

## A Little Bit About Us

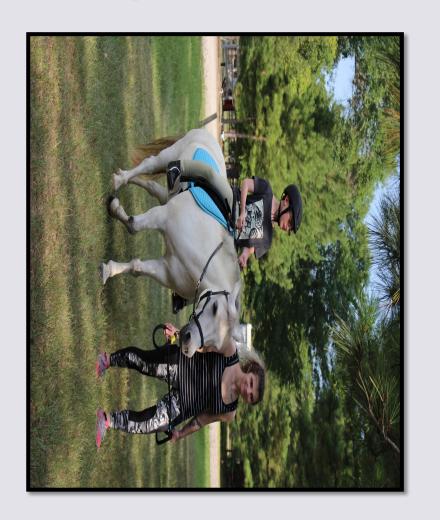
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# Something to keep in mind...



... You were once a

# What We Will Cover

- ☐ Challenge 1: How to get your volunteer more engaged and keep them there
- ☐ Challenge 2: Volunteering in Different Environments
- ☐ Challenge 3: How does a volunteer evolve as your program grows
- ☐ Challenge 4: Too many lines of communication!

# Challenge 1: How to get your volunteer more engaged? Two Types of Volunteers



THOSE WHO ASK QUESTIONS



THOSE WHO DON'T



# Solution 1: How to get your volunteer more engaged? Encourage Volunteers to Ask Questions

- ☐ There is a chance someone else is wondering the same thing.
- ☐ Instructor led effort

## During Class – In the Moment

- ☐ When you see something, address is right away.
  - ☐ Provide your instructors with the tools and language that can help prevent hurt feelings
  - ☐ "I know how difficult it can be to work with different horses and this is what's worked for me..."
  - ☐ If possible, address the entire class. "Here's a great learning opportunity..."

# Solution 1: How to get your volunteer more engaged? Outside of Class

- ☐ Pre-ride warm up
- ☐ Barn maintenance
- ☐ Maintaining welcome center



## Challenge 2: Volunteering in Different Environments

#### Inside the Arena

- ☐ Can the volunteers hear the instructor?
- ☐ Do they understand the objective/activity that is part of the lesson?
- Do they feel comfortable speaking up if there's an issue?



## Challenge 2: Volunteering in Different Environments

#### Offsite Events

- ☐ Horse Shows
- ☐ Trail Rides





### Solution 2: Volunteering in Different Environments

☐ Volunteer Show Team





# Challenge 3: How does a volunteer evolve as your program grows?

☐ Staff to volunteer ratio increases

☐ How to keep the family style environment as you become a large center





# Solution 3: How does a volunteer evolve as your program grows?

# Continued Education Opportunities

☐ Workshops/Clinics

☐ Extended side walker and/or leader training

☐ Videos







# Solution 3: How does a volunteer evolve as your program grows?

- ☐ Volunteer Appreciation
- ☐ Volunteer Hour Awards
- □ Volunteer of the Month



# Challange 4: Too many lines of communication!

- ☐ Email
- ☐ Calling/Voicemail
- ☐ Through the grapevine
- Texting
- ☐ CRM System
- ☐ Volunteer Hub
- ☐ Too many "chiefs"





### Solution 4: Too many lines of communication!

☐ Volunteer Management Database

☐ Volunteer Hub



# Questions?

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