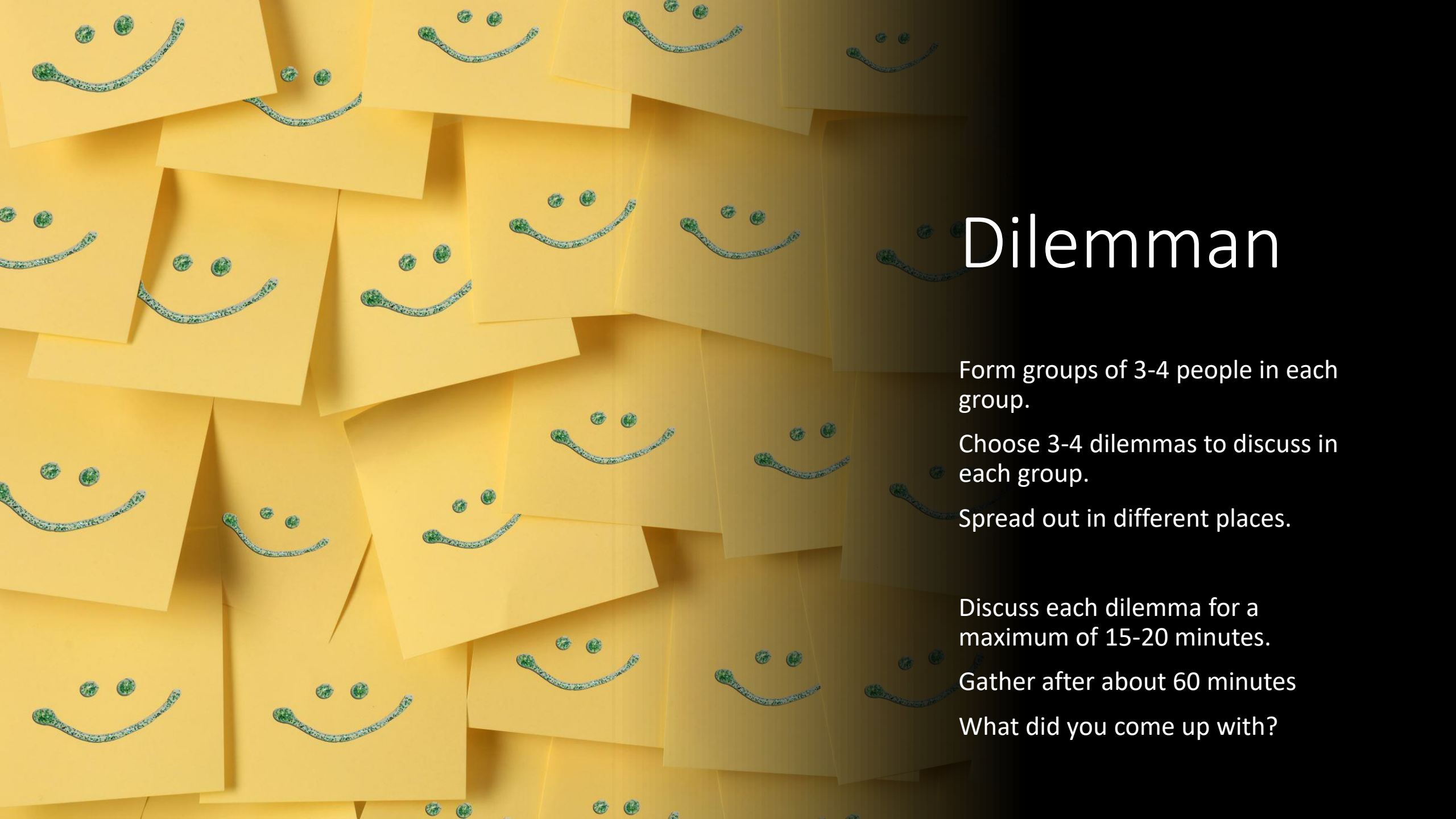




Dilemmas for printing

These images are meant to print
You can also add your own dilemmas
And the issues are discussed in smaller groups.

The background of the slide is a dark gradient with numerous yellow sticky notes scattered across it. Each sticky note features a simple smiley face drawn with a green marker, consisting of two dots for eyes and a curved line for a mouth.

Dilemma

Form groups of 3-4 people in each group.

Choose 3-4 dilemmas to discuss in each group.

