



Welcome to

Helping Your Members Thrive



Today's Speakers



Shannon Stober
Verve Exchange
Consulting

VISTA Member '02-'03
VISTA Leader '03-'04



Colleen Homer
Program Officer, CNCS

VISTA Member '11-'12
VISTA Leader '12-'13



Ericc Powell
Training Coordinator
AmeriCorps VISTA

VISTA Member '06-'07
VISTA Leader '08-'09

Where Are You Serving?



-
-
-
- Aa
-
-
-
-
-
-



Session Goals

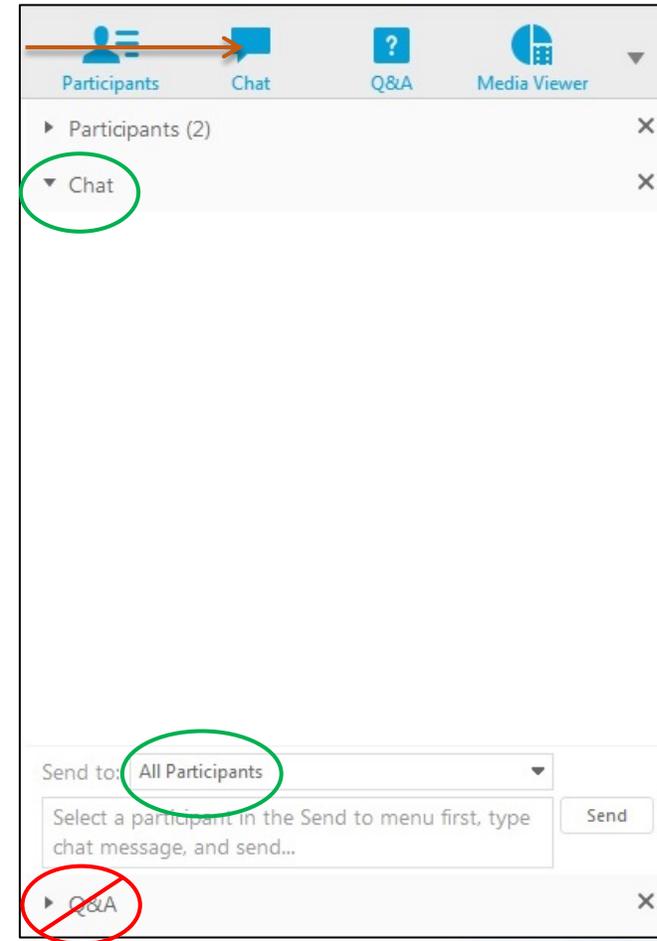
- Discuss common challenges VISTA members experience
- Understand when and why common challenges occur during VISTA members' term of service and how to proactively provide support
- Identify strategies and best practices for helping VISTA members maintain high levels of motivation and engagement

Chat Question

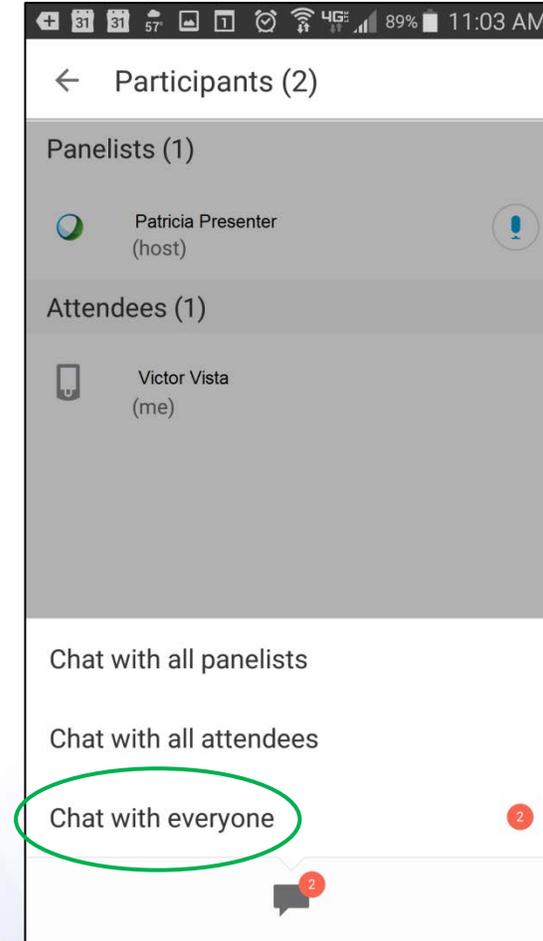
- What does a “thriving member” look like?

