



Kristin K. James

Volunteer Coordinator

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Volunteer Advisory Council Meeting
11 September 2012





Agenda

- Upcoming Suspenses
- Upcoming Ceremonies
- PVSA
 - Running Reports
- AFAP
- Training: Dealing with Difficult Volunteers





Upcoming Suspenses

- President's Volunteer Service Award: 20 September
 - Volunteer Service for the School Year
 - 1 September 2011 to 31 August 2012
- Volunteer of the Quarter: Friday, 5 Oct
 - Service from July-Sept
- Volunteer of the Month (Sept): Friday, 5 Oct
- Volunteer of the Month (Oct): Monday, 5 Nov
- Volunteer of the Month (Nov): Wednesday, 5 Dec





Upcoming Ceremonies

- 16 November: President's Volunteer Service Award
 - 15:30-17:00 at Armstrong's Club
- 30 October: Quarterly Recognition Lunch
 - 11:30-12:30 at Armstrong's Club
- 30 Jan 2013: Quarterly Recognition Lunch
 - 11:30-12:30 at Armstrong's Club



President's Volunteer Service Award



- Nominations due Thursday, 20 September
 - Volunteer Service for the School Year
- Ensure ALL volunteer service is accounted for
 - OPOCs can only see service hours in their organization (I can see the entire community)
 - Have volunteer obtain service letter from USO and Red Cross, as their hours are NOT in VMIS
- **I have community-wide reports printed for you.**



Volunteer Tools

Access Role Selector

AVC Coordinator ▾

◀ Profile **Reports** Summary ▶

Reports

View summary reports of volunteer activity.

- **Volunteer Activity By Standard Organization**
Volunteer count and service hours by standard organization.
- **Volunteer Activity By Community Position**
Volunteer count and service hours by organization positions.
- **Volunteer Activity By Volunteer And Position**
Volunteer service hours for a position by individual volunteers.
- **Volunteer Award Report**
Volunteer service hour totals for individual volunteers at a community.

Reports

View summary reports of volunteer activity.

Select Report

Report: Volunteer Award Report

Select Filters

Period: Sep 2011 to Aug 2012 [-]Range

Hours Minimum 250 Hours Maximum

Community Organization: All

Position: All

Submit Clear

Report Results

Print Report Export to Excel

Volunteer Award Report

Sep/2011 - Aug/2012
USAG Kaiserslautern
All Organizations
All Positions
Minimum of 10 Hours

Disconnect! Hit "Submit" again.

Select Report

Report:

Select Filters

Period: to [-]Range

Hours Minimum Hours Maximum

Community Organization:

Position: All

Report Results

Volunteer Award Report

Sep/2011 - Aug/2012
USAG Kaiserslautern
All Organizations
All Positions
Minimum of 250 Hours

These hours count the same.
It's just a matter of how they were
input into the system.

Name	Certified Hours		Total
	Day Hours	Period Hours	
Balloon, Ron	0	710.0	710.0
Bell, Curtis	302.0	0	302.0
Broccoli, Anthony	190.0	112.0	302.0
Brown, Adrienne	0	364.0	364.0
Burgher, Amie	307.0	93.0	400.0
Corn, Rania	0	1,300.0	1,300.0
Currin, Hannah	273.5	130.0	403.5



Armed Forces Action Plan

Notice the change in name!

We solicit participation from **ALL** our community members:

Army

Air Force

Navy

Marines



www.mwrgermany.com

ürttemberg Family an...



USAG BADEN-WÜRTTEMBERG FAMILY AND MORALE, WELFARE AND RECREATION

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USAG Baden-Württemberg Facilities

USAG Kaiserslautern Facilities

Phonebook

Contact Us

What's up This Month

[Weekly Happenings](#)
[Family and MWR Essentials](#)

Employment

Social Media

Important Links

Good driver discount



0800-MIRASCON www.mirascon.com

USAG Baden- Württemberg

USAG Kaiserslautern



2012 AFAP Conference

VISIT SITE



BOWLOPOLIS

June 16-August 26

\$1 per game & \$1 rental shoes before 5pm

WE ARE GOING TO GIVE STUDENTS HONORABLE DISCOUNT SAVINGS FOR THE WEEKEND APPLICABLE. THESE SAVINGS APPLY TO THE STUDENT WHO SHARES TO BANK EVERY DAY BEFORE 5PM FOR \$1 PER GAME AND \$1 FOR RENTAL SHOES. \$12 MIN.

