**Ensuring Volunteer Engagement & Ignition**

**Build Relationships and Trust:** establish personal relationships and mutual trust with volunteers; make volunteers part of the team; understand volunteers’ motivations and interests; ensure appropriate and meaningful role assignments; support volunteers’ development; value volunteers’ time and efforts; treat volunteers respectfully; act with integrity and lead by example.

**Have Passion for Your Mission:** know and personally act in accordance with your mission; advocate for and demonstrate commitment to mission; continually connect work of volunteers to mission; reinforce importance of volunteers’ efforts to mission’s accomplishment.

**Make Volunteer Leadership A Priority:** devote time and importance to leading volunteers; believe that volunteers are integral to success; view volunteer leadership as primary and critical part of personal job.

**Communicate Openly:** establish effective communication processes and consciously share information with volunteers; speak effectively in front of a group; listen attentively to volunteers’ concerns; act as coach, teacher and mentor, for volunteers.

**Drive Accountability and Empowerment:** create greater capacity through empowerment and effective delegation; organized personally; take calculated risks consistent with mission; solve problems at the right level; establish clear expectations for volunteers; provide positive reinforcement and volunteer recognition; manage conflict and conduct difficult conversations with volunteers when needed.

**Enjoy People and Social Interaction:** want to work with people and volunteers; demonstrate approachability, patience and kindness; exhibit positive outlook and attitude; appropriately use humor and personal enthusiasm to create enjoyable volunteer experience and environment.