Career Scientists and many more.



Other Ways to Show Value

● Annual Report Providence Health Program Highlights



Pediatric Tutors

At the Sacred Heart Children's Hospital, children can keep up with their school studies while hospitalized. Volunteer tutors spend time at the bedside helping them with homework and teaching along the way. More than 433 hours were donated in 2016.

Adult Day Health

Volunteers at Adult Day Health serve meals and lead activities for clients whose lives have been impacted by dementia or injury, sharing more than 1,600 hours of their time with vulnerable men and women.

Music

Music fills the lobby and feeds the soul at Providence Sacred Heart. More than 25 musicians volunteer to share their talents, bringing warmth and a calming presence to others seven days a week.



Aim #2
Improving the Health of Populations

Arts in Healing Program

Arts in Healing volunteers assist staff in the Sacred Heart Children's Hospital with therapeutic creative arts, such as music, movement/dance, jewelry making and visual art projects. Research shows this creative process lessens stress and anxiety, promotes self-expression and communication, reduces the need for acute pain management, shortens hospital stays and increases overall well-being. Each year, the Arts in Healing program reaches over 2,000 patients and their family members, with 371 hours donated by volunteers.

House of Charity Medical Outreach

Volunteer physicians and nurses provide basic medical care to homeless men and women in the state's oldest outreach clinic, run by Catholic Charities and Providence. In addition, in a rare norovirus outbreak in November, volunteer physicians assisted the emergency response team in preventing it from spreading into the community.



Patient Mobility

Volunteer Services partnered with nursing, physical therapy and research staff to pilot a patient mobility program at Holy Family. Trained volunteers ambulate patients who do not need physical therapy, but rather need encouragement and supervision. The goal of the program is to improve patient health and function while reducing inappropriate referrals to therapy.



Pet Visitation

Miracles do happen. Our pet visitation teams have witnessed the power of pet visitation by watching children speak after a tragic accident or walk when therapists were challenged to motivate the youngster ... in part due to a trained dog being by their side at a time of need. Adults and caregivers alike often feel that same comfort provided by 11 pet visitation teams at Providence Sacred Heart and Adult Day Health.

Project SEARCH

In its eighth year in partnership with Spokane Public Schools and social service agencies, this on-site program at Providence Sacred Heart provides vocational skill-based on-the-job training during the school year for youth who are developmentally challenged. The goal is to have marketable job skills as they graduate from high school. Collectively, the students serve around 3,300 hours annually. Six graduates continue their employment status with Providence to date.



Aim #3
Reduce the Cost of Health Care

NICU Nannies

As part of a multi-disciplinary approach to improve outcomes for Neonatal Abstinence Syndrome (NAS) babies, volunteers comfort newborns addicted to drugs or alcohol as they go through withdrawal. About 9-10 percent of babies in the Neonatal Intensive Care Unit (NICU) suffer from NAS. Currently, 75 volunteer nannies cuddle, sing to and provide physical touch to newborns, in close coordination with caregivers, donating 3,408 hours. Newborns with NAS who are cuddled experience shorter lengths of stay, less medication usage and fewer withdrawal symptoms.

Archiving Physician Records

More than 1,350 physician records have gone from paper to electronic format at Providence Sacred Heart, thanks to a volunteer working closely with Medical Staff Services to accomplish this monumental task. By engaging an amazing volunteer to assist in this work, it has saved close to 600 staff hours and resulted in less storage fees for the hospital.

No One Dies Alone Program

"Compassionate Companion" volunteers spent 1,169 hours at the bedside of 29 near-death patients in 2016 in a unique program with the Palliative Care team at Providence Sacred Heart and Holy Family. This service is provided to patients who have no one to be by their side during their dying process.

Advance Directive Program

In a new program for 2016, trained volunteer facilitators assist patients, caregivers and other volunteers with having a conversation and writing their Advance Directive, under the guidance of a registered nurse. Having this document in the electronic medical record allows caregivers to follow the wishes of the person, providing peace of mind to those making care decisions. Knowing and following patient wishes is a hallmark of whole patient care and shared decision-making, and directly follows our Mission to "Know me, care for me, ease my way."