PH: 800-456-7890



RETURN of the COUNTRY SHINDIG

Dance Party

AUG. 25 9PM-CLOSE

Country / Bluegrass Party with country songs by "Caddis Creek" Free appetizers, presents in the stall and games. Free admission.

VILLAGE GRILLE - AFTER HOURS



KMC ONSTAGE PRESENTS

Pinkalicious

August 17-19 & 24-26

Fri. & Sat. 7pm, Sun 3pm

80 Adults, 50 Students, 20 Children (under age 12)

Think Pink!

Based on the book "Pinkalicious" by Victoria Kann & Elizabeth Kann

Book by Victoria Kann and Elizabeth Kann Music by John Simpson Lyrics by John Simpson, Elizabeth Kann & Victoria Kann

"Bringing Brightness to Your" KMC ONSTAGE PRESENTS

PLEASE ARRIVE EARLY AS SEATING IS LIMITED. 180-852-4100



USAG KAISERSLAUTERN

K-TOWN COVER ALL BINGO

WEDNESDAYS - 7PM KAZABRA CLUB

FRIDAYS - 8PM (BLDG. 2057, VOGELWEH)

SUNDAYS - 3PM 489-7261 / 0631-530-7261

Two guaranteed 11,000 games in every session!

Chance to win \$5,000 or \$2,311 Cash Prizes by playing progressive bingo!




EXCLUSIVE MILITARY PROGRAM

Open Auditions

Shopping Trip to

PARTY

USAG KAISERSLAUTERN

For more information contact your local Army Community Service Office.

Armed Forces Action Plan Conference 2012
 Tri-Community Conference for the communities of Kaiserslautern, Heidelberg and Baumholder

Oct. 26, 9am-12pm

2011 Issue Updates

2011 AFAP Out-Brief Slides

Resolved Global Issues



U.S. ARMY

ARMY OneSource

How do you submit an issue to be considered at the conference?

Follow the steps below to submit an issue.

1. Visit www.MyArmyOneSource.com
2. Highlight "Family Programs & Services" (click menu line)
3. In the drop-down menu, click "AFAP Issue Management System"
4. Click "Active Army" button
5. Submit your issue in "USAG Kaiserslautern" regardless of your military community.

*Please note: An account on the website is required to submit an issue. Members from ANY service may create an account, submit an issue and participate in the conference.

What are the issue guidelines?

1. AFAP issues should contain three items: A title (what the issue is about), a scope (what is the problem) and your recommendation(s) (how the problem can be fixed).
2. Please make sure your issue is clearly defined.
3. Ensure that your issue has a broad impact, not just concerning yourself or a small group of individuals.
4. Be realistic. Don't ask for things you know the Army is not going to be able to provide.
5. You should only go over one issue, not several. If you have more than one issue, please complete an issue form for each individual issue.

How do I participate in the AFAP Conference?

ACS needs volunteers for the upcoming AFAP Conference. Conference positions include:

- **Delegate** (100 positions)
Delegates are the backbone of the conference. They represent the diverse demographic representatives of the community. They express ideas and recommend solutions for issues identified as most critical. Must work well in a diverse group and be a team player.
- **Facilitator** (10 positions)
The facilitator serves as the neutral steward of the group. This person directs the activity of the group to stimulate discussion while helping the group to reach a consensus.





Training

Dealing with Difficult Volunteers





Eight statements about difficult volunteers.

Fact or Fiction?

From: *“New Competencies for
Volunteer Administrators”*

By: Sue Vineyard





Fact or Fiction

Ignoring a problem or
problem person will
make it/them go away?





Fact or Fiction

FICTION

In fact, it will likely make the situation more difficult to confront.





Fact or Fiction

No one else notices. I'm
the only one who is
suffering.





Fact or Fiction

FICTION

Others see the problem and can shift their anger to you, wondering why you don't take control and stop the negative behavior.





Fact or Fiction

I can fix/change the
problem person.





Fact or Fiction

FICTION

You can't and shouldn't! "Fixing" volunteers will drain your energy & effectiveness. You also risk ignoring the 90% of volunteers doing a great job.





Fact or Fiction

There is good in everyone. I just need to give them time to show it.





Fact or Fiction

FICTION

There are nasty people in the world.
How they got that way is NOT your
problem. Time won't fix everyone
and you'll lose good people in the
meantime.





Fact or Fiction

If I confront them, it will
only make things worse.





