

COMMUNICATION WITH YOUR VOLUNTEERS

Communication is a key factor in having a strong volunteer team. Information should be accessible, clear and regular. Your volunteers are your unpaid workforce. Respect the time they are giving to your club.

- **COMMUNICATE** clearly (brief, simple statements, clear and correct times/dates/days)
- Have information available for **EASY** reference (outside of emails)
- Ensure volunteers are aware of their roster **WELL AHEAD** of time
- Have a notice board (in person and online)
- Display a full printed roster – even if using an online system
- **Who's Who** list of contacts, names, mobile phones
- Ask for **FEEDBACK** regularly

Roles should be clearly defined

- **The Officer of the Day is the Team Leader**
- **Set out who will be performing which tasks**
- **Ensure all roles have a brief position description**

REMEMBER: Maintain calm in all situations and keep communication lines open. If mistakes are made don't yell. Calmly start over, it's not the end of the world.