Click this button if you don't see the chat panel.

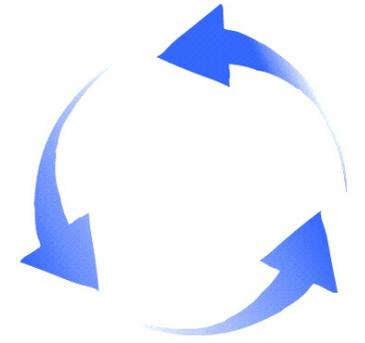
COMPUTER



MOBILE



Cycle of Service



- What is the Cycle of Service?
- What is the value of the Cycle of Service?

Developmental Factors

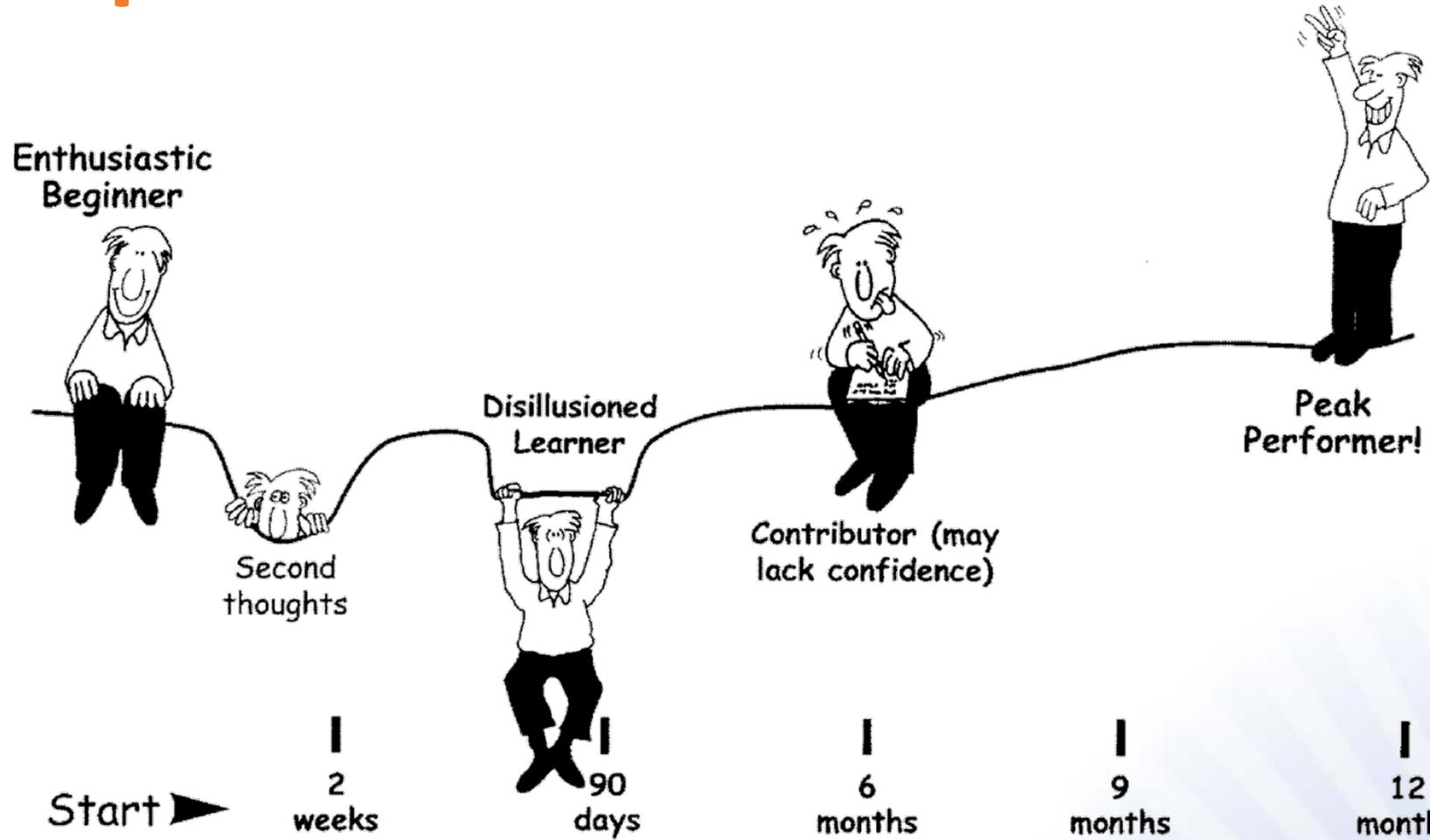
Commitment

- *Ownership*
- *Connection*
- *Buy-In*

Competency

- *Task & Roles*
