


Leading & Managing in a Volunteer Organization

Land O' Lakes District – Leadership Academy

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Agenda

- Welcome & Introduction
 - Key Elements of Leadership and Management
 - Attributes of Successful Chapters
 - Action Items - Wrap-up
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Welcome

- Purpose
 - Understand the key elements and approaches for leading and managing a volunteer organization
- Process
 - Share key elements of leadership and management
 - Group discussion on each element
 - Share experiences of special considerations related to being a volunteer organization
- Payoff
 - All of us will have more knowledge/tools to be even better leaders within our organizations

Introductions

- Who is Jay? (Why should I listen to him?)
 - Overall 30 years of business management experience (20+ as an executive of both Fortune 500 and smaller companies)
 - Held many leadership roles within the LaCrosse chapter (board member, president, show chair, etc.) and board positions with other non-profit organizations (church, industry associations)
 - Barbershopper my whole life – a member of the society for 39 years – currently dual member with LaCrosse and St. Croix Valley chapters and member of Vocality quartet – Past LO'L District President

Key Elements of Leadership & Management

- Leadership: Do the right things (What)
- Management: Do things right (How)
- Bicycle Analogy: “Front wheel (leadership) – back wheel (management)” both are important - keep them in balance
- Leadership is also creating a vision/picture/story of “what will be” and motivate the team to achieve that future state (Why)

Thoughts? Experiences? Examples?

Key Elements of Leadership

- Critical Aspects of Leadership – as answered by the Team – Must Have Positive Answers for ALL Questions
 - Do you care about me?
 - Can I trust you?
 - Are you committed to excellence?

How Does This Apply To Our Chapters/Region/District?

Key Elements of Leadership

- Key Leadership Tasks/Initiatives/Roles
 - Set vision/goals/objectives
 - Specific – Timelines
 - Communicate (frequently)
 - “What and Why” to members/constituents
 - Tell the stories
 - Delegate
 - Find and encourage the right people to take on important roles
 - Measure
 - Are critical aspects on track? - Adjust/Adapt as needed
 - Recognition
 - Celebrate successes – thank individuals/teams

These apply to all levels of an organization!

Key Elements of Leadership

Other Important Aspects of Leadership

- Always do right, it will gratify some and amaze the rest. (Mark Twain)
- Leaders set culture – be conscious about what culture you want your organization to have and “work it”
- If no one is following, you aren’t leading
- Pull – don’t push – lead from the front
- From an outward perspective, all successes are due to the team’s effort – all failures are due to the leader (take the bullets) – however, from an inward perspective be sure to hold individuals accountable for their actions
- Stay focused on the desired outcome/results – don’t get too distracted by emotions, small bumps along the way
- Employ 3 dimensional thinking – when dealing with people Newton was wrong! For every action there is NOT an equal and opposite reaction. Consider “if I do this, then what will happen? And then what will happen? And then what will happen?” At least three levels/dimensions (sometimes more) before setting direction or taking action will result in a much smoother path and quicker results

Key Elements of Management

- Key Management Tasks/Initiatives/Roles
 - Understand vision/goals/objectives and key deliverables
 - Validate what needs to be done and by when
 - Develop the plan
 - Milestones, timelines, resources
 - Communicate (frequently)
 - Progress/Status/Challenges/Successes to team members and other leaders
 - Build the team
 - Find and encourage the right people to assist with the project/responsibility - Delegation
 - Measure
 - Are critical aspects on track? - Adjust/Adapt as needed
 - Recognition
 - Celebrate successes – thank individuals/teams

Special Considerations for a Volunteer Organization

- Motivation?
- Accountability?
- Communication?
- Recognition?
- Organizational Dynamics?
- Other?

Let's Share our Experiences!

Attributes of Successful Chapters

- Following is a list and description of 8 key attributes of successful chapters
- After reviewing the attributes we will discuss them
- We will then individually rate each attribute for our chapter
- Finally, we will each identify one or two actions that we will take to improve a key attribute for our chapter in 2024

Attributes of Successful Chapters

Capable Director



Attributes of Successful Chapters Scorecard

Attribute	Prior Year (1-10, 10 best)	Current State (1-10, 10 best)
Director(s) capabilities		
Community involvement		
Choice of music		
Chapter culture		
Fellowship-Family		
Financial health		
Quartets		
Chapter leadership		

See Handout

Attributes of Successful Chapters

Action Items

- Identify 1 or 2 key actions that will help your chapter in 2024, include:
- What, When, Who, Expected Results

Add to your Scorecard Handout

Wrap-up

- Class Evaluation – please fill out the form and leave it as you exit
- Continued discussions welcome
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Thank you!