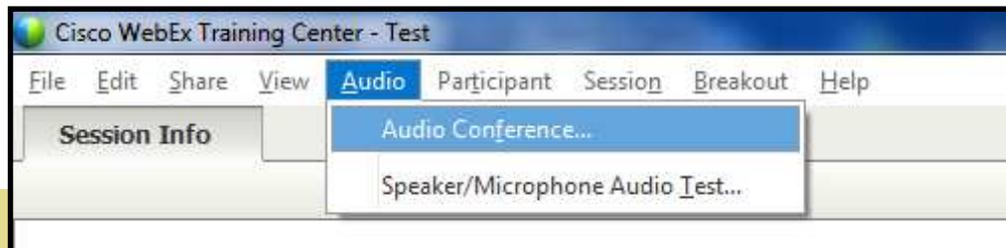




Welcome to Retention: Maximizing VISTAs Success and Satisfaction throughout the Project Lifecycle

To join the audio portion,
please follow the prompts from WebEx.
You can also find them under Audio→Audio Conference as shown
below.



education
northwest

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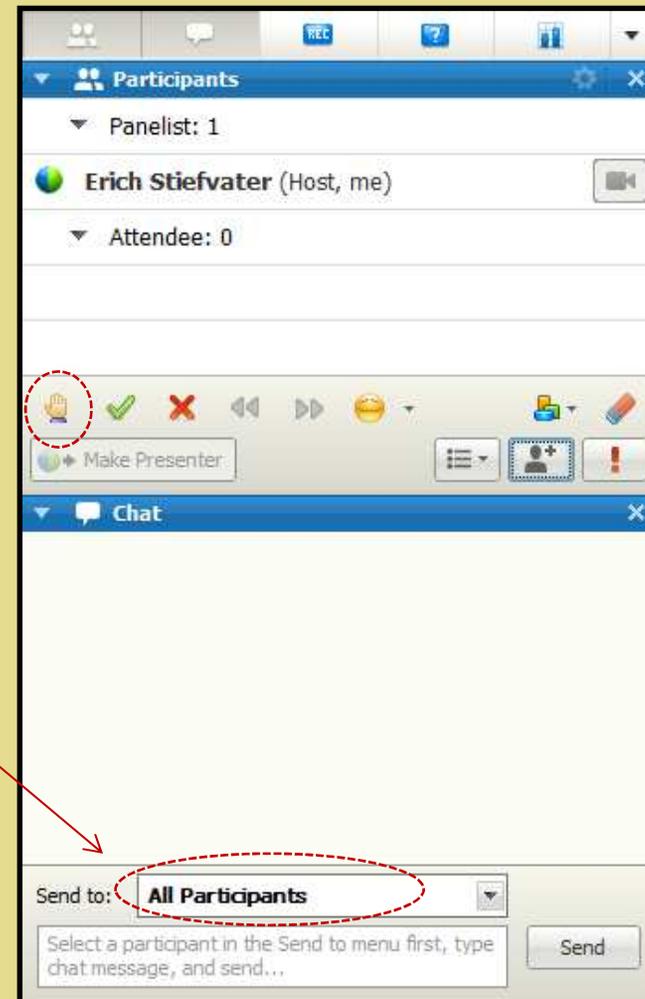
Welcome
to
Retention: Maximizing VISTAs
Success and Satisfaction
throughout the Project Lifecycle



Tips for Participating



- Phones will be muted
- Ask questions by:
 - Raising your hand
 - Posting in chat
- Links and recording will be available after session





Webinar Team



**Lois
Morgan**

Bank Street
College of
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**Ericc
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Community
Service



**Amy
Cannata**

Education
Northwest





Guest Speakers



**Ginlin
Woo**

Pacific Cluster
Regional Training
Leader



**Teresa
O'Halloran**

State Program
Specialist, Oregon
State Office, CNCS



Session Goals



By the end of the webinar you will be able to:

- Describe and recognize crucial factors for retaining VISTAs for their entire term
- Adopt strategies that will maximize your VISTA members' ability and willingness to complete the year and thrive
- Successfully troubleshoot problems as they arise



VISTA Retention: Gaining Insight



VISTA Retention: Gaining Insight



**12% of VISTAs leave before
the end of their service.**

(JBS Report)



VISTA Retention: Gaining Insight



Some things you **cannot** control, but some things you definitely **can** control!
(Sometimes there's a gray line)

Let's explore....



VISTA Retention: Gaining Insight



Scenario:



“I Need Advice”

- My supervisor’s boss is always spying on me...
- My supervisor told me today not to laugh (I was listening to a podcast); is that ridiculous or what?
- My full-time work effort doesn’t seem to be enough--not 40 hours!
- We all face the stress of financial strain...so added stress in the office can be overwhelming!



Scenario



CHAT

What do you think is the **source** of the problem?
The underlying cause?
Other possible causes?



Scenario



CHAT

Is this something that could have been **prevented**?
Why/why not?



