



VOLUNTEER

Tier II Staff Training

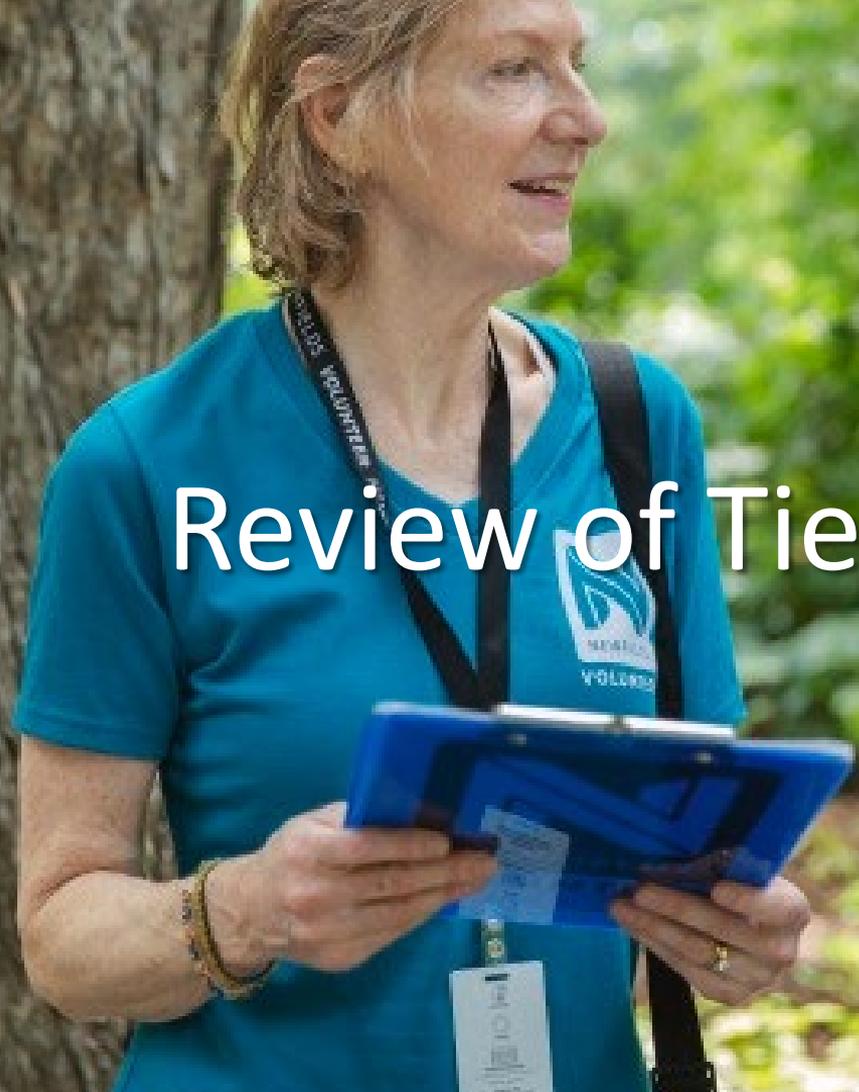
Volunteerism at Newfields



Introduction & Welcome



Review of Tier I Training





Newfields Mission

To enrich lives through
exceptional experiences with art
and nature.



The background of the slide is a close-up photograph of warm white string lights. The lights are strung in a grid pattern across a metal frame, likely a Christmas tree or a decorative structure. The lights are out of focus, creating a bokeh effect of soft, glowing circles. The overall color palette is warm, with golden-yellow and white tones against a dark background.

Our Vision for Volunteerism



Discussion



Reflection

- Start thinking about:
 - Why your specific department has volunteers?
 - How do you interact with volunteers you regularly see?



