# Common stumbling blocks and how to overcome them

<table>
<thead>
<tr>
<th>Volunteer performance occur most often when:</th>
<th>You can avoid this situation if you</th>
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<tbody>
<tr>
<td>What is required of the person in the job is unclear</td>
<td>Have clear job descriptions</td>
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</table>
| People’s contribution is not recognized | Use formal and informal ways of recognizing volunteers.  
  Reward volunteers individually as well as a group |
| People do not know when they are not performing well | Give regular, honest feedback  
  Conduct regular performance appraisals/reviews |
| There are no opportunities for training and development | Provide regular training sessions  
  Invite guest speakers to talk about various topics  
  Consider supporting the volunteer in gaining qualifications |
| Managers do not take the time to listen and understand their particular/changing experiences and needs | Schedule time to listen to volunteers  
  Ensure volunteers know when the best time to approach is  
  Gather regular feedback about various aspects of the program |
| A person does not adapt well or cope well with change | Give plenty of notice about upcoming changes (whenever possible)  
  Help volunteers understand why the change is necessary  
  Give support and encouragement |
| A person does not have the knowledge or skills to do the job | Have clear job descriptions, selection and application process  
  Consider using skilled or professional volunteers |
| There are not the resources or equipment necessary to do the job | Only put volunteers in a role if you have the required resources |

Feudo, J. A. (2014). *Herding cats: Managing volunteers for success*. Washington, DC: CASE. Pg. 88, (Figure 8.1).