Lead by Example,
Lead a Community,
Lead Others
Cornell Alumni Advisory Board
CAAB

What’s that?
When you assumed your first volunteer leadership role at Cornell, did you receive adequate preparation and/or training?

Show of hands, any comments...
We asked this same question via a survey in May 2016 which we went to volunteers, CALC attendees and other leaders, and.... only 7% said they had received an adequate preparation!
While not a surprising a number, a sobering confirmation of what we knew.

So this begs the question, so what?
Of course our focus quickly became how can we better prepare our volunteers and leaders?

But then the question of the *what*?

*What* does a volunteer need to know and understand to be successful?

So we asked other universities what they do.
And we asked the successful volunteer leaders.....

- CAAAN
- Association of Class Officers
- Comm. on Alumni Trustee Nominations
- Varsity Club
- Council
- Fraternity & Sorority Advisory Council
- Mosaic
- President’s Council of Cornell Women
We heard that volunteers need to....

Have organizational knowledge
Take action and embrace risk
Be adaptable/flexible
Take responsibility
Follow through on promises
Be worthy of trust
Embrace other’s ideas
Be creative

Did we miss anything?
We heard that volunteer leaders need to….

Empower individuals and teams
Develop others
Build and maintain relationships/coalitions
Negotiate/Influence
Be problem solvers
Have effective oral and written communication skills
Be effective listener
Receive and provide feedback
Recognize team members
Advocate for your team and your team members

Did we miss anything?
We found incredible consistency in what good looks like, (also what not so good looks like!) and with this knowledge we have drafted Volunteer Leader Core Competency Model….

Today we share the draft!
DRAFT: Volunteer Core Competencies

**LEADING BY EXAMPLE**

**INSPIRE**
- Have organizational knowledge
- Take action/embrace risk
- Be adaptable/flexible

**Act with INTEGRITY**
- Take responsibility
- Follow through on promises
- Be worthy of trust

**INNOVATE**
- Embrace other’s ideas
- Be creative
LEADING OTHERS

COACH
• Empower individuals and teams
• Develop others

COLLABORATE
• Build and maintain relationships/coalitions
• Negotiate/Influence
• Problem-solve

COMMUNICATE
• Be an effective communicator (oral and written communications)
• Demonstrate effective listening
• Receive and provide feedback

CHAMPION
• Recognize team members
• Advocate for your team and its team members
LEADING A COMMUNITY

IMAGINE
• Envision/Strategize

BUILD
• Build a talented, diverse team
• Build a strong, impactful team experience

DELIVER
• Be decisive
• Be fiscally responsible
• Manage projects

REFLECT
• What has the community learned?
• What do you want to share?
Where do we go from here?

1. Refine our model based on your input.

2. Integrate the core competencies into the position descriptions of all volunteers.

3. Create an advisory board for Volunteer Leadership and Development.

4. Implement a common onboarding process for all Cornell volunteers.

5. Construct an array of trainings that would provide opportunities for Cornell volunteers to learn about, develop, and master core competencies.

6. Develop new tools and technologies.

7. Launch an alumni-to-alumni mentoring initiative to provide support and guidance for volunteers new in their roles.
Lead by Example,
Lead a Community,
Lead Others

Thank You!

CALC 2017