Spread out in different places.

Discuss each dilemma for a maximum of 15-20 minutes.

Gather after about 60 minutes

What did you come up with?

LOYALTY AND BELONGING

There has been friction between the volunteers and your organization about an activity you are organizing on together.

The volunteer wants to do it one way and you want to do it another. For the individual volunteer, it becomes a conflict of loyalty.

You want volunteers to feel more like a part of the organization – what do you do?



WHAT CAN YOU GIVE A VOLUNTEER?

A group of volunteers don't think your organization appreciates their work enough and are frustrated. You want to make your volunteers happy and proud.

What can you offer the volunteers?
What should you NOT give them?



VOLUNTEERS KNOW BEST?

You will work with documentation and get help from volunteers. The volunteers are very competent and very committed. But they don't take into account the frameworks, guidelines, and tools that your organization has set up. After all, you need their expertise.

How do you deal with volunteers when they think they already know best themselves?



CAN A VOLUNTEER BE TOO OLD?

A volunteer has had a stroke and can no longer do what she used to do. The volunteer becomes depressed and withdraws. Another is no longer supposed to use electric saws because of trembling hands, but the volunteer doesn't understand it himself.

How do you see your responsibility for the health and well-being of volunteers?
To what extent can we adapt volunteering to any disabilities?

How do you turn away a volunteer who can no longer join?



WHEN THE STAFF DOESN'T WANT TO

Some employees do not want to interact with volunteers and are negative about volunteering. They don't understand the point and they think that the volunteers create more work and reduce the quality of the activities.

What would you do?



SPECIALIZED VOLUNTEERS

Your volunteers are only interested in the technical aspects of the story. To get a bigger audience, you need to broaden your story. You want to talk about the consequences, the people behind and in front of the activities, things to do for families with children and more. You depend on your volunteers.

What can you do to get volunteers to broaden the topic so that your organization is interested in more people?



BREAKING UP WITH A VOLUNTEER?

A volunteer behaves in an unacceptable way. The person has expressed himself disparagingly about his colleagues and has made prejudiced and racist statements. You don't want to keep this volunteer anymore, but you don't want to hurt them or your organization.

What do you do?



WHO IS RESPONSIBLE FOR THE INFORMATION?

Your organization has volunteers who act as extras in historical settings. One of your volunteers doesn't show up on the induction day, but still wants to do what she intended. Once she arrives and finds out that another volunteer has been placed on her task, she gets angry and disappointed.

What do you do?

What could you have done differently?



CREATIVE VOLUNTEERS

A volunteer come to you with one idea after another. You appreciate creativity and some ideas can come in handy. One day, she has got several interested parties on board and wants your organization to build an exhibition of a fine collection she has got hold of. The idea is good, but it doesn't fit in your organization right now.

What do you do?

To what extent can volunteers create their own activities?



RECRUIT NEW VOLUNTEERS

You have a well-functioning volunteer program and want to invite more volunteers. The Board wants the volunteer group to reflect the composition of the citizens to a greater extent.

Where do you find new volunteers?

Can you adapt volunteer activities to welcome, for example, working people and students?

Which groups do you or do you not want as volunteers and why?



VOLUNTEERS AS AMBASSADORS

When your volunteers enjoy their efforts and your organization, they become good ambassadors for your business. You want your volunteers to feel proud that they are involved with your organization and you want them to talk more to their surroundings about their volunteering.

What can you do to increase the impact of volunteers' good ambassadorship?

