



***Special Olympics***

VOLUNTEER TRAINING SERIES

# **RECOGNITION**

***Participant's Guide***



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Participant's Guide

## Special Olympics Volunteer Management Series

### ACKNOWLEDGEMENTS

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- Special Olympics staff
- The Global Volunteer Resource Development Team
- Program leadership, with special thanks to Nancy Sawyer and Janet Novak

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### **Introduction:**

Often volunteer recognition is narrowly thought of as a formal banquet, a t-shirt, or a letter that acknowledges a volunteer's service with Special Olympics. But the scope of recognition is much broader than this and must be considered an integral part of every Special Olympics Programs – a management philosophy that continually seeks to notice and value individual contributions.

Powerful and meaningful recognition begins when we recognize the talents and desires of prospective volunteers and offer them the job which responds to their motivational needs. The remainder of meaningful recognition is the myriad ways we formally and informally say, "I noticed" and "thank you."

Recognition should be timely and genuine. It can be either formal or informal and should be based on the motivation and level of responsibility of the volunteer. Informal recognition should exist at all levels of the Program. Formal recognition should be the responsibility of the Program's paid and volunteer staff.



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### Volunteer Recognition Learning Objectives:

- Understand the impact of recognition in your own life
- Identify organizational barriers to giving recognition and propose solutions
- Explore ways of offering formal and informal recognition in your Special Olympics Program
  - Discuss creative, low-cost recognition ideas
- Review essential guidelines of effective recognition

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**Notes:**



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### Personal Recognition Experiences

Think about volunteer recognition in your own life:

- What kind of recognition have you received?
- Was it meaningful?
- Why?

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### Key Concepts of Recognition:

1. Recognition is an ongoing, integral part of the management process.
2. Recognition can be formal or informal and can be given on many occasions during a volunteer's involvement with Special Olympics
3. Recognition should be meaningful to the recipient and should be given in a timely manner.
4. Recognition can be creative and fun to give and receive and is best when associated with the Program's culture and the volunteer's type of service.

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**Notes:**



  
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### Key Concept #1

Recognition is an ongoing, integral part of the volunteer management process

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**Notes:**



## Barriers to Recognition

Can you identify any organizational barriers to giving positive feedback and recognition to your volunteers?

- If so, what are the barriers?
- How can you overcome them?

**Notes:**



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### Key Concept #2

Recognition can be formal or informal and can be given on many occasions during a volunteer's involvement with Special Olympics

**Notes:**



### Formal Recognition

*Major benefits of formal recognition:*

1. Building community spirit among volunteers
2. Publicly recognizing volunteers – attracts others to join
3. Boosts volunteer motivation
4. Volunteers see that their service is valued
5. Others

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### Cautions in Formal Recognition

1. Presuming they replace daily "thank yous"
2. Lack of personal presentations
3. More costly – some people believe that money should be spent solely on the athletes and the Program
4. Poor attendance at formal recognition ceremonies; lack of promotion; time constraints
5. Others

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**Notes:**



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### My Program Recognizes Volunteers...

- How and when does your Program currently recognize volunteers?
- How could you improve on this?

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### Times for Recognition

- Daily/weekly basis
- Monthly/yearly basis
- Special Occasions (birthday, anniversary date with Special Olympics, holidays, etc.)
- At the end of a large project
- When a volunteer leaves Special Olympics
- Before or after a Special Olympics competition

### Notes:



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### Key Concept #3

Recognition should be meaningful to the recipient and should be given in a timely manner

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**Notes:**



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### The Appropriate Recognition for the Individual

- What kind of recognition do people motivated by accomplishment like?
- What kind of recognition do people motivated by social interaction enjoy
- What kind of recognition do people motivated by power like?

