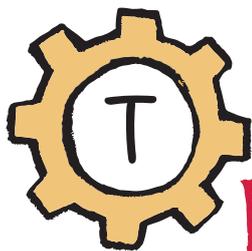


Volunteer management



Using the '4+1 questions tool'

The 4+1 questions tool provides a framework to assist individuals or groups to reflect on what has been tried in the past and how improvements and/or changes can be actioned for the future.

The 4+1 questions are:

1. What have we tried?
 2. What have we learned from the process?
 3. What are we pleased about?
 4. What are we concerned about?
- +1 And given what we know now what should we try or do next?

Recruitment

If you want to try new ideas and processes to recruit volunteers, it's important to reflect on previous efforts so that you can build on what you've learned in the past. The 4+1 questions can be used to gather feedback from a variety of stakeholders and the questions naturally lead to the development of ideas and actions. Initially you could use the 4+1 to gather information across the organisation looking at what has been tried and learned in relation to volunteer recruitment. Once you have implemented any actions, the 4+1 can be used to reflect on these efforts or focus on particular areas of improvement.

Supervision

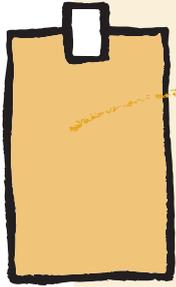
Using 4+1 within supervision and support provides a framework for discussion and reflection. By using these questions together as a guide you can provide specific feedback on the things that the volunteer is pleased about and move towards action based on learning.

By introducing this tool to volunteers as a reflection and problem solving tool, you can also encourage them to use the tool in other areas of their work. This builds their own capacity to generate ideas and means that when supervising, your time can be spent reviewing the information, providing feedback and setting actions.

e.g.

A volunteer with an interest in cooking had been linked up with a woman who wanted to cook more in her own home. The volunteer's manager encouraged her to use the 4+1 questions to reflect on progress, provide the opportunity for both the volunteer and the woman to add their own feedback on the situation and to set the next steps forward.

Volunteer management



Tips

Gather the responses for the first four questions from as many stakeholders as possible, collate the information and develop actions from this.

If you do not have time to gather information prior to meeting with stakeholders, use flip charts with each heading and ask attendees to write their responses under the respective headings as they arrive. This way you can make the best use of the group's time by reviewing the information together and then generating different ideas.

If you can only manage to get a few key stakeholders together, source input from those unable to attend through feedback form or verbally prior to the meeting.

Volunteer management

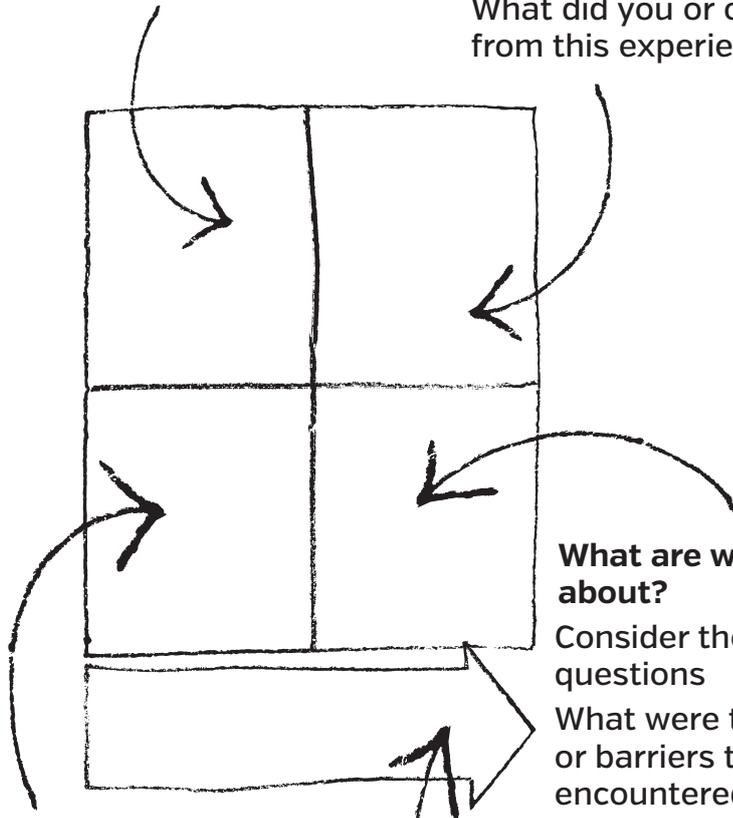
What have we tried?