- *Culture*
- *Life Stage*

Developmental Levels

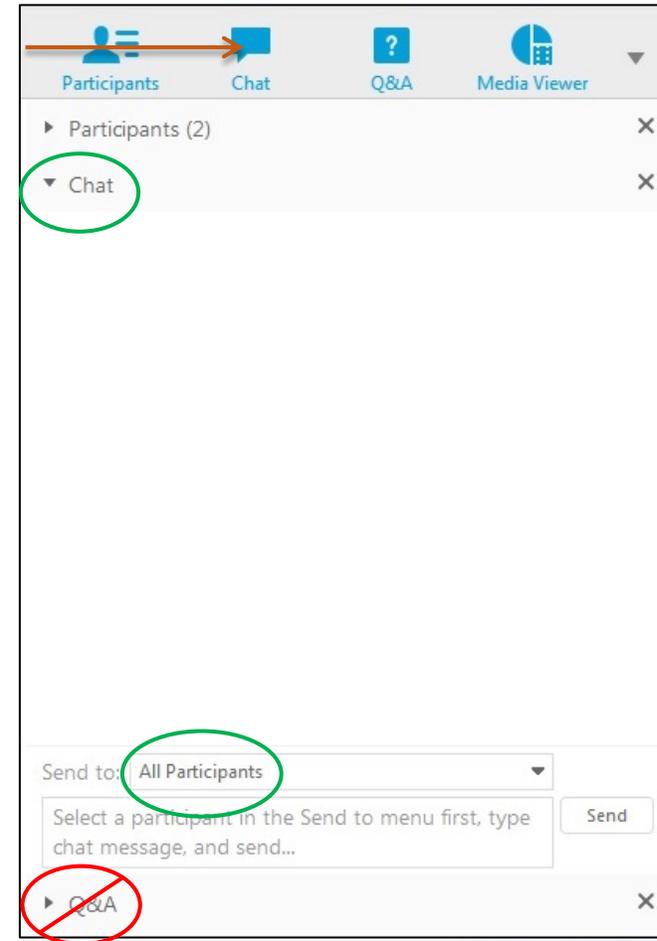


Adapted from Ken Blanchard's Situational Leadership

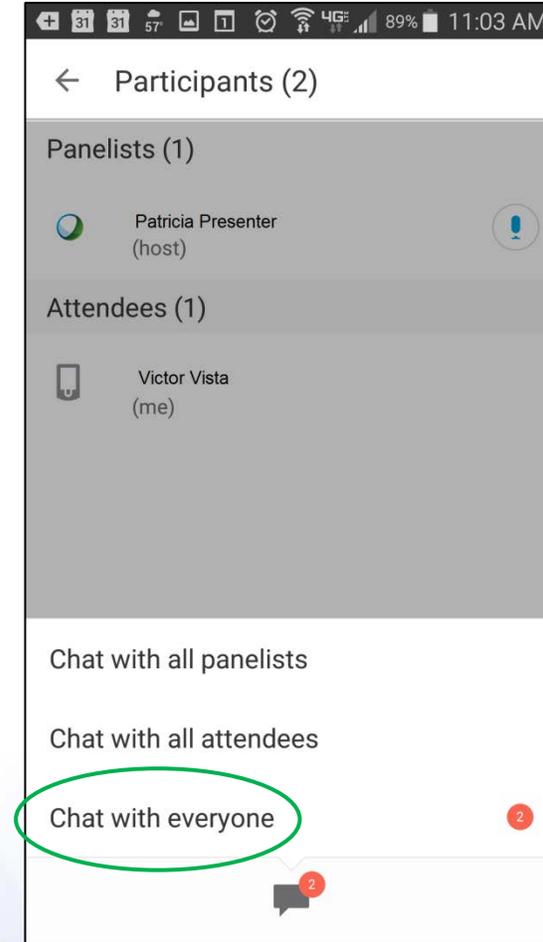
Chat Question

Click this button if you don't see the chat panel.

COMPUTER



MOBILE



- What feelings have you experienced when beginning something new?

