

Collaborating to Build a Relevant Volunteer Program

VSys Voices February 2022 Webinar



VSys Voices Presenters



Karina Vargas, CAVS, has over 20 years' experience in volunteer management at all levels, ranging from working with Board-level professional volunteers to high school students. She spent over ten years managing volunteers for a large children's hospital where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to the volunteer program. Karina has a B.S. in Human Services from California State University, Fullerton and also has a CompTIA Project+ certificate in project management.



Lisa LaVigna is the VP of Sales & Business Development. She works with future and existing clients to maximize their volunteer management solutions. Lisa has a Doctorate in Management from the University of Maryland, an MBA from Rensselaer Polytechnic Institute and a BA in Public Policy from the State University at Albany. As a lifelong volunteer, she is honored to support VSys clients with solutions to improve their efficiency.



Objectives for today's webinar



Share two approaches for creating partnerships within organizations and communities



Demonstrate how to connect organizational/community needs to partnerships and actions



Create a dialogue around the topic of partnerships (stakeholder management) and the challenges volunteer leaders face in creating relevant volunteer programs



Two Approaches to Building Partnerships



Building Partnership - planned or happenstance?



Relational and Prescriptive Stakeholder Management



Relational Stakeholder Management

Establishing and maintaining links with an emphasis on the relationships and interactions of these stakeholders



Prescriptive Stakeholder Management

Applying methodologies and tools to manage stakeholders with a focus on minimizing the negative impact of stakeholders



Connecting Stakeholders to the Needs



Identifying WITH The Needs

Publications on Needs and Trends

- Organizational annual reports, key performance indicators, public financial reports
- Social Determinants of Health, HCAHPS
- Community health assessment reports created by your city, county, or state's department of health

Survey of needs (internal/external)

- What isn't getting done?
- What long-standing issues need continued focus?
- What new matters have come up?



Developing and Managing Relationships



1. Identifying stakeholders

- Those with the interest in the need you've identified with and/or the power to impact it
- Those that can help cause a ripple with you



2. Assess their Role, Understand their Intentions

- Sponsors
- Beneficiaries
- Both

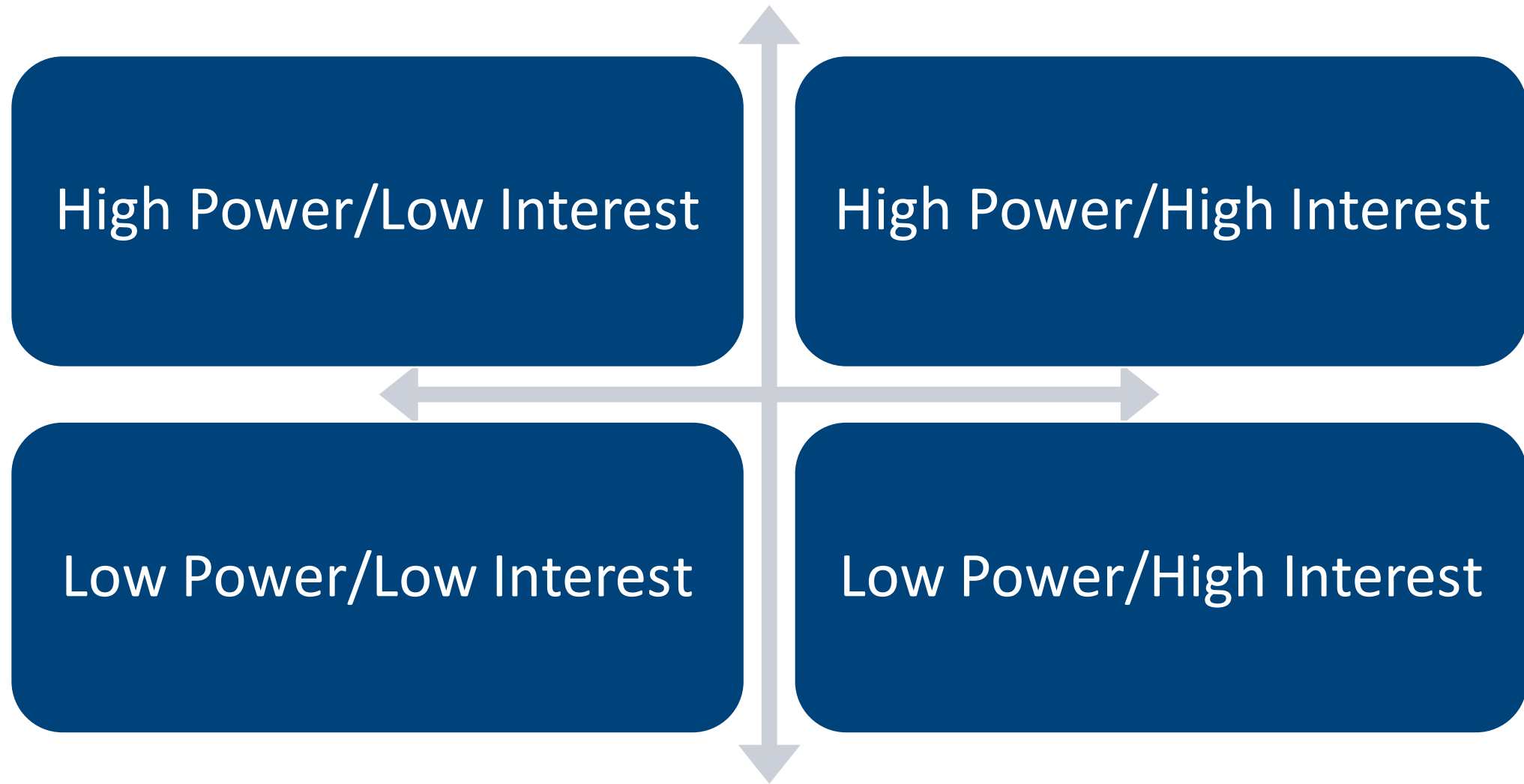


3. Stakeholder Analysis

- Level of interest (amount of effort)
- Level of power (amount of influence)



Influence Grid



Planning with the 80/20 Rule in Mind



Creating a Dialogue and Sharing Challenges



Review of our Objectives



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A true champion without a cause is entrapped energy. A great cause without a champion is but an elusive dream. But a great cause with a true champion is the realization of a vision!

- Robert Porter Lynch -



Resources

[Stakeholder management influence on trust in a project: A quantitative study](#)

[How to Foster Champions, by Robert Lynch Porter](#)

[A Prescriptive Approach to Stakeholder Management for Customer Success](#)

[Understanding the Pareto Principle \(The 80/20 Rule\)](#)

[The 80/20 Rule and How It Can Change Your Life](#)

[YouTube Video: Improve Your Productivity with the 80/20 Rule](#)

[VSys Voices Webinar: Managing Up](#)

