



# Motivating the volunteers

AYY Association Trainings 2019

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# Who?

- 2018 ● AYY Board – community, volunteers, events and new students
- 2017 ● Erasmus exchange  
AYY Celebration Committee
- 2016 ● AYY Annual Ball Committee  
Tempaus2016 – Event team
- 2015 ● Hostess, Chemistry Guild
- 2014 ● Outer relations Officer, Chemistry Guild

Now: Analyst, AFRY Management Consulting



# Inner motivation

# The four sections of the inner motivation\*

## Voluntarity

I feel that I can make my own decisions and I am able to implement my own thoughts and ideas – the things I do feel like my own

## Social cohesion

I work as a part of a group where people care about me and my wellbeing, and I care about them in turn

## Proficiency

I am good at what I do and I get things done – simultaneously I want to improve my skills to even better

## Doing good

My actions have a positive effect on people around me – I bring them joy and make their day brighter

\*Source: Draivi – voiko sisäistä motivaatiota johtaa? Frank Martela & Karoliina Jarenko

**Voluntarity**

**Social cohesion**

# Voluntarity

Social cohesion

# Primary elements of voluntariness – what is typical for it and what supports it?

- ❖ The tasks are inspiring
  - ❖ The person enjoys the doing itself
- ❖ The self-dependence of the goals
  - ❖ The person is able to choose his/her own goals and targets
- ❖ The freedom of how to act
  - ❖ The person can choose, how to pursue these goals



Lähde: Draivi – voiko sisäistä motivaatiota johtaa? Frank Martela & Karoliina Jarenko

# How to strenghten the inner motivation of a volunteer

- ❖ Do not place yourself too much above your team
- ❖ Give responsibility and free hands (to certain extent), and avoid micromanaging
  - ❖ The volunteer can act as she/he sees appropriate
  - ❖ **Have the courage to trust!**
- ❖ Recognize the talents of each individual and exploit them
- ❖ Always remember to praise and thank – also on small matters!



# How to strenghten the inner motivation of a volunteer

- ❖ Get excited about new ideas and encourage to try them
  - ❖ The coolest things are often born from the wildest of ideas, which are not born, unless they are encouraged
- ❖ Show that you are present and listening when someone really asks for your attention
- ❖ Trust your team and look for them for support



Voluntarity

**Social cohesion**

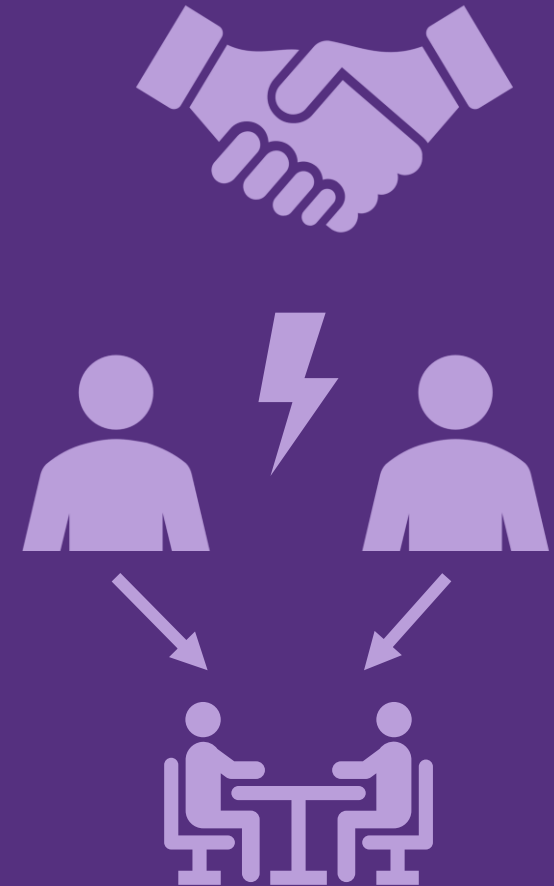
# Together towards the common goal

- ❖ Motivation and the joy of doing are at their highest in a tight group that aims towards a shared goal
- ❖ When the group possesses a trusting and caring atmosphere, its members are not afraid to ask for help or tell, if they are struggling
- ❖ Bonding with the team at the start of the year – more about this later



# Together towards the common goal

- ❖ Create common playing rules that everybody can and will follow
  - ❖ Meeting snacks, delays, messaging times
  - ❖ It is of utmost importance that the leader of the group is especially committed to these, and shows example
- ❖ Create practices for how to handle possible conflicts beforehand
  - ❖ In case any conflicts occur during the year, handle them privately with any person involved in the conflict and make sure that they are okey



# Bonding

# Bonding = how to form a tight group

- ❖ Own experience: the more awesome the group, the greater it is to work on different projects
- ❖ It is important to put effort to the bonding right from the start of the year, so that\*
  - ❖ Ice is broken, also from the shy and reserved
  - ❖ Cliques are avoided
  - ❖ The inside jokes start appearing
  - ❖ The trust is secured -> each member of the group feels safe to ask for help and seek support from the others
- ❖ Just as important: work on the bonding throughout the year, do not trust that a couple of shared events in January are enough!

\* And Juvonen - AYP's trainings for the section chairs 2019



# Tips for successful bonding\*

Share your thoughts about what works and what doesn't!

