

# Volunteer Management Approaches



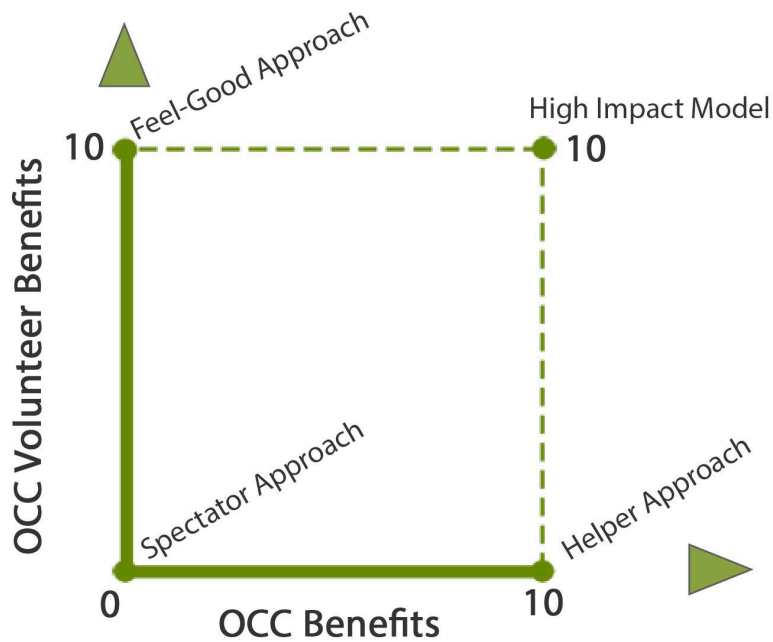
Please print these pages and complete them as you go through the eLearning course.

What you will learn:

## The Four Volunteer Management Approaches

1. The Spectator Approach
2. The Helper Approach
3. The Feel Good Approach
4. The High Impact Model

### Four Volunteer Management Approaches



The graph above shows the four volunteer management approaches discussed in this lesson. It likewise shows the relationship between these approaches and the level of benefit to Operation Christmas Child (OCC) as a ministry and to the individual volunteer. For example, the Spectator Approach has little benefit to either OCC or the individual volunteer, while the Feel Good Approach has a high level of benefit for the individual volunteer but a low level of benefit for OCC. In contrast, as you will see in this training, the High Impact Model produces a high level of benefit for both the ministry of OCC and for the individual volunteer. For reference, the name of each approach helps to describe its characteristics; therefore, it will be helpful to remember the names of each approach as you proceed through this training.

# Volunteer Management Approaches



## Reflection Question

Based upon the names (*Spectator, Helper, Feel Good, and High Impact*), which of these approaches resembles your own leadership experience or the leadership that you've observed in ministry? \_\_\_\_\_

What have you done or seen in ministry that made you indicate this approach? List an example if possible. \_\_\_\_\_

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## Spectator Approach

- *Focuses on only a few key leaders — or the experts — doing ministry*
- *Teaches a passive Christianity*
- *Leaders do not share the joy or burdens of ministry by involving others*

*Fill in the blanks as you complete this section of the course.*

1. Most people \_\_\_\_\_ and \_\_\_\_\_ while a few key leaders do the \_\_\_\_\_.
2. This is called the \_\_\_\_\_.
3. God's design is that we share the \_\_\_\_\_ of ministry—that we serve Jesus together as \_\_\_\_\_ in ministry.

# Volunteer Management Approaches



## The Spectator Approach *(continued)*

Fill in the blanks and respond to the statement/questions below as you complete this section of the course.

1. The problem in the spectator approach is that it teaches a very \_\_\_\_\_  
\_\_\_\_\_.
2. The word “workmanship” in Ephesians 2:10 means \_\_\_\_\_.
3. As an OCC leader it’s our job to \_\_\_\_\_ believers to discover His \_\_\_\_\_  
and His \_\_\_\_\_.
4. Remember, God’s plan, His intention for \_\_\_\_\_ according to His Word is to  
\_\_\_\_\_ the joy and \_\_\_\_\_ of ministry by \_\_\_\_\_ others to serve  
with us.

