

Volu.m.e



Volu.m.e

proudly presents:

# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

THE MOTIVATION KIT is both available as a video and pdf-file on  
<http://motivation.gq>



# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

---

Imagine when more than 30 people meet and talk about the treasure of volunteering!

- Can you hear them laugh?
- Do you see the stars in their eyes?
- We did!

Together we reflected on questions around motivation of volunteers, especially in an intercultural context, filled with learning and challenges. We wrote our thoughts on paper and gave them some structure. That is how **THE MOTIVATION KIT** was born. We hope you enjoy it!

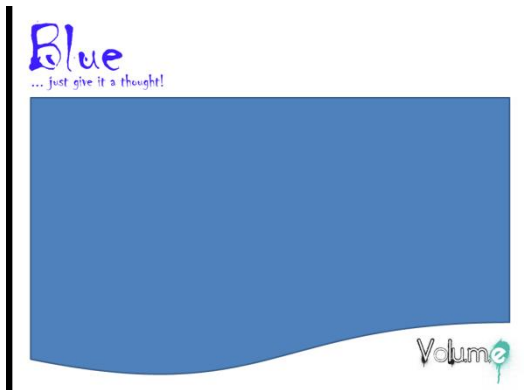


# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

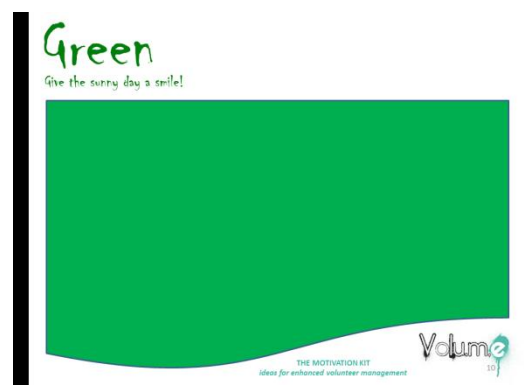
---

To give the right structure for the content of **THE MOTIVATION KIT**, we used three colours.



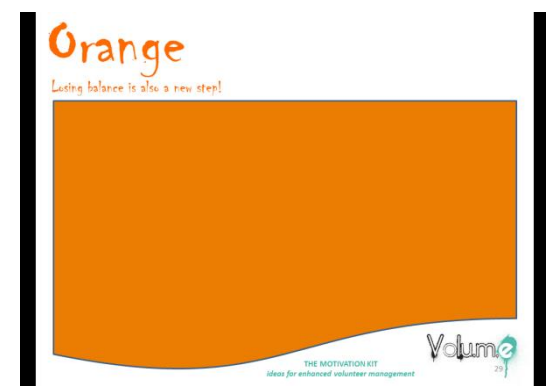
Page 8 – 15

Min. 1:45



Page 16 – 34

Min. 3:45



Page 35 – 44

Min. 8:30

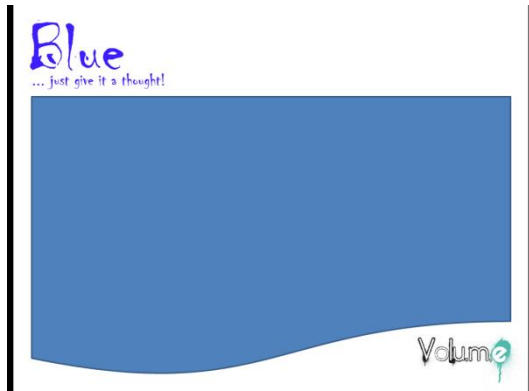


# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

---

## A story of motivation



Short real-life stories on how people got motivated, as well as definitions, links and tips on helpful materials.

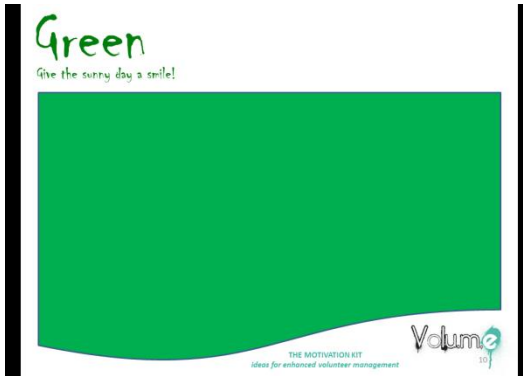


# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

---

## Sunny days motivation



Here you find ideas and tools for motivating your volunteers in their everyday life. Just keep in mind that motivation is needed every single day to keep everybody happy.