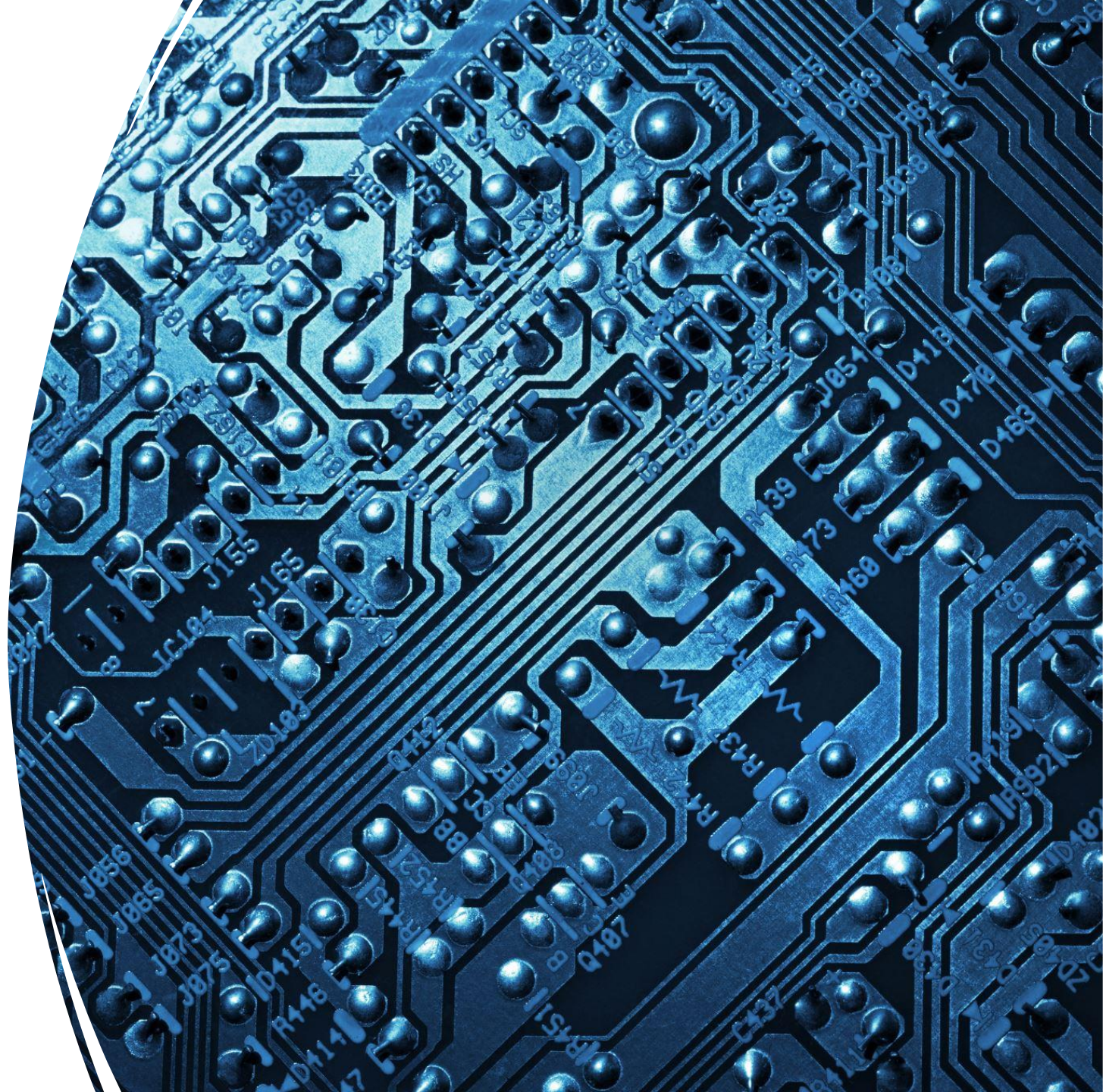


VOLUNTEERS TRANSCRIBING FROM HOME

A group of volunteers work with transcription from home. Someone has difficulty understanding the directions and makes mistakes. Someone doesn't follow the original to the letter but modernizes the language. Someone does not have a good command of the interpretation of text. Someone has been delivering excellent transcriptions for quite some time, but gradually it starts to come up with more and more errors and omissions.

The result that is delivered contains many errors and requires a lot of extra control work for the employees in the archive.

What can you do? How can errors be prevented?



VOLUNTEERS AND PROFESSIONAL SECRECY

Your volunteers are part of a project where they have signed a non-disclosure agreement not to share information from the documents with others because the information is confidential.

One of the volunteers still chooses to post pictures of documents on Facebook.

How do you deal with it?

How could it have been prevented?



VOLUNTEERS AND DEADLINES

You have a group of volunteers who have agreed to contribute a specific part to a larger project. You have set a deadline, but when it comes, some do not deliver as agreed. This has implications for the overall project. The project's end date is approaching.

What do you do?

What could you have done differently initially?



LONELY VOLUNTEERS?

A group of volunteers come on their own and digitize archival material. There is very little contact between you and the volunteers.

How do you ensure that they are doing the right things in the right way?



Do you have
suggestions
for new
dilemmas to
discuss?

