



Hello & good afternoon



Who am I?

- Worked in volunteering since 1994
- Train, consult and speak on volunteerism internationally
- Co-Author of From The Top Down UK (Energize Inc. 2015) and The Complete Volunteer Management Handbook (DSC, 2012)
- Contributor to Third Sector and regular blogger



Stop being so bloody nice



We are nice people



Stop being so bloody nice



Morven MacLean

@MorvenMacLean

Following

'Volunteer managers should focus more on strategy and less on niceness. Niceness won't advance the profession.' Wise words. [#AVM2017](#)

4:24 PM - 18 Oct 2017

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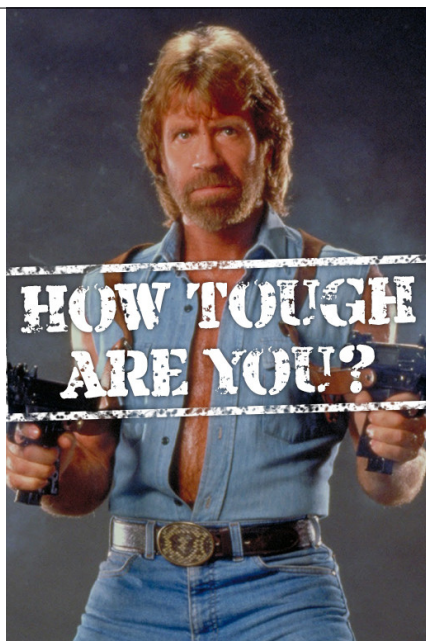
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Wise words

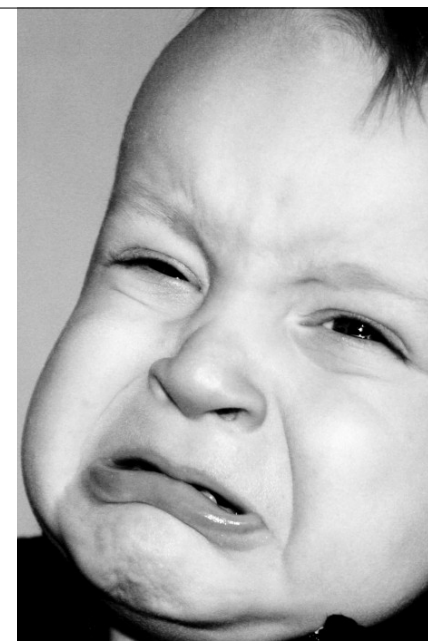
When and why do we need to stop being so nice...

...and start getting tough?



Dealing with volunteer problem behaviour

- Remember, it's about your mission
- Show all volunteers who do the work properly that it matters
- Address proactively e.g. accommodate valid issues in volunteer work design
- Encourage and listen to **legitimate** concerns



Stop being so bloody nice

Influencing up

- Don't assume the board or Chief Executive 'get it'
- Senior support for volunteer engagement is essential e.g. London 2012
- "It's time for a new evolutionary direction - we need to find ways to become a 'persuasive' profession! We need to learn to influence." - Andy Fryar



Stop being so bloody nice

Influencing our peers

- Challenging the language people use
- Challenging stereotypes and assumptions
- Questioning orthodoxies



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Influencing out

- Challenging the metrics used for volunteering
- Speaking up about flawed decision making
- Campaigning against enforced changes



Stop being so bloody nice



 Rob Jackson
Consulting Ltd

Highly
recommended

MAVA's Stacking Up report
January 2018

**PROMOTING JOB EQUITY FOR
VOLUNTEER ENGAGEMENT
PROFESSIONALS
(VEPs):**

MAVA's STUDY

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January 2018

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