Volunteer Opportunities We Provide

Onboarding Process



- Application
- Review for Fit
- Interview
- Orientation
- Ambassador Training Sessions
- Fully Onboarded

Volunteer
Becomes
Disengaged

Becomes
Interested in
Volunteering

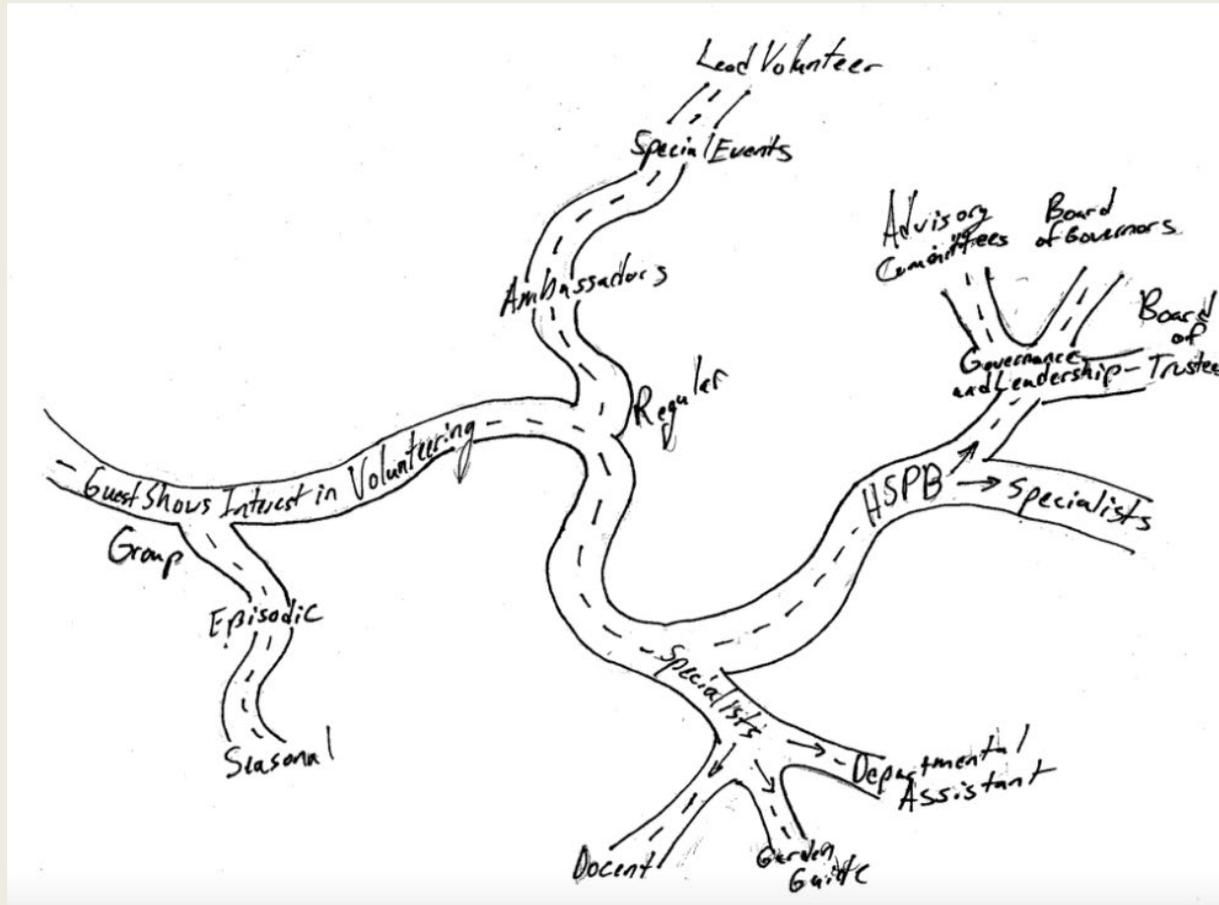


Ambassador

Information
Guide



Newfields' Volunteerism Road Map





HSPB Volunteers (Highly Skilled Pro-Bono)



Examples of Volunteer Road Map



Discussion

- Why is it important to control volunteer expectations?
- Why do you think we have HSPB volunteers?
- What questions do you have so far?



Staff vs. Volunteer Responsibilities

The FLSA and Newfields

- The Fair Labor Standards Act
 - Ensures employees minimum wage, overtime pay, prohibits child labor, etc.
 - Volunteers are not covered by the FLSA.