Other Ways to Show Value

● Annual Report Providence Health Program Highlights



Every year, active fundraising for the Providence Health Care Foundation is occurring among our various ministries:

Sacred Heart's Gift/Floral Shop in Spokane had a record-breaking year in 2016 with an unprecedented donation of \$240,512 to the Providence Health Care Foundation. This annual donation provides funding for projects such as the cardiac intensive care unit remodel and a new medical clinic (opening in 2017) in downtown Spokane to serve the homeless, plus scholarships for students enrolled in Sacred Heart's School of Medical Laboratory Science. After expenses, all remaining Gift Shop funds are donated to the Foundation for vital programs, projects and equipment, thus living the Providence Mission. Since 2001, this brings the cumulative total donated by the Gift Shop to an impressive \$2.3 million.

Mount Carmel's Auxiliary and Gift Shop in Colville teamed together to raise funds for Mount Carmel Hospital. Between the famous Christmas swag fundraiser—which brought in \$6,000—and the



Gift Shop sales margin of \$12,000—the Auxiliary volunteers presented a check for \$18,000 for the 2015-16 fiscal year. All money raised is earmarked for Mount Carmel Hospital equipment/projects.

St. Joseph's Hospital and Long-term Care Center's Guild in Chewelah raised \$4,772 through several special events, including a spring bazaar, the first Mother's Day hanging basket sale, a Christmas fundraiser and other community fundraisers, ending the year with a fund balance of \$19,287. In 2016, the Guild gave \$4,496 in grants to purchase a Rescue-Annie for educational training, to provide scholarships for high school students entering the health care field and for emergency medical training for the local rural volunteer ambulance service, and to purchase electronic items for the resident recreational activity program at the long-term care center.



The following volunteers were recognized at the 2016 recognition events for their amazing gift of service to Providence!

- 35 years of service**
Tina Kramp, Holy Family
- 30 years of service**
Delores Lawrence, Mount Carmel
Barbara Trapp, Sacred Heart
- 25 years of service**
Jim Dawson, Holy Family
- 20 years of service**
Kathleen Allen, Mount Carmel
Christina Miller, Mount Carmel
Evelyn Romo, Mount Carmel

- 15 years of service**
Shirley Anderson, Mount Carmel
Shirley Billet, Mount Carmel
Joanne Brown, Sacred Heart
Karen Hathaway, Sacred Heart
Liz Pearce, Sacred Heart
Ellis Ramey, Sacred Heart
Lonnice Smiley, Sacred Heart

- 10 years of service**
Karen Butorac, St. Joseph's
Mary Clark, Sacred Heart
Tom Cuffey, Sacred Heart
Pat Currier, Sacred Heart
Eleanor Dubbleis, Mount Carmel
Pat Foster, Sacred Heart
Larry Frownfelter, St. Joseph's
Pinkie Hutton, Sacred Heart
Rose Lewis, Sacred Heart
Evelyn Lisenbee, Holy Family
Scooter Mahoney, Sacred Heart
Wanda McCain, St. Joseph's
Duane Money, St. Joseph's
Margaret Murphy, Mount Carmel
Marcie Phillips, Sacred Heart
Sherry Sinn, Mount Carmel
Christie Tamura, Sacred Heart
Kris Wade, Mount Carmel

Other Ways to Show Value

● Annual Report Providence Health Numbers

Volunteers by the numbers

The best gifts volunteers bring are the faces of compassion and the hearts full of love that help us keep our promise to our patients and families to "Know me, Care for me and Ease my way." Below are the top volunteer service areas in terms of hours. This provides a glimpse at the breadth and depth of service that volunteers provide.



