



Everyone Ready®

An online volunteer management
staff development plan

FROM ENERGIZE

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Ask the Trainer
questions
from Dec. 20
to Jan. 15

Self-Instruction Guide
starts December 20

Middle Managers: Their Vital Role in Volunteer Success

Trainer: Susan J. Ellis

This Guide explores the vital role of middle management (department heads, branch managers, and unit supervisors) in setting the tone for volunteer engagement, coaching both paid staff and volunteers, advocating up the chain of command, and monitoring that benefits outweigh effort.

Learning Objectives

After reading this Guide and discussing its content, participants will be able to:

- Describe why and how middle managers are essential to supporting both paid staff and volunteers working together on the front line
- Identify specific aspects of volunteer-related management and decision making that need middle management attention
- Act more effectively as a third-party liaison if such is needed to assist the relationship between a volunteer and an employee
- Monitor that the time and effort spent supporting volunteers is outweighed by the benefits derived from volunteer contributions

The Ideal Audience

This Guide is written for anyone who oversees other staff members or lead volunteers who supervise volunteers on the front line, including:

- branch or affiliate directors,
- unit or department heads, regional coordinators with field staff, and
- volunteer managers who act as a liaison to those who work with volunteers directly.

Log in or register at: <http://www.4-h.org/volunteerism>

Everyone Ready offers:

- ▶ 24/7 access to Online Seminars or Self-Instruction Guides, and *e-Volunteerism* journal.
- ▶ Ability to access the Seminar or Self-Instruction Guide as many times as you want during its availability to your organization.
- ▶ Handouts and seminar notes to print or save for future reference.
- ▶ Ask the expert trainer questions via the Discussion Board for the first 30 days.