*Briefly describe a situation where you may be tempted to use the Spectator Approach.*

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*How can you better share the joy and burden of ministry with your team?* \_\_\_\_\_

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# Volunteer Management Approaches



## The Helper Approach

- Uses team member volunteers like tools to get the job done
- Calls upon volunteers only when needed
- Is a transactional volunteer management approach
- Focuses only on out-there goals
- Doesn't trust team members to carry out important ministry responsibilities

Fill in the blanks as you complete this section of the course.

1. In the *Helper Approach*, we only \_\_\_\_\_ volunteers when we \_\_\_\_\_ them.
2. In the *Helper Approach*, we focus on the \_\_\_\_\_ goals, but completely miss the \_\_\_\_\_ goals.
3. In the *Helper Approach*, we don't \_\_\_\_\_ our team members to carry important \_\_\_\_\_.
4. If you don't have \_\_\_\_\_, ultimately your OCC ministry will not be \_\_\_\_\_.
5. When we select volunteers in the *Helper Approach*, we try to quickly \_\_\_\_\_ \_\_\_\_\_ without much thought to whether it is a \_\_\_\_\_ \_\_\_\_\_ for the volunteer or best for the volunteer's \_\_\_\_\_ with Christ.
6. In the *Helper Approach*, volunteers often don't \_\_\_\_\_ around very long.

Briefly describe your experience with the *Helper Approach*.? \_\_\_\_\_

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Do you see any characteristics of the *Helper Approach* in your team?  Yes  No

If yes, what characteristics do you see? \_\_\_\_\_

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# Volunteer Management Approaches



## The Feel Good Approach

- Often reaches the *in-here* goals but misses the *out-there* goals
- Can lead to great love and unity on the team but not achieve the mission of OCC
- May keep the leader from providing correction when needed in order to keep the peace

*Fill in the blanks as you complete this section of the course.*

1. In the Feel Good Approach, we allow the volunteer to \_\_\_\_\_ however they would like, but the \_\_\_\_\_ of the organization or church is often \_\_\_\_\_.
2. As we select volunteers in the Feel Good Approach, their \_\_\_\_\_ is our greatest \_\_\_\_\_.
3. We focus on identifying the volunteer's area of \_\_\_\_\_ or \_\_\_\_\_.
4. We may even \_\_\_\_\_ a ministry to fit their \_\_\_\_\_ or \_\_\_\_\_.
5. Sometimes in the Feel Good Approach, volunteers are like \_\_\_\_\_ . They do what they \_\_\_\_\_, when they \_\_\_\_\_.
6. The Feel Good Approach is a relational approach. We reach many of the in-here goals of \_\_\_\_\_ and \_\_\_\_\_, but we fail to reach the out-there goals, reaching more \_\_\_\_\_ for Christ.
7. In the Feel Good Approach, we are not \_\_\_\_\_.

*Briefly describe your experience with the Feel Good Approach. Do you see any characteristics of the Feel Good Approach in your team? Can you think of a time that you were silent to try to keep the peace, rather than providing correction when it was needed?*

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# Volunteer Management Approaches



## The High Impact Model

- Restores a biblical model of service
- Focuses on effectiveness and reaching both *in-here* and *out-there* goals at the same time
- Allows leader to act as a multiplier of ministry
- Causes every leader and volunteer to work as partners or co-workers in the gospel