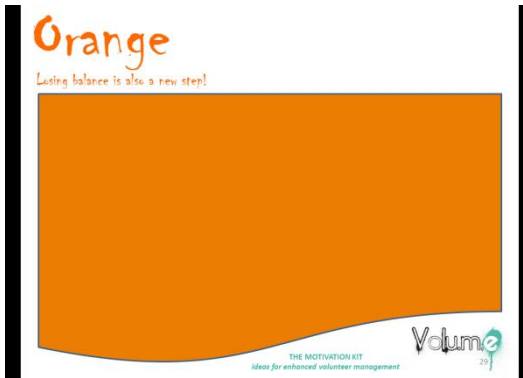


# THE MOTIVATION KIT

*ideas for enhanced volunteer management*

---

## Rainy days motivation



Lost interest in volunteering?  
Ship is sinking? Simple ideas,  
insider tips and tools on how to  
get back on the right track.

Blue

... just give it a thought!



# Blue

... just give it a thought!

## A STORY OF MOTIVATION

“Many of the volunteers in our projects have not engaged before in a NGO or in projects with non-formal education. Together we try to find the best solution for every volunteer. Through a dialogue we learn about their interests and knowledge. This helps us to find a suitable place for them within our project. We also give them the opportunity to execute a personal project and we appreciate their ideas.”

Ntora Mattheou

# Blue

... just give it a thought!

## MEANINGFUL

- Why is it important to know what motivates a volunteer? Motivation has to do with passion and can not be found by reasoning!
- Motivation is about our personal values, concerning what is meaningful in our lives. These vary from individual to individual.
- A dialogue with your volunteers about what driving forces are important for them, will be a helpful step for your cooperation.

# Blue

... just give it a thought!

## MOTIVATION

- For many mentors, the issue of motivation is the most complex one in the Volunteer Process and the one “we” can talk about the most.
- Every volunteer is a precious person who brings a great capacity into the project. Still everyone needs motivation. Yet, the question is: What kind of motivation is the right one for this particular person?

- What is motivation? At the beginning you might see or ask for the MOTIVE?
- Theories around motivation can be found in many cultures. One has to be aware of the differences. Feel free to dig deeper:
  - Douglas McGregor - 'Theory X and Theory Y'
  - Abraham Maslow – 'Hierarchy of needs'
  - Eduard Spranger – 'Six attitudes that affect our choice of action'
  - ...

# Blue

... just give it a thought!

## 3 MAIN MOTIVATORS

David McClelland's 'Human Motivation Theory' states that every person (also volunteers) is usually driven by one of these three main motivators:

- Need for Achievement
- Need for Affiliation
- Need for Power.

These motivators are not inherent; we develop them through our culture and life experiences.

# Blue

... just give it a thought!

## DEFINITION

- Motivation is the reason for people's actions, desires, and needs.
- Motivation is also one's direction to behavior, or what causes a person to want to repeat a behavior.
- An individual is not motivated by another individual. Motivation comes from within the individual. (Wikipedia)

# Blue

... just give it a thought!

## E-FORCES

- In the T-Kit on International Voluntary Service, there is a chapter describing how to keep young people motivated.
- Motivating young people is described there as a battle for the young people's „E-Forces“
  - Energy;
  - Excitement;
  - Enthusiasm;
  - Effort.



<https://pip-eu.coe.int/en/web/youth-partnership/t-kit-5-international-voluntary-service>

# Blue

... just give it a thought!

## BENEFITS

- [Social]: Young people are looking for fun, social status, recognition, belonging to.
- [Pragmatic]: Young people want to see the sense of the things they are doing.
- [Psychological]: Young people are constantly looking for themselves and need to find their own way in life
- [Material]: Also a small gift is a way to show appreciation.



Green

Give the sunny day a smile!

# Green

Give the sunny day a smile!