Largest Volunteer Areas

Sacred Heart Medical Center	Holy Family Hospital	St. Joseph Hospital & Long-term Care Center
6,036 Emergency Department	6,578 Information Desks	Support in long-term care
5,641 Errands & Escorts	5,770 Emergency Department	Guild (fundraising)
5,273 Children's Hospital	1,704 Admitting	Pastoral Care
3,477 Project SEARCH	1,619 Adult Day Health	
3,393 Gift Shop	971 Facility Services	Mount Carmel Hospital
3,303 Waiting Rooms	720 Inpatient Units	Auxiliary (fundraising)
3,254 NICU	698 Food & Nutrition	Gift Shop
2,667 Greeter Desks	546 Lab Waiting Room	Volunteer Greeters
1,982 Patient Transport	536 Maternity Center	

SNAPSHOTS OF VOLUNTEER SERVICES

Sacred Heart/ Providence Medical Group	Holy Family Hospital	Mount Carmel Hospital	St. Joseph's Hospital
547 Active volunteers at year-end	256 Active volunteers at year-end	52 Active volunteers at year-end	50 Active volunteers at year-end
919 Volunteers with hours	355 Volunteers with hours	7,848 Hours	3,498 Hours
53,496 Hours	24,800 Hours	3 New volunteers	10 New volunteers
311 New volunteers	130 New volunteers		
13% Volunteer turnover	11% Volunteer turnover		

25 volunteers were hired by Providence in 2016

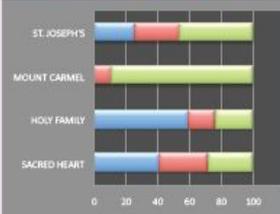


Oldest & Youngest Volunteers

	Sacred Heart	Holy Family	Mount Carmel	St. Joseph's
92/16			95/53	
95/16			96/16	

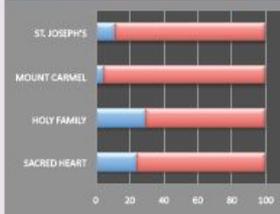
Percentage Per Age

■ 16-40 ■ 41-65 ■ 66+



Percentage Male/Female

■ MALE ■ FEMALE



89,642 total volunteer hours

Imagine what's accomplished in 89,642 hours served by 905 active volunteers! That's the equivalent of 43 full-time positions. According to the national independent sector website, the value to the organization is \$2.1 million.





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6

Connecting Philanthropy with Programs

- Example: WAGtime Fund

Donate to WAGtime

The WAGtime program is made possible through generous financial donations from our community. These donations support the volunteers and dogs with uniforms, trainings, evaluations, and overall program support. It also helps Summa Health recruit additional volunteers for this important program and recognize the incredible service contributions from our WAGtime volunteers.

If you would like to make a donation to WAGtime, please complete the form below. If you wish to recognize your pet or a current WAGtime volunteer through your donation, please provide this information on the form.

Thank you for supporting this high impact program!

Relationships

- With Community
- With Volunteers
- With Employees
- With Co-Workers
- With Leaders

At times, we make exceptions to preserve and protect these relationships.

It's about Relationships

Identify Your Relationship Needs

- Do you know what you need from others? And do you know what they need from you? Understanding these needs can be instrumental in building better relationships.

Develop Your People Skills

- Good relationships start with good people skills. Take our quiz [How Good Are Your People Skills?](#) to test how well you collaborate, communicate, and deal with conflict. The quiz will also point you toward useful tools to improve any weak areas.

Focus on Your EI

- Emotional intelligence (EI) is your ability to recognize your own emotions, and better understand what they're telling you. By developing your EI, you'll become more adept at identifying and handling the emotions and needs of others.

It's about Relationships

Schedule Time to Build Relationships

- If possible, you could ask a colleague out for a quick cup of coffee. Or give a "one-minute kindness" by commenting on a co-worker's LinkedIn post you enjoyed reading. These little interactions take time but lay the groundwork for strong relationships.

Manage Your Boundaries

- Make time, but not too much! Sometimes, a work relationship can impair productivity, especially when a friend or colleague begins to monopolize your time. It's important to set your boundaries and manage how much time you devote to social interactions at work.

