

Generational Volunteering in the Workplace and Community

Notes

Which Generation are you? _____

- (1909-1928)→ Builders
- (1929-1944)→ Silents
- (1945-1963)→ Boomers
- (1964-1980)→ Generation X
- (1981-1996)→ Millennials
- (1997-2014)→ Generation Z

Communication Styles:

Silents: Simple and straight forward, by letters, or phone calls

Boomers: Personal style (build rapport), by phone calls or face-to-face networking

X'ers: Direct approach, by email, voicemail, or social media

Millennials: Social media websites, emails, and texts

Gen Z: Social media and texting for personal matters, but face-to-face for work

Tips and Strategies for Working with Volunteers from All Generations:

- Build in time for getting acquainted activities and idea sharing between volunteers to form strong relationships.
- Enhance communication methods.
- Accommodate different learning preferences.
- Consider volunteer workplace design to accommodate all generations. Is the workplace accessible?
- Don't try to change the other generation; find common ground.
- Try not to generalize (stereotype) different generations.

What strategies do you currently have for working with different generations' volunteers?

Design a Volunteer Experience for a Specific Generation

1. Role description
2. Volunteer work hours
3. Flexibility
4. Dress Code
5. Communication styles
6. Environment & Professionalism

A Guide to Engaging Volunteers Across Generations

	Generation Z	Millennials	Generation X	Baby Boomers	Silents/Builders
Motivation to volunteer	<ul style="list-style-type: none"> Look for opportunities to help address societal problems and make a larger difference through societal change Want a chance to solve the root of the problem and eliminate it rather than taking a Band-Aid approach 	<ul style="list-style-type: none"> Working with friends and relatives Giving back 	<ul style="list-style-type: none"> To be involved with community Being involved with their children Focus on a meaningful cause 	<ul style="list-style-type: none"> Address a community need Sense of accomplishment 	<ul style="list-style-type: none"> Following the example set by parents Sense of being needed
Hindrances to volunteering	<ul style="list-style-type: none"> Time conflicts due to school and work Feeling like they are doing something “basic” that doesn’t address the issue 	<ul style="list-style-type: none"> Time conflicts/lack of flexibility Personal conflict with other volunteers 	<ul style="list-style-type: none"> Time conflicts due to family and work People with negative attitudes toward others 	<ul style="list-style-type: none"> Time conflicts/lack of flexibility Lack of organizational structure and vision Poor treatment of volunteers 	<ul style="list-style-type: none"> Time conflicts/lack of flexibility Unclear objectives Health
Motivation to continue with volunteer efforts	<ul style="list-style-type: none"> Chance to use innovation to address a need Building a relationship with the organization to make a real difference in their community 	<ul style="list-style-type: none"> Enjoyment of the work Enjoy the people they work with and those they help 	<ul style="list-style-type: none"> Continue to help the community Being involved in their children’s activities Enjoy the people with whom they work 	<ul style="list-style-type: none"> Sense of accomplishment Feel needed and appreciated Their talents and skills are beneficial to the community 	<ul style="list-style-type: none"> Help the community to survive Socialization Feel needed – an asset to the community
Actions volunteer professionals can change or improve to ensure continued volunteerism	<ul style="list-style-type: none"> Consider design of volunteer engagement prior to asking for involvement Have them be a part of planning process 	<ul style="list-style-type: none"> Flexibility Be respectful and caring 	<ul style="list-style-type: none"> Communicate frequently with volunteers Expand the volunteer base 	<ul style="list-style-type: none"> Appreciation for volunteer efforts Expand the volunteer base Clear communication 	<ul style="list-style-type: none"> Expand the volunteer base Clear communication
Most important factors in retaining volunteers	<ul style="list-style-type: none"> Support opportunities for complex problem solving Offer cross generational partnerships Share their impact across social media 	<ul style="list-style-type: none"> Appreciation for their efforts Worthwhile purpose Comfortable environment 	<ul style="list-style-type: none"> Appreciation for the efforts of the group Sense of accomplishment 	<ul style="list-style-type: none"> Appreciation for their efforts Sense of accomplishment Flexibility with time demands Adult learning opportunities 	<ul style="list-style-type: none"> Worthwhile projects Sense of accomplishment