## ATMOSPHERE

- Reflect together with your team and the volunteer (who of course is a part of the team) about the atmosphere of your organization. Remember some parts of the humor, the language, the body expressions ... that have been a part of your organization culture can make a very strange impression for your volunteer! So be sure to explain it!

# Green

Give the sunny day a smile!

## BE PROUD

- Recognition is an important part of the daily volunteering life. Remember to be proud of your volunteer. Tell him/her and tell others how he/she is mastering his/her work:
  - in a new, multicultural setting;
  - using foreign language;
  - just started using new methods;
  - bringing own cultural values into your organization.

# Green

Give the sunny day a smile!

## BEING @HOME

- Moving into a new flat or a place to stay is not always easy. Some people manage well, others need some help and guidance.
- What makes a house to become a home? Reflect on this question with your volunteer. Help him/her to find his/her own ways to feel @home.
- Orientation is an important part of feeling @home. Does your volunteer easily find his/her way?

# Green

Give the sunny day a smile!

## CELEBRATE

- The International Volunteer Day (December 5<sup>th</sup>) offers an opportunity for volunteer organizations and individual volunteers to celebrate and make the contributions of volunteers visible.
- Celebrating with your volunteers different occasions, will be a motivation for all of you.
- Remember to ask when they would like to celebrate.

# Green

Give the sunny day a smile!

## CHOCOLADE

- Do you know what kind of sweets / fruits ... your volunteer likes?
- Bring him/her one of his/her favorites and if not, bring your favorite to start talking about this topic.
- Your volunteer will appreciate your kind thought!

# Green

Give the sunny day a smile!

## EXPECTATIONS

- Many things might have changed since you talked together via Internet during the selection process. Therefore it is helpful to sit down and reflect on responsibilities and expectations. For instance, each one of you could write down all responsibilities and expectations from each other you are aware of and then compare and reflect!

# Green

Give the sunny day a smile!

## FREE TIME EXPERIENCE

- Especially in the beginning of the volunteer service, for some volunteers it can be hard to find time for some nice things to do in the free time / at weekends / on days off.
- This might help:
  - Link to other (former / local / intern. ) volunteers;
  - Create platform of interaction;
  - Organize social integration;
  - Clubs, events, sports ...



# Green

Give the sunny day a smile!

## GIVE INPUT

- Some volunteers need inputs:
  - List of resources:
    - People who might help;
    - ToDo Lists from similar projects;
    - Address of a store with the needed material ...
  - Give theoretical background:
    - Explain how you work.
    - Talk about the goals of your organisation.
    - Talk about the profile of the beneficiaries.

# Green

Give the sunny day a smile!

## KNOW YOUR VOLUNTEER

- Your international volunteer is just starting to build up his new local social network. At the beginning, there are only few people who know him.
- Show interest:
  - Ask about hobbies, family, friends ...
  - Share thoughts and take time for small talks;
  - Introduce him/her to people with similar interests;
  - Care.

# Green

Give the sunny day a smile!

## LANGUAGE

- Remember: Learning a new language is also an introduction to new cultures.
- Reflect with your volunteer what kind of language training could be the best one for him/her.
- Try to learn some parts of his/her language and if you have volunteers that talk different languages, motivate them to learn some of each others' languages.

# Green

Give the sunny day a smile!

## LEARNING

- We have different learning experiences and have a very different interpretation of the term “learning”.
- Most of us are proud and happy once we are capable of doing something we have never managed before.
- Sometimes we do not notice when we learn something new. So it can be a pure motivation, if another person points out what you just learned.

# Green

Give the sunny day a smile!

## PART OF THE TEAM

- Most volunteers join a project because they like the idea behind the project and they want to make a change!
- Remember to make it obvious: Your volunteer is a full member of your organization team, his/her voice is valid, his/her ideas have the same value as staff and team ideas.

# Green

Give the sunny day a smile!

## REFLECT REGULARLY

- Remember to reflect regularly with your volunteer on his/her tasks and the learning achievements. Does the volunteer enjoy those tasks?
- Too much routine can lead to lack of motivation. Remember to adapt the tasks or variation for them before they get boring!
- Stimulate the volunteer to propose other tasks to escape routine.

# Green

Give the sunny day a smile!