Enthusiastic Beginners

High Commitment/Low Competency



How they're feeling:

excited, nervous, skeptical, scared

Why they're feeling that way:

living in expectations, trying to confirm purpose

What they're doing:

wearing coping masks

Enthusiastic Beginners

Thriving Approach & Actions



Approach	Action
1. Anticipate & Prepare	Example: Community Orientation Plan
2. Create Open Communications	Example: Orientation Plan
3. Support New Beginnings	Example: Calendar with Regular Check-Ins



Colleen Homer
Program Officer, CNCS

Highlighting Enthusiasm & Encouraging Communication

Tips for Supervising the Enthusiastic Beginner

Make your member feel welcomed

- Make a banner!
- Introduce other staff
- Thank the member for choosing to serve with your organization

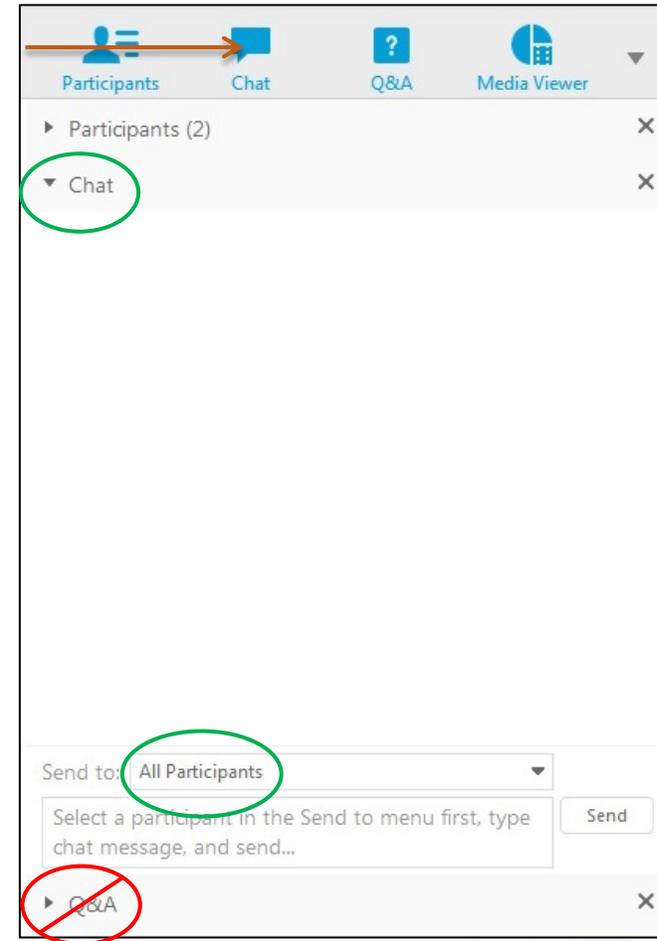


Chat Question

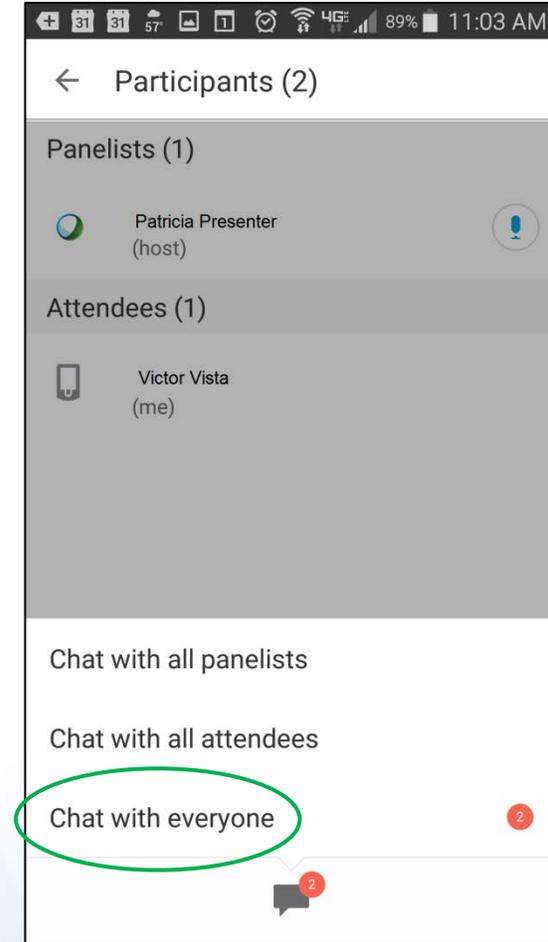
Click this button
if you don't see
the chat panel.