It's about Relationships

Appreciate Others

- Everyone, from your boss to the intern, wants to feel that their work is appreciated. So, genuinely compliment the people around you when they do something well. Praise and recognition will open the door to great work relationships.

Be Positive

- Focus on being positive. Positivity is contagious and people gravitate to those that make them feel good.

Avoid Gossiping

- Office politics and gossip can ruin workplace relationships. If you're experiencing conflict with someone in your group, talk to them directly about the problem. Gossiping with other colleagues will only exacerbate the situation, accelerating mistrust and animosity.

It's about Relationships

Manage Your Boundaries

- Make time, but not too much! Sometimes, a work relationship can impair productivity, especially when a friend or colleague begins to monopolize your time. It's important to set your boundaries and manage how much time you devote to social interactions at work.

It's about Relationships

Practice Mindful Listening

- People respond better to those who truly listen to what they have to say. By practicing mindful listening, you'll talk less and understand more. And you'll quickly become known as trustworthy.

Schedule Time to Build Relationships

- If possible, you could ask a colleague out for a quick cup of coffee. Or give a "one-minute kindness" by commenting on a co-worker's LinkedIn post you enjoyed reading. These little interactions take time but lay the groundwork for strong relationships.

Brainstorming: A Key to Creativity

Exercise: Bumper Stickers



How to Brainstorm

- *There is no right way or wrong way to brainstorm*
- It is important to have a process and stick to it
- Through brainstorming, you are looking for the free flow of ideas rather than the answers
- The most important thing is creating the ideas and having an openness to explore these ideas
- Decisions about the ideas can come later

Examples of Brainstorming

1. Summa Health System, School of Nursing Main Lounge, Volunteer Services Department Meeting, 2010
2. Summa Health System, Wheelchair Issues/Wheelchair Depot Project, Interdisciplinary Team, 2012

Key Parts of Brainstorming

1. Define the Business Issue
2. Generate Ideas
3. Sort and Rank Ideas
4. Revisit Ideas

How often do we sit at our desk and only think?

Take Time to Brainstorm

1. Assign a Moderator
2. Identify Goals
3. Set a Time Limit
4. Conduct an Activity (example: visual brainstorming)
5. Don't Judge
6. Embrace the Ridiculous
7. Start General, End Specific
8. Look for Synergy Potential
9. Avoid Group Think
10. Include an Outsider

Tips for Creative Brainstorming

- Become an Expert
- Reward your Curiosity
- Be Willing to Take Risks
- Make Time for Creativity
- Overcome Negative Attitudes
- Fight Fear of Failure