Scenario



CHAT

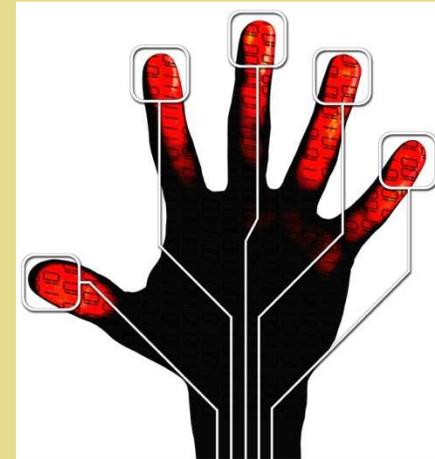
When is the best time to address these issues?



The Five Key Factors



- 1. Recruit the Right Person**
- 2. Create a Solid Foundation**
- 3. Inspire: Connect VAD with Larger Vision**
- 4. Establish and Maintain Communication with your VISTA on a Regular Basis**
- 5. Troubleshoot Problems as they Arise**





1. Recruit the Right Person



**Ginlin
Woo**

Pacific Cluster
Regional Training
Leader

1

- **Select right person vs. “warm body” approach**

2

- **Pay Attention to personal competencies**

3

- **Service outlook vs. “looking for a job”**



Review January Recruitment Webinar



“Recruitment: Attracting Successful VISTAs”

Download resources and watch on demand from VISTA Campus
VISTACampus.gov >> Supervisors >> Webinars for Supervisors

A screenshot of the VISTA Campus website. The page is titled "Recruiting: Attracting Successful VISTAs" and features a video player for a webinar. The video player shows a thumbnail with the text "Webinars for Supervisors" and "Recruitment: Attracting Successful VISTAs". To the right of the video player is a "Featured Resources" section with several links: "VISTA Campus Links", "Action Learning Team VISTA Member Recruitment Materials (Zip)", "VISTA Supervisor Café Forum", "VISTA Social Media", "Recruitment Resources", "VISTA Branded Materials", "CNCS Online Ordering System for Service Materials", "National Service Gear", "Marketing and Media: logos, fact sheets, media guide", "Program Samples", and "Sample LinkedIn Member Recruitment Message (Word)". The website header includes "Life as a Supervisor" and "Connect with Supervisors" tabs. The breadcrumb trail reads "VISTA Campus > Supervisors > Webinars for Supervisors: Attracting Successful VISTAs".





2. Create a Solid Foundation Upfront



Teresa O'Halloran

State Program Specialist, Oregon State Office, CNCS

1

- **Communicate expectations re VAD**

2

- **Orient to workplace environment & community culture(s)**

3

- **Sponsor-sub-site communication is critical**





3. Inspire: Connect VAD with Larger Vision



**Ginlin
Woo**

Pacific Cluster
Regional Training
Leader

1

- “Light a fire”
under your
VISTA and keep it
there...

2

- Provide insights
about pace of
community
change

3

- Implement a
“VAD and Vision”
activity



JBS Study



Regular one-on-one
VISTA–Supervisor
meetings lead to retention





4. Establish and Maintain Communication



**Teresa
O'Halloran**

State Program
Specialist , Oregon
State Office,
CNCS

1

- **Set up initial and ongoing meetings**

2

- **Provide personalized support and feedback**

3

- **Stick to commitment made on initial application**



Troubleshoot Problems as they Arise



Conflict is difficult, but it doesn't necessarily have to be bad or lead to bad results!





5. Troubleshoot problems as they arise



**Teresa
O'Halloran**

State Program
Specialist, Oregon
State Office, CNCS

1

- **Lack of clarity is huge issue**

2

- **Don't let problems snowball out of control**

3

- **Provide a safe place for members to vent**





5. Troubleshoot problems as they arise



**Ginlin
Woo**

Pacific Cluster,
Regional Training
Leader

1

- **Follow your gut!**

2

- **After supervisory meetings, write up next steps**

3

- **Communicate with one another**



Action Learning Team Report



Managing Conflict

<http://www.vistacampus.org/mod/book/view.php?id=12740&chapterid=4212>

- What is conflict?
- Stages of conflict?
- Why is conflict so hard?
- Common approaches for handling conflict
- Positives and negatives arising from conflict
- Strategies for managing conflict and communication tools
- Emotional Intelligence and conflict

And much more....



Connect with VISTAs



VISTA Forums

The V Cafe **All Forums**

Re: taxes & refunds question
by Autumn Rose.

Brenda,

VISTA service members are considered federal employees for very limited purposes, such as taxation. If you are interested in reading more, there is a section in the Member Handbook that covers more details in Chapte...

Re: taxes & refunds question

VISTA Map

Find people and resources to aid you in your service.



- Members
- Leaders
- Alumni
- Resources
- Online Now

Meet Up



Connect with other VISTAs, Leaders, Supervisors, Alumni and others for training and networking opportunities.

[LEARN MORE](#)

V is For _____!



Check out photos and stories and share what V means to you!

[LEARN MORE](#)

 for VISTAs
  Twitter
  YouTube
  Flickr



Challenges & Solutions



OPEN DISCUSSION





Thank you!

Please complete evaluations

Join us for our next webinar

Tuesday, March 18, 2014

“The Role of Sub-Site Supervisors:
a Mini-Supervisor Orientation”

