



NEIGHBORHOOD WATCH

VOLUNTEER MANAGEMENT AND LEADERSHIP

Self-Paced Learning

Participant's Book



The Participant Handbook

This handbook is designed to follow along with the “Volunteer Management” self-paced training CD, which relates to the “Creating Awareness and Maintaining Momentum” and “Teamwork” Community Training CDs. By writing down your answers you will retain more of the information found within the curriculum. Use this book as a reference guide and to review the curriculum before teaching Neighborhood Watch Volunteers.

Course Objectives

- To overview the components of volunteer management
 - To help develop leadership skills to assist the volunteer manager
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Volunteer Management Process

What are the steps involved in volunteer management?

1. _____
2. _____
3. _____
4. _____
5. _____

Part 1: Recruitment

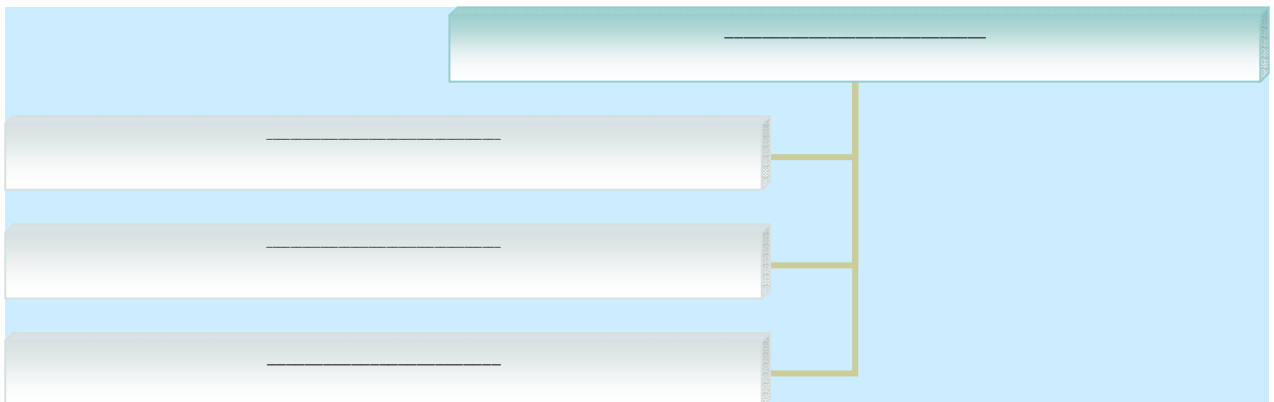
Understanding Volunteer Positions and Duties

What is an example of a volunteer position you will be filling in the near future?

What are the tasks associated with that position?

Neighborhood Watch Structure

Fill in the organization chart below.



Tasks of Law Enforcement Liaison

What are the typical tasks of the Law enforcement Liaison?

1. _____
2. _____
3. _____
4. _____

Tasks of Neighborhood Watch Area Coordinator

What do an Area Coordinator's responsibilities include?

1. _____
2. _____
3. _____
4. _____

Tasks of Neighborhood Watch Block Captain

Give the responsibilities of the Block Captain:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Tasks of Neighborhood Watch Members

1. _____
2. _____
3. _____
4. _____
5. _____

Volunteer Recruitment

List the two types of recruitment and define each.

1. _____

2. _____

What are the commonly used approaches to the first type of recruitment? Can you think of any other approaches you might be able to use in your area?

What are the commonly used approaches to the second type of recruitment? Can you think of any other approaches you might be able to use in your area?

Activity #1

What type of recruitment would be most appropriate for the following positions, and why?

Area Watch Coordinator:

Block Captain:

Member:

Volunteer Recruitment Campaign

What are the three steps in developing a recruitment campaign?

1. _____
2. _____
3. _____

Preparation

What is one of the main reasons you will want to identify and contact neighborhood leaders?

Message

What details should your message contain?

1. _____
2. _____
3. _____
4. _____
5. _____

Distribution

What are some strategies you can use in your area to distribute your message?

Activity #2

Use the Recruitment Planning Sheet to begin identifying strategies you feel will be most effective in your community. What resources do you have to assist you?

Neighborhood Watch Recruitment Planning Worksheet

Position	Type of Recruitment	Strategy	Evaluation

Part 2: Interviews and Placement

Volunteer Placement Steps

What are the four steps for volunteer placement?

1. _____
2. _____
3. _____
4. _____

Screening Volunteers

What is the purpose of screening volunteers? What information are you going to be looking for?

Volunteer Interviews

What three items will be important to learn more about the individual you are interviewing?

1. _____
2. _____
3. _____

What are some questions you might ask your potential volunteers?

Part 3: Motivation

List three common motivators for volunteers, and characteristics of each.

Motivator	Goal	Characteristics
1.		
2.		
3.		

Part 4: Leadership and Team Building

Leadership

Define Leadership.

Leadership is ...

Importance of Leadership

Leadership provides what three important things to the group?

1. _____
 2. _____
 3. _____
-

Responsibilities of a Leader

What are a leader's responsibilities?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____

Leadership Styles

List the characteristics of each style of leadership that is indicated on the chart on the next page. List instances when that style is effective, and when it is ineffective.

	Autocratic	Democratic	Laissez - Faire
<i>Characteristics</i>			
<i>Effective</i>			
<i>Ineffective</i>			

Activity #3

What is your leadership style? Refer to the previous chart, and circle characteristics you tend to display when in a position of leadership.

Teamwork

Define Teamwork.

Teamwork is...

Importance of Teamwork

Teamwork provides what three important things?

1. _____
2. _____
3. _____

Some benefits of Teamwork are...

1. _____
2. _____
3. _____
4. _____
5. _____

Can you think of any other benefits you have experienced?

Stages of Team Evolution

List the characteristics of each stage of team evolution.

Stage 1: <i>The Calm</i>	Stage 2: <i>The Storm</i>	Stage 3: <i>Getting Organized</i>	Stage 4: <i>Bonding</i>

Keys to Effective Teamwork

Fill in the blanks.

- Each _____ is important and fills a niche.
- As needs become _____, the greater the need for _____.
- Keep the big picture in the _____.
- In order to make an impact, members must _____ to make things happen
- _____ can ruin your program.
- _____ is vital.
- Members must be able to count on each other when _____.

Conflict

List the characteristics of each type of Conflict Management Style. Circle the characteristics that most match your style.

<u>Competition</u>	
<u>Accommodation</u>	
<u>Avoidance</u>	
<u>Compromise</u>	
<u>Collaboration</u>	

Activity #4

What is your conflict management style? How successful are you in resolving conflict? What feedback have you received from others?

Resolve Conflict Successfully

Fill in the blanks.

- Understand _____ and _____.
- Keep focused on _____, not _____.
- Keep a _____.
- Don't get off _____.
- Discuss issues _____.
- Don't take things _____.
- Keep the discussion _____.

Part 5: Volunteer Recognition, Evaluation and Retention

Recognition

Why is recognition important? _____

Fill in the chart with the type of recognition that would be most effective.

Type of Motivation	Type of Recognition
Affiliation	
Achievement	
Power/Influence	

Volunteer Performance Evaluation

Involving a volunteer in an informal performance evaluation provides what benefits?

1. _____
2. _____
3. _____
4. _____
5. _____

What are some ways to gather information about the volunteer you are evaluating?

1. _____
2. _____
3. _____
4. _____

Can you think of some questions you might ask when evaluating a volunteer?

Input	Potential Question
<i>Individual</i>	
<i>Supervisor</i>	
<i>Peer</i>	

Common Destructive Behaviors

What are some of the common destructive behaviors?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____