## ROLE MODEL

- Local volunteers and especially mentors and people with greater responsibilities within organizations, are very often a role model for the newly arrived volunteer.
- Ask yourself who you are, how you behave and what you can expect from the volunteer if he/she is behaving, acting, promoting ... like you do? But still: If you are perfect, please do not expect the volunteer to be perfect (yet)!

# Green

Give the sunny day a smile!

## SPORT

- Exercise has been shown to have several positive effects on the body: Increase blood flow to the brain, providing the brain with essential nutrients such as glucose and oxygen
- Regular physical activity increases memory and slows the aging process of the brain ...
- Exercise is an essential element of the mind-body-soul balance because it literally affects all three. And it can make you feel motivated!



# Green

Give the sunny day a smile!

## TEAM BUILDING

- While doing team building exercises with your volunteers, you should focus so as to:
  - Cultivate a culture of individuals taking responsibility for their attitudes and emotional reactions toward team members;
  - Teach and reinforce practices in anger and stress management;
  - Show how to overcome fears or anxieties that undermine motivation.

# Green

Give the sunny day a smile!

## TRADITIONS

- Understanding and appreciating traditions is a mutual process that includes both a great portion of respect and curiosity.
- Be curious about the traditions of your volunteers.
- Respect his/her needs around traditions.
- Talk openly about what you like and don't like within your traditions.

# Green

Give the sunny day a smile!

## YOUTHPASS

- A common reflection on the Youthpass Impact Study can help to motivate both mentors and volunteers to reflect together on the learning process.



- Available on:  
<https://www.youthpass.eu/en/about-youthpass/youthpass-impact-study/>

# Orange

Losing balance is also a new step!

# Orange

## CHANGE THE ROUTINE

*Losing balance is also a new step!*

- We all have a kind of a daily routine. Some are just outlined, others are created. Looking at the daily routine (or the feeling that there is no routine or that the routine is boring) can be a helpful step towards finding a new motivation.
- Reflect about the start and the end of the day, both the workday and the day in general.
- What is missing? What is helpful?
- What is needed?

# Orange

*Losing balance is also a new step!*

## EXTRA DAY OFF

- Remember: Working in a foreign culture, always using languages that you are not used to - this can be very tiring.
- Perhaps your volunteer needs an extra day off, a morning just to sleep and chill or to have the opportunity to make a small trip?
- Sometimes an additional holiday can be a kind of a merit recognition!

# Orange

*Losing balance is also a new step!*

## GIVE OPPORTUNITIES

- Someone might have told your volunteer in advance that his/her participation in your project would be a life opportunity.
- In his/her mind the volunteer might have translated those words as if now he/she would have the chance, to make his/her life extraordinary and daring.
- Reflect with your volunteer what opportunity he/she would need.

# Orange

*Losing balance is also a new step!*

## JUST HUNGRY?

- Different food and mealtimes can throw a person out of his/her balance.
- Invite your volunteer for a meal in a restaurant or to an other place where you can explore these topics and you might find out: **YOUR VOLUNTEER IS HUNGRY!**



# Orange

*Losing balance is also a new step!*

## LOOK FOR THE „WE“

- Ownership is an essential ingredient for a successful volunteering project. Listen to your volunteer and try to find out what part of his/her volunteer service is the kind where he/she can say: „This WE have developed“
- If you can't find the „WE“ then it is about time to give the volunteer space to be proactive, find a task of his/her interest!

# Orange

*Losing balance is also a new step!*

## OWNERSHIP

- In each project, the volunteer is active in and should be just as much as his/her project as anyone else's, if not more.
- And yet, too often volunteers have the feeling that they are just needed to „fill in some gaps“ and to „help the project team“.
- Being actively engaged in a project as one of the team members, can feel like investing in the project and develop a strong sense of ownership.

# Orange

## SEARCH THE MEANING

*Losing balance is also a new step!*

- Have you asked your volunteer if he/she understands the meaning of his/her tasks and the underlying reasons behind them?
- Maybe it is time to reflect with the volunteer how his/her tasks can be adapted or changed, never forgetting the mission of your organization and the foreseen outcomes of the project!

# Orange

*Losing balance is also a new step!*

## SINGLE TASKING

- As proud as one can be of his/her ability to be a multi-tasking person, this can also be very tiring.
- Single-tasking can be a step that helps to find a new motivation. Help the volunteer to focus just on one task at a time. This doesn't mean each task has to be finished before the next one. It's more about the focus, taking one step at a time.