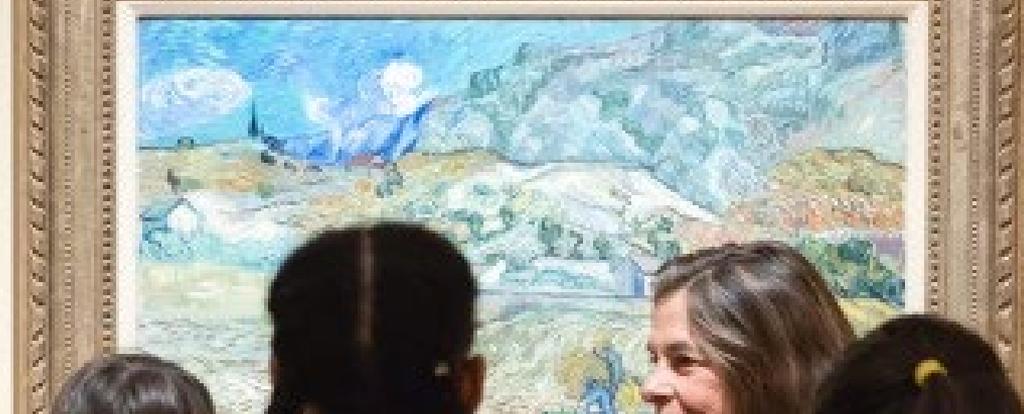


Volunteer Work Design vs. Staff Work Design



A woman with long brown hair, wearing a dark blue, short-sleeved, lace-trimmed dress and black sandals, stands in the center of the frame. She is smiling and holding a pink cup. She is surrounded by several people seated at an outdoor table with light blue plastic chairs. The background is filled with lush green foliage and a wooden structure. The scene is brightly lit, suggesting a sunny day outdoors.

Navigating Volunteerism as a Newfields Staff Member



Informational text panel on the wall to the right of the painting.

What Opportunities Are in Your Department?





What Happens When Boundaries Are Crossed?



Policies and Procedures for Volunteers

- Attendance
- Wearing their badge and appropriate dress
- Understanding Newfields policies
- Background check
- Right to terminate connection



Corrective Action Process

- Failure to adhere to Volunteer Handbook guidelines
- Poor or inappropriate conduct on duty
- Any breach of confidentiality
- Conduct off duty that would adversely affect Newfields
- Reporting to an event under the influence of drugs or alcohol
- Theft
- Regularly being late or not showing up at all



Scenarios



Scenario 1

- A volunteer who is stationed in your department is continually showing up late for their shift and has twice, without calling in or notifying your supervisor in some way, not shown up at all.
- What do you do?



Scenario 2

- It is Winterlights and you see a few volunteers having a drink together out in the gardens with some of the guests. You are not sure if they are on duty.
- What do you do?



Scenario 3

- You have noticed that things around your office have started to go missing such as snacks, office supplies, a few desk knick-knacks and now some information about the museum's operations. Things have been disappearing when a particular volunteer is on duty.
- What do you do?



Scenario 4

- You overhear a volunteer you work with having a conversation with a guest in the café. They seem to be telling the guest about recent restructuring and operational issues your department has been facing and how it has been making them upset.
- What do you do?



Scenario 5

- You are friends with a volunteer you work with outside of Newfields and have noticed some concerning posts on their social media accounts. They have been posting about meetings in your office and complaining about other volunteers and staff. When you ask if they are doing ok, they say everything is fine.
 - What do you do?

A woman with brown hair, wearing a light blue button-down shirt and a name tag, is smiling and looking towards a man in a blue checkered shirt. They appear to be in a social setting, possibly a conference or networking event, with other people blurred in the background. The woman is holding a small object in her hands, possibly a business card or a small gift.