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**Notes:**



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### Key Concept #4

Recognition can be creative and fun to give and receive. It is best when associated with the Program's culture and the volunteer's type of service

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**Notes:**



**Innovative Ways to Recognize Volunteers**

*Describe several ways a Program could recognize the following volunteers:*

- Day-of event volunteers
- Office volunteers
- Year-round volunteers
- Committee members
- Games and Area Management Team Members
- Others

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**Notes:**



### Essential Guidelines of Effective Volunteer Recognition

- The key to volunteer recognition is placement in the job most suitable to his/her motivations and talents.
- Recognition must be meaningful to recipients, not to the person giving the recognition.
- Many acts of recognition can be spontaneous and personal and are often not costly
- Short term volunteers are best recognized at the work-unit level in the group with which they interact
- Long term volunteers generally like recognition within the larger group setting

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**Notes:**



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### Innovative Ways to Recognize Volunteers

#### **Day of Event Volunteers:**

- Credential with volunteer's name
- Ticket for lunch
- Public acknowledgment in speeches
- Management team thanks volunteers on the job
- Give away donated or promotional gifts
- Discount coupons for Special Olympics merchandise

#### **Office Volunteers:**

- Create a bulletin board that features pictures and accomplishments of each volunteers
- Leave candy kisses at the volunteers work station
- Send birthday/holiday/anniversary cards
- Feature volunteers in Program newsletter
- Give a small gift after time periods of service – could be a gift created by athletes

#### **Committee Members:**

- Give committee member identification cards
- A T-shirt or hat with committee name on it
- Hospitality area for committee members
- List names in Program newsletter



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### **Year-round Volunteers :**

- Write a letter of appreciation to the volunteer's parent, children, spouse, boss
- Highlight volunteer in Program newsletter
- Include volunteer in Program planning process
- Have an annual party in their honor – this does not have to be a formal banquet
- Offer chance to attend a training with expenses either donated or paid by Special Olympics
- Nominate volunteer for local volunteer award
- Reimburse for some incurred expenses
- Present with pin for 1, 5, 10... 25 years of volunteer service
- Establish a Program designated volunteer week

### **Management Team Members:**

- Provide a name badge
- Provide with a radio, cellular phone or laptop
- Encourage feedback and suggestions on improving the Program
- Offer chance to attend a training with expenses donated or paid by Special Olympics



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### Additional Resources on Recognition

#### On-Line Resources:

<http://energizeinc.com> Energize, Inc. is an international training, consulting and publishing firm specializing in volunteerism. Their goal is "to connect leaders of volunteers with resources, information and ideas generated from around the world."

<http://www.iave.org>. IAVE is "the only international organization with the mission to promote, celebrate, and strengthen volunteerism worldwide." The International Association for Volunteer Effort (IAVE) worked in close cooperation with the United Nations Volunteers and was a major contributor in establishing the International Year of the Volunteer.

<http://e-volunteerism.com/> The "Electronic Journal of the Volunteer Community," e-Volunteerism is a quarterly online publication that caters to volunteer leaders and managers.



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### Participant Evaluation Form

**Thank you** for taking the time to share your evaluation of today's seminar. Your critique is valued and will be considered as we continually strive to improve our support to all personnel who team with volunteers.

The learning objectives in this workshop were:

1. Discuss the power of recognition in your own life met partially met not met
2. Identify any personal and organizational barriers to giving volunteer recognition and propose solutions to address them met partially met not met
3. Employ the broad spectrum of ways volunteers can be thanked both formally and informally within their organization met partially met not met
5. Review essential guidelines of giving effective recognition. met partially met not met

Comments:

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This session was:

- helpful
- provocative
- practical
- well-paced
- too short
- too long

Yes

No

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Comments:

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The trainer was:

- knowledgeable
- prepared
- organized
- enthusiastic
- good discussion facilitator

Yes

No

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Comments:

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In what ways can you utilize this material in your work?

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What, if anything, do you plan to do differently as a result of this training?

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What additional information on this on any other topic dealing with volunteers would be helpful to you in your work?

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What suggestions do you have to strengthen this workshop?

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Further comments or suggestions:

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NAME (optional) \_\_\_\_\_