

What are Your Strengths in Managing Volunteers?

Before training your management volunteers, assess your own management skills with this checklist. For each managerial skill listed below, rate your present behavior. Check the appropriate column on the chart to designate areas of your own competence and areas for personal improvement.

Management Skill	Adequately Competent	Needs Some Work
REACHING CONSENSUS		
Creating a proper atmosphere for consensus building		
Encouraging input from all team members		
Including all those in implementing decisions in the process of developing the consensus		
Using a variety of problem-solving techniques to encourage progress towards consensus		
Summarizing and Paraphrasing		
Helping the group focus on common goals		
Avoiding personal comments, "put downs," and executive decisions		
Focusing on opportunities and agreements rather than problems and disagreements		
Summarizing group agreements when they are reached		
CONDUCTING MEETINGS		
Pre-planning for the meeting (determining goals, agendas and expected results)		
Making pre-meeting arrangements (rooms, refreshments, and parking, etc.)		
Clarifying expectations and clearly stating the goals and agenda at the outset		
Working for consensus decisions		
Keeping the meeting on track		
Focusing on both verbal and non-verbal messages from meeting participants including hidden agendas		
Setting up the room to maximize meeting effectiveness		
Encouraging everyone to contribute		
Arranging for social interaction before or after meetings		



Volunteerism for the Next Generation



Management Skill	Adequately Competent	Needs Some Work
PROBLEM-SOLVING AND DECISION MAKING		
Getting key decision makers and those affected by the problem involved in the problem-solving process.		
Prioritizing; determining the most pressing problems or needs		
Working on one problem at a time		
Getting a common definition of the problem before discussing solutions		
Focusing; keeping the discussion to the point		
Using different problem-solving techniques to encourage group progress		
Sensing and confronting group members "hidden agendas" (what they really want from the meeting)		
Evaluating potential solutions against a pre-determined set of "criteria for a good solution"		
PLANNING		
Involving all those affected by decisions in the planning process		
Writing clear goals, objectives, and action steps		
Analyzing the resources needed for any proposed action steps		
Delegating responsibility for action steps determined		
Developing time lines and deadlines, including key decision points like go/no-go points		
Developing contingency plans		
Prioritizing your plan (so you know which are its most important parts)		
Planning and managing your own time for maximum results		
INTERVIEWING		
Preparing ahead for a successful interview		
Establishing a productive, non-threatening atmosphere for the interview		
Minimizing interruptions during the interview		
Establishing eye contact with interviewee		
Asking open-ended questions which can't be answered "yes" or "no"		



Management Skill	Adequately Competent	Needs Some Work
Summarizing during the interview		
Dealing with one topic at-a-time, in logical order		
Checking to make sure all key agreements are understood		
Ending on a positive note		
Agreeing on clear next steps		
CONFRONTING AN INDIVIDUAL TO RESOLVE A PROBLEM		
Establishing a private, neutral setting in which you can discuss the problem		
Letting the interviewee state his/her position completely		
Stating your position in a professional, non-threatening way		
Generating and evaluating ways to solve the problem		
Dealing with emotions and "hidden agendas"		
Developing a clear, mutually agreed plan of action to solve the problem		
MAKING PRESENTATIONS		
Defining the goal of your presentation		
Researching your audience, their procedures, your time allotment and meeting room		
Developing a clear beginning, middle, and end to your presentation		
Setting up the room for maximum impact		
Developing good 2-way communications with your audience		
Fielding audience questions		
Illustrating your presentation with stories, metaphors and humor		
Projecting your voice		
Using audiovisual aids effectively		
Closing on a strong, positive note		
Arranging a follow-up and carrying through on it.		