Maintaining Positive Relationships

- Recognize
- Adjust
- Consider



Generational Styles and Differences



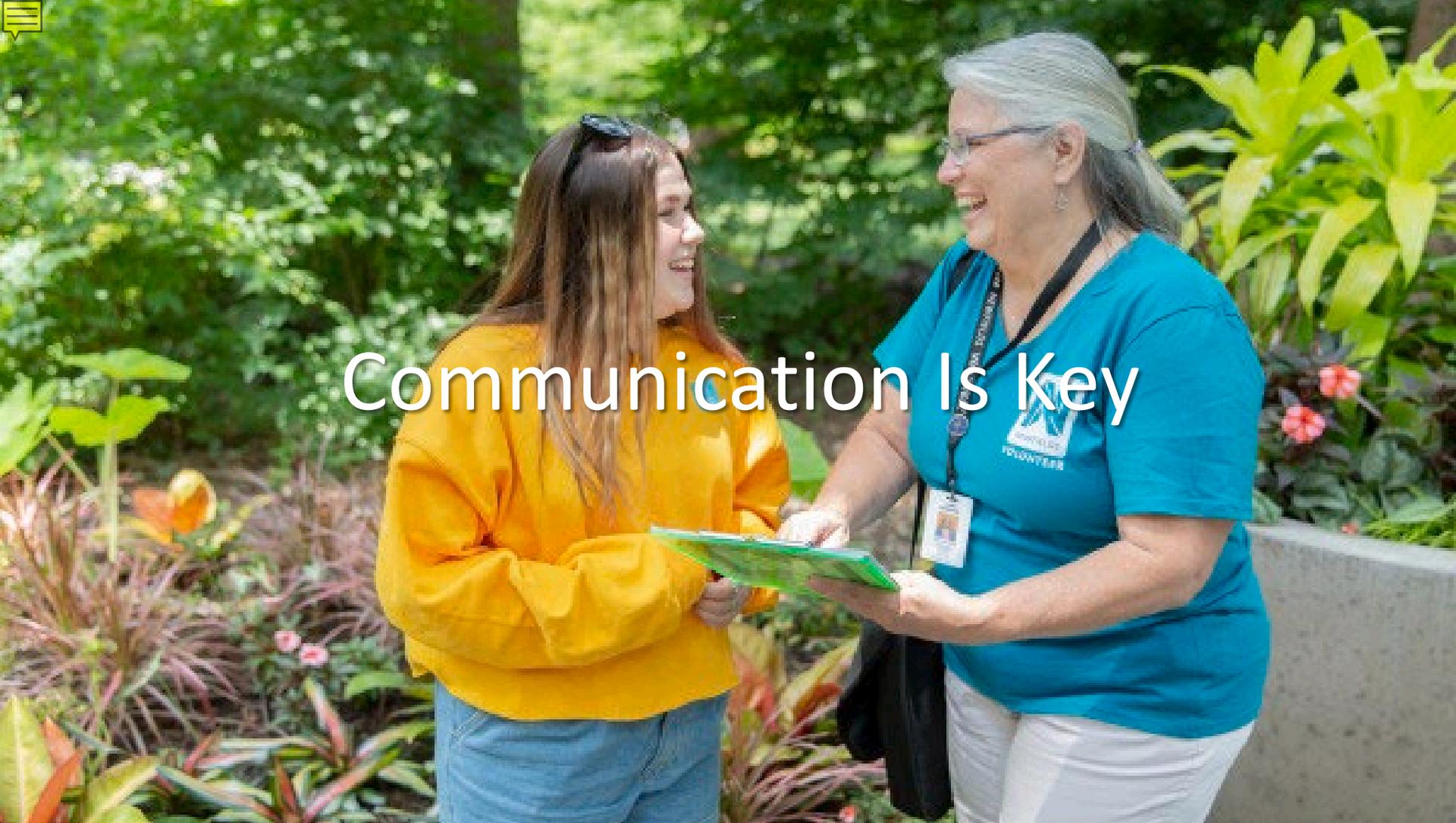


Generational Differences and Values

- **Baby Boomers (1946-1964):**
 - Professionalism and tailored experiences
- **Gen X (1965-1980):**
 - Loyalty, commitment to certain brands or organizations
- **Millennials (1981-1996):**
 - Experiences over material goods, things that make them feel better about themselves
- **Gen Z (1997- present):**
 - Tech savvy, value recommendations and multiple perspectives, prefer physical item over experience



Communication Is Key





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