

56th IFEA Annual Convention & Expo

Tips from the Trenches

Joelle M. Baugher
Account Manager
TRS – The Registration
System

Introduction

- Joelle Baugher – TRS, Account Manager
- Christine Boren – MAIN STREET Fort Worth Arts Festival, Volunteer Manager
- Lindsay Lambert – 500 Festival, Program Manager
- Cindy Ring – Memphis in May, Program Manager

Recruitment

- Good Match – Right People for Right Jobs
- Quality versus Quantity
- Build a Team
- Defining Job Descriptions
- Corporate Volunteers

Communication

- Be in the Know
- Have a Plan
- Get to the Point
- Easy to Read
- Consistent Messaging

No-Shows

- Why are they not showing up?
 - Bad experience?
 - Bad info/communication?
 - Team leaders/captains?
 - Parking issue?
 - Not feeling appreciated?

Problem Volunteers

- Levels of Problem Volunteers
- Understanding the Whole Story
- Protect your Organization
- Work on New Recruitment
- Address the Problem – Be Stern

Pearls of Wisdom

- Cindy – Criticize in Private; Praise in Public
- Lindsay – This is Supposed to be Fun, Remember?
- Christine – Be Available & Be Visible

For More Info...

- Stop by our Booth at the Expo – #103
- Visit our Resource Page for more Articles in our Volunteer Management Series
 - <http://www.theregistrationsystem.com/resources/>