# Orange

*Losing balance is also a new step!*

## THIS WE CREATED!

- Seeing your name on the screen, in a publication, hearing your name listed among other important names, this all gives you the feeling of being a member of a team that has successfully managed to execute a project.
- Remember to make it visible what you are doing and remember to have the name of your volunteer among the names of the creators!

# Orange

*Losing balance is also a new step!*

## YOU ARE NEEDED

- Before the volunteer arrived, your organization decided that something important was missing from it. There was an empty spot, just longing to be filled.
- Your organization wouldn't have created the position of a volunteer if the volunteer was not needed.
- Still some volunteers feel as if they are not needed. Reflect with your volunteer how this can be changed!



***HAVE YOU HEARD ABOUT THE NEW PROGRAMME?***



**EUROPEAN  
SOLIDARITY  
CORPS**

The European Solidarity Corps is the new European Union initiative which creates opportunities for young people to volunteer or work in projects in their own country or abroad that benefit communities and people around Europe.

The young people who participate in the European Solidarity Corps will all agree with and uphold its Mission and Principles.

For further Information please visit:

[https://europa.eu/youth/solidarity\\_en](https://europa.eu/youth/solidarity_en)

# Volu.m.e

## THE MOTIVATION KIT

*ideas for enhanced volunteer management*



Created by:

- Ntora Mattheou;
- João Oliveira;
- Tiberiu Petculescu;
- Pétur Thorsteinsson.

With support from:

- Corina Pinteia;
- Markus Rebitschek;
- Panayiotis Theodorou;
- and the whole Volu.m.e-Team 2018.

**Feel free to share this  
MOTIVATION KIT 😊**



# Volum.e

**WAS SUPPORTED BY:**



**Erasmus+**



**Bundesministerium  
für Bildung  
und Forschung**



**JUGEND  
für Europa**

Nationale Agentur Erasmus+

The sole responsibility of this publication lies with the author. The European Union is not responsible for any use that may be made of the information contained therein.



# Volu.m.e

## **VOLU.M.E. - VOLUNTEER MANAGAMENT ENHANCED**

was a long-term learning project for youth workers, made up from a Training Course in Weimar, Germany (March 23<sup>rd</sup> to 30<sup>th</sup> 2018) and a Seminar in Lysos, Paphos, Cyprus (July 7<sup>th</sup> to 13<sup>th</sup>, 2018), with an active period in between for remote work of the participants teams.



## **VOLU.M.E. - VOLUNTEER MANAGAMENT ENHANCED**

was designed to deal with:

- Volunteering;
- Youth participation;
- Management of international volunteers;
- Mentoring.

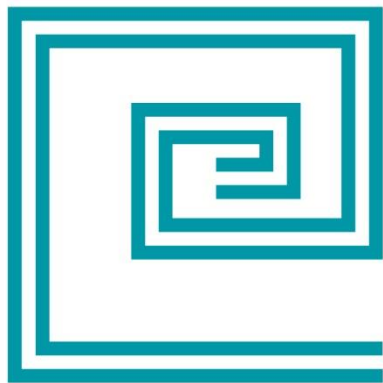


Volume

The project is named “**VOLU.M.E.**” – indicating that we want to be heard as loud as possible and as an abbreviation for **VOLUNTEER MANAGEMENT ENHANCED** – as we go deeper into issues of dealing with volunteers and their holistic experience. The purpose is to enhance the quality of EVS & ESC volunteering projects.

# Volum.e

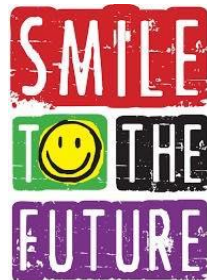
A project managed by:



EUROPÄISCHE  
JUGENDBILDUNGS &  
BEGEGNUNGSSTÄTTE  
**WEIMAR**

European Youth Education and Meeting Centre in Weimar,  
Markus Rebitschek, Jenaer Straße 2/4, D-99425 Weimar (Germany)

# PARTICIPATING ORGANISATIONS:



# Motivation.gq