## At the start of the year

- ❖ The "change" of the board
- ❖ Powerpoint / proper introducing round
- ❖ Start discussions
- ❖ What's your vibe –round to start the meetings
- ❖ Listing shared goals
- ❖ Shared lunches

## Throughout the year

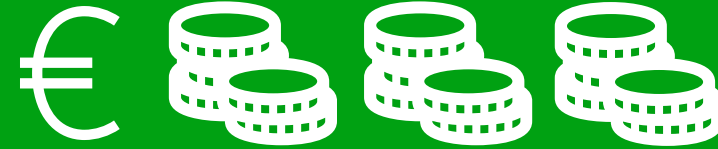
- ❖ Shared lunches
- ❖ Various chill out events with the team
  - ❖ Organize the chill outs with groups of 2-3 people
  - ❖ -> the effort is smaller, and fewer chill outs
  - ❖ See that the chill out organizer groups are formed so that "new" people work together

\*Anu Juvonen – AYY's trainings for the section chairs 2019

# Ideas for chill out events



- ❖ Night with
  - ❖ Pizza
  - ❖ Sushi
  - ❖ Board/card games
  - ❖ Movies
- ❖ Brunch
- ❖ Weekly slot for badminton / yoga / any other sport
- ❖ Museum or art gallery visit



- ❖ Prison island, escape room, virtual gaming
- ❖ Minigolf, bowling
- ❖ Low threshold sports try-outs
  - ❖ (yoga, archery, frisbeegolf..)
- ❖ Theater or spex
- ❖ Tea tasting



# Feedback and communications

# Giving feedback

- ❖ Hamburger feedback
  - ❖ Praise
  - ❖ Area of development
  - ❖ Praise
- ❖ In stead of mistakes / failures, talk about areas of development
- ❖ Give the feedback calmly and supportively, and ensure with discussion that the feedback is understood as you meant it



## Important!

It can be challenging to give feedback in a group where people do not fully trust each other

- ❖ Choose wisely, when to give feedback
  - ❖ NEVER in a rush!
  - ❖ Separate feedback discussions
  - ❖ Development discussions in the halfway of the year
- ❖ Enable also an anonym channel for feedback giving

# Never give negative feedback while being tired, angry, drunk or otherwise not entirely yourself

→ It offers 0% help, but it can start eating away the team's spirit and trust

## Your are irritated

- ❖ Gather your thoughts for a while, or wait until the next day
  - ❖ Keep yourself busy
  - ❖ Exit the situation, if that's possible even for a moment
- Write a: agree on a short sentence with which to start the counter-feedback: for example "Okey, I heard what you said".

## Someone/s in your team is/are irritated

- ❖ Keep everyone busy
- ❖ Send the argument-havers home
- ❖ If it is not possible to avoid the conflict, see to that it is sorted out later

# Personal wellbeing

# Following the personal wellbeing of your team members

- ❖ One of the top priorities in volunteering
- ❖ If it appears that the motivation of a volunteer has disappeared all of a sudden, it surprisingly often results from limited personal energy levels
- ❖ Amongst your group, you can agree on a common "scale" with which to measure your own wellbeing. It can be e.g.
  - ❖ What's your vibe –meter
  - ❖ KPIs (Key Performance Indicators: amount of sleep, own time, hobby time etc.)

## Important!

People might not feel comfortable with talking about their personal wellbeing, unless there is a strong trust among the team members

# Signs of burnout\*

- ❖ Grumpiness, one gets irritated or even angry easily
- ❖ Volunteering does not produce energy and joy, but is tiresome and tedious
- ❖ Constant tiredness
- ❖ Troubles in concentrating
- ❖ Things/tasks are easily forgotten
- ❖ Things do not get done
- ❖ There is no sign of happiness or laughter
- ❖ Cynicism: "Anyhow, no one is going to do anything, nothing is going to work out whatsoever"
- ❖ Constant absence, weakened level of communication
- ❖ "Always and everywhere"- person: "If I don't do this, then no one else will" -> someone starts to take responsibility for everything
- ❖ Silence: no courage to say no

\*Annika Mällinen – AYY's trainings for the section chairs 2019

# Following the personal wellbeing of yourself

- ❖ Hold on to the things that are important to you: hobbies, family, friends, boy-/girlfriend
- ❖ Seek support from your team whenever you need it
  - ❖ After all, in Aalto-community, the difference between the team leader and team member is very small
- ❖ Do not try to "get the world ready" during your year, but be merciful for yourself

**To conclude**



# Recap in a nutshell

- ❖ Every group and its member is unique – different things work for different people
- ❖ Remember to trust, thank and praise
- ❖ Put effort into grouping throughout the whole year, and aim for creating a strong bond of trust between the team members
- ❖ Always remember to give feedback in a supportive and calm manner
- ❖ Take good care of the personal wellbeing of your whole team, including yourself



**Above all: remember to enjoy  
the year and have fun!!**



# References

Frank Martela & Karoliina Jarenko, "Draivi – voiko sisäistä motivaatiota johtaa?", Talentum, Helsinki, 2015 (currently only available in Finnish, sorry 😞 )

**AYY's trainings for the section chairs 2019**

- Anu Juvonen, "Pony games and other ways of bonding with your group"
- Annika Mällinen, "Personal wellbeing in volunteering"