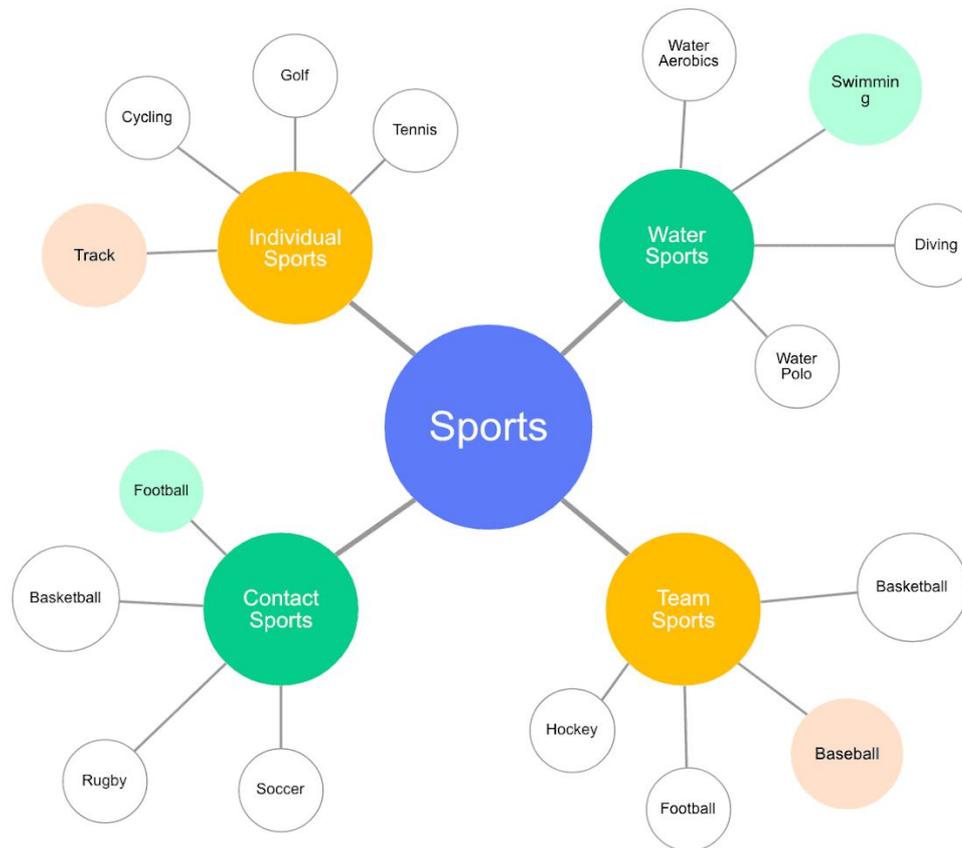
Tips for Creative Brainstorming

- Brainstorm New Ideas
- Create a Bubble Map
- Change your Environment
- Engage Others in the Creative Process
- Embrace all Ideas
- Write it Down

Brainstorming Techniques

- **Free-Form Brainstorming:** This is the type of brainstorming where participants express their ideas as they occur.
- **Round Robin Brainstorming:** People contribute ideas in turn, feeling free to “pass” if they have no idea to share in that round. The session is over when everyone passes. This ensures everyone participates.
- **Mind Mapping:** this offers a more graphic approach to scribing responses, than simply listing ideas on a flipchart. One or two people are used as scribes for the group.
The process begins by creating a large writing space, at least 4 feet by 4 feet, on a wall. Write the topic statement in circle in the center of this space. Then gather responses and scribe them as lines branching out from the center circle.
- **Pencil and Paper Brainstorming:** Participants write their ideas first, and then share them, either in turn or anonymously. The advantage of this technique is that it encourages participation by people who might otherwise feel intimidated.
- **Group Technique:** This is a very structured form of brainstorming that results in the generation and prioritization of ideas. It is particularly useful when a large group is involved in the brainstorming process and when there is a need to take a brainstormed list and synthesize it into several prioritized items.

Mind Map Example



Word Map Practice: Intake Process

- Map the volunteer intake process in a word map including all of the steps: application, interview, orientation, training, and placement.
- Take 5 minutes.
- Consolidate maps as a group.
- What did we learn?

Training for Volunteer Supervisors

- Send them the Handbook for Supervisors of Volunteers
- One-on-one meeting or phone conversation with a commitment
 - Can you keep volunteers busy?
 - Who will be there supervisor?
 - Do you understand that volunteers are a responsibility on your part?
- If they agree, they write the service description and Volunteer Services edits it
- Manager/Director of Department and Director, Volunteer Services signs the description

Connecting Philanthropy with Programs

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Philanthropy and Volunteer Services Linked for the Future

Volunteering is a bigger driver for financial support among Millennials than other generations

12%
of Baby Boomers

21%
of Gen X

33%
of Millennials

...give more to the nonprofit they volunteer with than they would if they didn't volunteer.

Source: The Role of Volunteering in Philanthropy

In Summary, you have some to-dos

1. Build Relationships
2. Build these Relationships Strong
3. Have confidence (know what you bring)
4. Represent yourself and program at meetings
5. Create content to support program
6. Brainstorm New Ideas
7. Say Yes! (when you can)
8. Say No when you must (gracefully)
9. Change that Perception of your Program

Zen Tent for Adults, Why Not?



Dance! We Don't Talk about Bruno



Any Questions?