What were the specific tasks or actions related to this?

What have we learned from that?

What was the learning from these efforts?

What did you or others take away from this experience?



What are we concerned about?

Consider the following questions

What were the challenges or barriers that were encountered?

What didn't work well for people?

What would need to change in the future?

What are we pleased about?

Consider the following questions:
What elements were you satisfied with?

What worked well?

What do you think could be done again in the future?

This could also include elements of something that didn't work as well on this occasion but needs to be tried again.

What next?

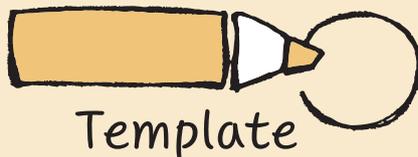
Given all of the information above, what are some ideas of how to proceed?



Tips

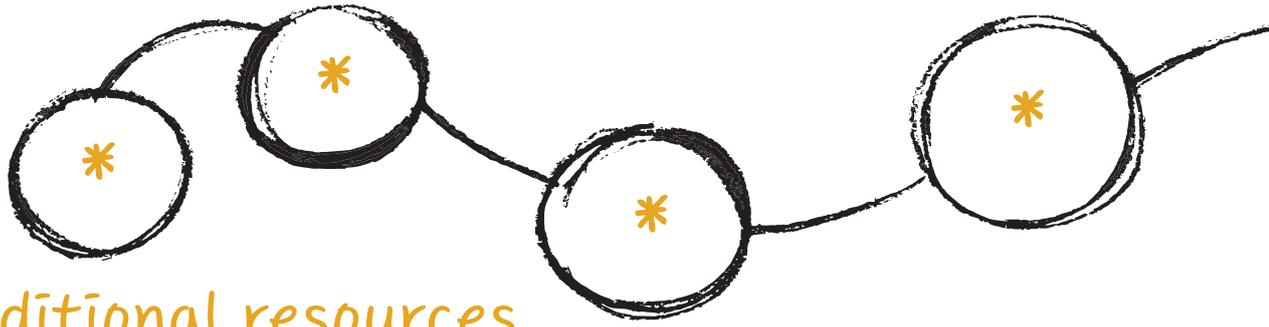
4+1 questions

What have we tried?	What have we learned from that?
What are we pleased about?	What are we concerned about?
What next?	



Template

Volunteer management



Additional resources

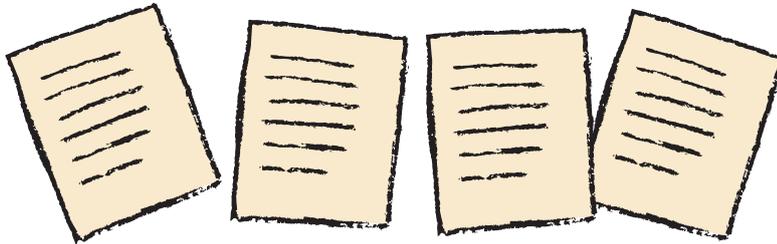
- * Tips - supervising volunteers.

Definitions

The term **individual(s)** refers to an individual with a disability and their family and/or circle of support.

The term **staff/employees(s)** refer to paid members of the organisations workforce. Employment relationships with the organisation may be permanent, casual, full-time, part-time, etc.

The term **volunteer(s)** refers to an unpaid individual willingly giving their time to provide a service or support.



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