



What Every Volunteer Needs Amy Dolan

How to Use This Tool

This *Conference Classics* process tool is designed to accompany an audio recording of a Willow Creek Association conference session. You can refer to the tool while listening to the session and use it afterward to dig deeper into the content, or you can use the tool to get the highlights without even listening to the session.

This tool consists of three parts:

- The **PREVIEW** section lists the problem that the session addresses and the recommendation that the speaker makes.
- The **KEY CONCEPTS** section breaks the session down into the core ideas most important for you to understand.
- The **REFLECT** section includes questions to help you practice, apply, and implement what you've learned. Although the questions are geared primarily to individuals, groups can use them as a discussion guide.

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Preview

Problem: Volunteers are hard to come by and difficult to keep.

Recommendation: Identify a fresh strategy for retaining volunteers.

Key Concepts

Long-Term Volunteers

- Some volunteers do serve long-term and commit to ministries.
- Learn strategies for encouraging more volunteers to serve long-term.
- Benefits to serving long-term:
 - Volunteers can build community and relationships.
 - You are better able to integrate the new volunteers.
 - They share ownership of the ministry.
 - There is capacity to raise up the next generation.
 - They're able to see some of the fruit of their ministry.
 - They can see how God is changing and forming their lives through serving.

A Fresh Strategy

- Pray for a fresh strategy for developing volunteers.
- Amy's team has been reflecting and praying, based on Isaiah 43:19: "Be alert, be present. I'm about to do something brand-new. It's bursting out! Don't you see it? There it is! I'm making a road through the desert, rivers in the badlands" (The Message).
- Their fresh strategy is going to be based off of some traditional ideas, using four methods that encourage long-term service in a fresh way.
- The four methods are: community, training, making the experience fun and simple, and creating a sense of ownership.
- Instead of reinventing the wheel, Amy's team felt led to think outside the box and approach these methods differently than they had before.

Community

- The first method for encouraging long-term service is community.
- Community provides relational connection, and it makes serving fun.
- It helps people know that they're needed, known, and loved.
- Community provides volunteers with opportunities to support others.
- You're about a bigger cause when you join together with others.
- God created us to live in community.
- Community experiences are things like:
 - Group huddles
 - Quarterly game nights
 - Donuts and coffee
 - Potlucks
- Think outside the box to provide some new community experiences such as:
 - A movie night for volunteers
 - Gift baskets
 - Sky diving
 - A night hike