Fact or Fiction

FICTION

Not if you do it carefully and calmly. NOT confronting problematic behavior will cause more trouble.





Fact or Fiction

If I confront them, they'll
leave and the
unit/program will die.





Fact or Fiction

FICTION

If your program/unit rides on the whim of one individual, look for a new job. That's simply too much control, power and dependence for one person.





Fact or Fiction

If I'm really the caring and all-accepting person I should be, I can handle them.





Fact or Fiction

FICTION

STOP IT! You're a volunteer administrator/manager, not a saint.

Don't see other people's dysfunction as a test of your worth.

They are the problem, not you.





Fact or Fiction

If I push them out, they
will be mad at me.





Fact or Fiction

FICTION

Maybe. Maybe not. You did what was best for the program/unit. Others may actually be relieved to be out of a situation that was uncomfortable for them.





So now that you recognize
difficult behavior...
and your limits in dealing
with it;
what CAN you do?





5 Tips for Dealing with Difficult Volunteers

Posted by: *HandsOn Network*

www.handsonnetwork.org





Tip #1

Keep calm & carry on

- If your volunteer approaches you with a problem/complaint/etc. and you know you can't keep cool, let them know you're too busy at that moment, but you want to address their concern.
- Schedule a later time to discuss their concern/issue.
- Go about your day. It will help you from getting frustrated with the volunteer.





Tip #2

The Feedback Sandwich

- Start the conversation with something positive about the volunteer; dedication, enthusiasm...
 - Try not to sound like there is a “but” coming
- Address the behavior that’s causing friction. Do it in a way with does NOT accuse or blame the volunteer.
- Finish with something else positive about the volunteer’s work.





Tip #3

Empathize

- When talking to the volunteer, REALLY listen to what they have to say.
- Let them know you understand (or are trying to understand) what they are saying and that you've had some rough times too.
- Things calm down when people can tell their story and know that they are being heard.





Tip #4

Offer Support

- Talk about what can be done to remove some of the obstacles facing the volunteer.
- Suggest or have them suggest actions that you/unit can take to help remedy the situation
- Empower the volunteer with taking action to make their situation better.





Tip #5

Get a wide lens

- It's easy to focus on the situation, complaints or disruptions.
- Take a beep breach and pull back from the situation.
- Remember you are all working toward the same goal or mission. A shared commitment can inspire renew effort and smooth tensions.





When you want to fire a
volunteer...but can't.

Reprinted from: *Grapevine*

By: Steve McCuley





Alternatives to Firing

- In a membership organization, you may not be able to “fire” a general member volunteer.
- However, organization “office holders” usually have bylaws spelling out the requirements of the job.
 - If not currently addressed, ensure new bylaws indicate what may be done in the event of non-performance of duties.





Alternatives to Firing

- RE-SUPERVISE
 - The volunteer may not understand the “rules” of the organization...or that they actually must follow them
 - Some volunteer’s have personalities with will naturally want toe “test” the rules.
 - Provide a re-orientation and re-enforce the rules.





Alternatives to Firing

- RE-ASSIGN
 - Transfer the volunteer to a new position.
 - They may not click or get along with the volunteers in their current position.
 - A new setting may re-energize the volunteer.





Alternatives to Firing

- **RE-TRAIN**
 - Some people take longer than other to learn new techniques or “the ropes.”
 - Some require a different training approach.
 - Provide a second training/orientation opportunity
 - You’ll quickly discover if it’s a lack of knowledge or motivation for your volunteer.





Alternatives to Firing

- RE-VITALIZE
 - If a long-time volunteer starts to malfunction, they may need a rest.
 - The volunteer may not realize or admit that are burned out.
 - Give them a sabbatical and let them re-charge.
 - Also, rotating them to a less demanding job temporarily may help them stay involved in a less demanding way.





Alternatives to Firing

- REFER
 - Maybe they just need a whole new outlook.
 - Refer them to an entirely different agency to volunteer.
 - This allows them to learn new skills, apply skills in a different way and meet new people.
 - The “swap” can be short-term or as a long-term enhancement to their volunteering.





Alternatives to Firing

- These alternatives are easier to implement and managerially smarter than making a decision to terminate a volunteer.
- There are many reasons a volunteer may be behaving inappropriately – these alternatives provide answers to some typical behavior issues





Training Summary

- Recognizing difficult behavior...and your limits in dealing with it.
- Tips for dealing with difficult people/behavior
- Alternatives to Firing.





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The End!

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September 2012*