*Fill in the blanks and answer the questions as you complete the course.*

1. High Impact is \_\_\_\_\_ a \_\_\_\_\_ model of \_\_\_\_\_ ministry and experiencing \_\_\_\_\_ ministry \_\_\_\_\_.
2. High Impact is not \_\_\_\_\_.
3. High Impact is a \_\_\_\_\_ model.
4. Volunteers are not coming to \_\_\_\_\_ us or the organization out, rather in view of God's forgiveness and mercy, volunteers are fulfilling their \_\_\_\_\_ in Christ as they walk into the \_\_\_\_\_ God has for them.
5. In the High Impact model, we see every believer as a \_\_\_\_\_ of God that has been \_\_\_\_\_ specifically to have great \_\_\_\_\_.
6. Worshipping and serving God are seen as \_\_\_\_\_ and gratitude, offerings back to God.
7. We see every believer as a \_\_\_\_\_ who can make acceptable \_\_\_\_\_ to God through Jesus.
8. Serving is a \_\_\_\_\_ and an \_\_\_\_\_.
9. In the High Impact model, leaders are \_\_\_\_\_.
10. In this model, every volunteer is a \_\_\_\_\_ or \_\_\_\_\_ in the Gospel with each teach member.
11. In the High Impact model, we define \_\_\_\_\_ as reaching both the \_\_\_\_\_ goals and the \_\_\_\_\_ goals.

# Volunteer Management Approaches



## The High Impact Model (continued)

Which of the volunteer management approaches best represents your current team? \_\_\_\_\_

\_\_\_\_\_

Does your team exhibit characteristics of more than one approach?  Yes  No

If yes, describe which approaches are exhibited. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Which characteristics of a High Impact team does your team already display? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

In which areas could you most improve? How can this be accomplished? \_\_\_\_\_

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\_\_\_\_\_

# Volunteer Management Approaches



## Essential Activities

Essential Activities (below) and Elective Practical Exercises (found on the next page) are ways for you to apply what you are learning in your Leadership Development Program coursework in real time, gaining “on the job” experience as you develop in your leadership role. These activities and exercises help align the tasks you would already be doing as a leader volunteer with what you are learning in the program.

Below you will find a list of Essential Activities to work on with your regional point of contact that relate to this particular course and your overall ministry as an Operation Christmas Child leader volunteer. You should complete each of these activities. On the next page you will find a list of Elective Practical Exercises from which you should, with the guidance of your regional point of contact, choose an additional one or two to complete.

- Discuss with your regional point of contact the answers to one or more of the following questions. These are based on the answers you already provided in your workbook as you completed the course.
  - How can you better share the joy and burden of ministry with your team? With your regional point of contact decide on one action step you can take in this area and complete that step before your next one-on-one call.
  - Do you see any characteristics of the Helper Approach in your team? If yes, what is one thing you can do in the next month to reduce that characteristic? Discuss this action step with your regional point of contact.
  - In your ministry with OCC or in other leadership roles can you think of a time that you were silent to try to keep the peace, rather than providing correction when it was needed? Role play with your regional point of contact how you might have handled this situation differently.
  - What characteristics of a High Impact team does your team already display? In which areas could you improve? Pick one of these areas and discuss how this could be accomplished. Take the action step you discuss and complete it before your next one-on-one meeting.
- Work with your regional point of contact to develop two small, short term goals to accomplish in each of three areas over the next month. Depending on the time of year these goals could be in the areas of:
  - Prayer
  - Developing your personal prayer team

*Continued on the next page*



# Volunteer Management Approaches



- Affirmation of your team members or of your partners in ministry such as churches, community groups, media outlets, student groups, or prayer network partners
- Recruitment
- Selection
- Team equipping/training
- Collection Network growth
- Shoebox growth/promotion

## Elective Practical Exercises

Review the list of possible Elective Practical Exercises below with your regional point of contact and, **with their guidance**, select one or two exercises to complete as a part of this course based on the time of year, the make-up of your particular Area Team, the goals you have developed for your own ministry and the ministry of your team, etc. You should be prepared to discuss the exercises you complete at your next meeting with your regional point of contact.

- Find a creative way to communicate a High Impact concept you learned in this course to your team.
- Memorize a scripture highlighted in this course and quote it to a friend or family member.