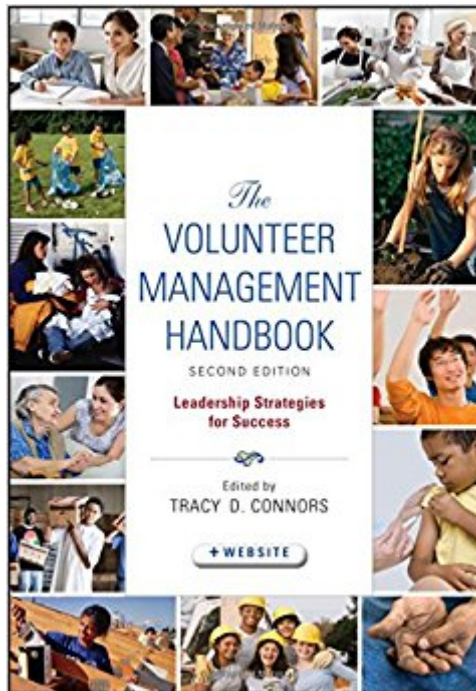


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The Volunteer Management Handbook: Leadership Strategies For Success



Synopsis

Completely revised and expanded, the ultimate guide to starting and keeping an active and effective volunteer program Drawing on the experience and expertise of recognized authorities on nonprofit organizations, *The Volunteer Management Handbook, Second Edition* is the only guide you need for establishing and maintaining an active and effective volunteer program. Written by nonprofit leader Tracy Connors, this handy reference offers practical guidance on such essential issues as motivating people to volunteer their time and services, recruitment, and more. Up-to-date and practical, this is the essential guide to managing your nonprofit's most important resource: its volunteers. Now covers volunteer demographics, volunteer program leaders and managers, policy making and implementation, planning and staff analysis, recruiting, interviewing and screening volunteers, orienting and training volunteers, and much more Up-to-date, practical guidance for the major areas of volunteer leadership and management Explores volunteers and the law: liabilities, immunities, and responsibilities Designed to help nonprofit organizations survive and thrive, *The Volunteer Management Handbook, Second Edition* is an indispensable reference that is unsurpassed in both the breadth and depth of its coverage.

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Customer Reviews

The VOLUNTEER MANAGEMENT HANDBOOK SECOND EDITION Leadership Strategies for Success Despite the challenges and pressures of the U.S. economy, Americans are still volunteering in record numbers. With nonprofits struggling to provide services that directly affect our

quality of life, volunteers have become even more vital to nonprofit organizations. Now more than ever, effective management of our splendid volunteer resources is imperative if we are to evoke, focus, and sustain their motivation, resources, and skills into providing the growing array of human services offered by our people-helping agencies and organizations. Covering all aspects of the management of volunteer programs, the Second Edition of *The Volunteer Management Handbook* has been completely updated to reflect the latest in volunteer resource management (VRM): best practices; effective policies and policy making; demographics and social evolution; planning and analysis (program and participant) in volunteer programs; recruiting, orienting, and training volunteers; volunteer evaluation (program and volunteer); ethics and professionalism; and state, national, and international programs. Edited by nonprofit expert Tracy Connors, this practical volume provides useful perspectives and guidance for volunteer resource management issues, as well as highlighting and explaining the trends, issues, and developments that lie ahead.

Contributions are featured from visionary nonprofit professionals, outlining the present and future of more successful volunteer resource management, to explain how to: Manage more effectively within dynamic, fluid organizational and program environments, including managing performance in both a strategic and tactical context to achieve impressive results. Use advanced information management technology and networking to change "technology walls" to "program bridges" at every stage of the VRM process—from recruiting, marketing, and orientation, to coordination, scheduling, evaluation, and recognition. Understand—and change—organizational culture to establish a growth-filled environment for volunteers and staff. Reassess your organization's volunteer resource management model and planning to develop VRM policies that help protect your organization from risk, yet promote involvement, quality programming, increased productivity, and greater volunteer satisfaction. Use creatively and effectively the growing number of potential volunteer options offered by social media, economic conditions, cultural and technological advances to expand and enrich your VRM program offerings. Now available as both an online and print publication, this invaluable guide offers seventeen additional online chapters, exclusively through the new edition's companion website. Learn to get, develop, and keep the right volunteers for your nonprofit with the proven guidance found in *The Volunteer Management Handbook, Second Edition*, the must-read every nonprofit needs to create a volunteer-happy organization.

Praise for *The VOLUNTEER MANAGEMENT HANDBOOK SECOND EDITION* "People are central to creating change and addressing challenges in our communities. By finding new ways to collaborate, share best practices, and develop effective volunteer service opportunities, we will

create real solutions. The Volunteer Management Handbook, Second Edition is an invaluable tool for the service sector." —Michelle Nunn, CEO, Points of Light Institute "This handbook is a uniquely useful resource for all managers and administrators of volunteer programs in America and elsewhere. Its chapters provide thoughtful but practical 'how to' advice for all key elements of operating a volunteer program. Chapter authors are outstanding leaders in the field. I strongly recommend this book to anyone concerned with starting, running, or improving a volunteer program." —David Horton Smith, PhD, Harvard University; Research and Emeritus Professor of Sociology, Boston College; Visiting Professor of Nonprofit Research, City University London, UK; founder of ARNOVA and of Nonprofit and Voluntary Sector Quarterly "The new edition of The Volunteer Management Handbook, Second Edition is an exciting resource for leaders searching for strategies for success, on their journey to leadership. A great addition to a leadership library." —Frances Hesselbein, President and CEO, Leader to Leader Institute "In an era where volunteers are an increasingly important part of more and more nonprofits, Connors has again gathered the most current data from experts and then provided the tools to help nonprofit managers do their best with this key resource. Well organized and well sourced, this book should be part of any nonprofit leader's toolkit." —Peter Brinckerhoff, author of Mission-Based Management

This textbook was painfully dry and repetitive. I felt like more variety of authors could've been selected. My professor reverted back to the older edition as it was more useful than this one.

Very thorough and empirical view of volunteer management that gives you many different perspectives and models to help you organized, lead and motivate volunteers. This book can get a little dry and is thick, but gives very valuable information.

Tracy Connors has done a great job of updating a terrific resource for anyone working with volunteers. There is a neat addition of online resources connected to the book so the resource actually covers much more than you would expect with the online resources. There is a great variety of authors contributing to the book with a number of different perspectives.

Very informative and helpful! I have used many of the tactics that this book presents and the information has proved to be very valuable.

This is a great resource for anyone new to overseeing volunteers or starting up a volunteer program. This is almost like a bible for anyone working with volunteers - a lot of information and can always go back and learn more.

Excellent resource for a developing a volunteer policy manual. Was our "go to" when updating our volunteer handbook.

If anyone needs to find one theoretical book which will broadly cover the bases of "how" and "why" something should be done, this will do it. A good, solid, comprehensive reference guide.

This was for a class.

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