- What are some ways you have helped your “Enthusiastic Beginner?”

COMPUTER



MOBILE



Disillusioned Learners

Low Commitment/Low Competency

How they're feeling:

disappointed, regretful, frustrated

Why they're feeling that way:

reality has set in

What they're doing:

questioning commitment, misdirecting anger



Disillusioned Learners

Thriving Approach & Actions



Approach	Action
1. Empathize, Appreciate	Example: Secure Tokens of Appreciation
2. Create Achievable Goals	Example: Break VAD Goals Down
3. Maintain Focus	Example: Address False Causes

Story of a Disillusioned Member

- VISTA member with RI Campus Compact
- Increase civic engagement with students and community
- Optimism faded; disillusionment set in



Ericc Powell
Training Coordinator
AmeriCorps VISTA

Tips for Supervisors

- Personal, but not too personal
- Invitations to events
- Accolades and positive vibes



Reluctant Contributors

Low Commitment/High Competency



How they're feeling:

comfortable, capable, underutilized or poorly utilized

Why they're feeling that way:

acceptance, competence, ready to perform

What they're doing:

lacking motivation, taking too much on taking risks

Reluctant Contributor

Thriving Approach & Actions



Approach	Action
1. Refocus	Example: Scheduled Evaluation
2. Include	Example: Draft Measurable Goals
3. Step Back	Example: Document Problem Solving/Decision-Making Roles



Proactive Supervision

Assigning the Work: MOCHA

- Manager
- Owner
- Consulted
- Helper
- Approver



Colleen Homer
Program Officer, CNCS

Tips for Supervising the Reluctant Contributor

- Build confidence and empower your member!
 - Utilize MOCHA: VISTA to “own” the project
 - Identify and understand roles of other players within assignments
 - Continue checking in!



Peak Performers

High Commitment/High Competency

How they're feeling:

driven, motivated, fearful of the future

Why they're feeling that way:

just when they've figured it out, it's about to end

What they're doing:

getting things done, thinking about the future



Peak Performers

Thriving Approach & Actions



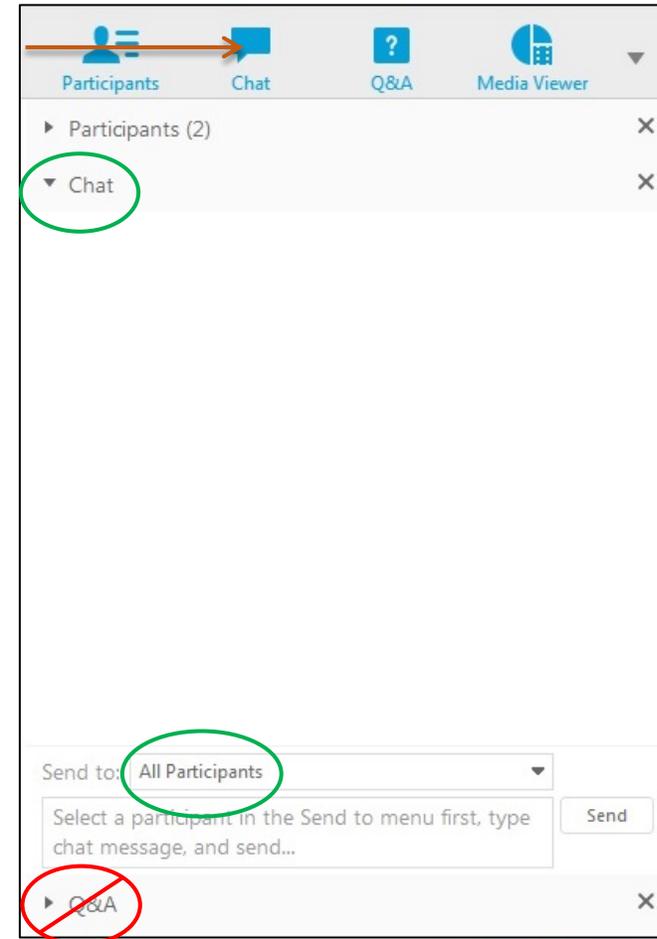
Approach	Action
1. Protect and Challenge	Example: Identify New Skills Desired
2. Support Future Planning	Example: Review Resume
3. Celebrate and Reflect	Example: Draft Letter of Recommendation & Celebrate!!

Chat Question

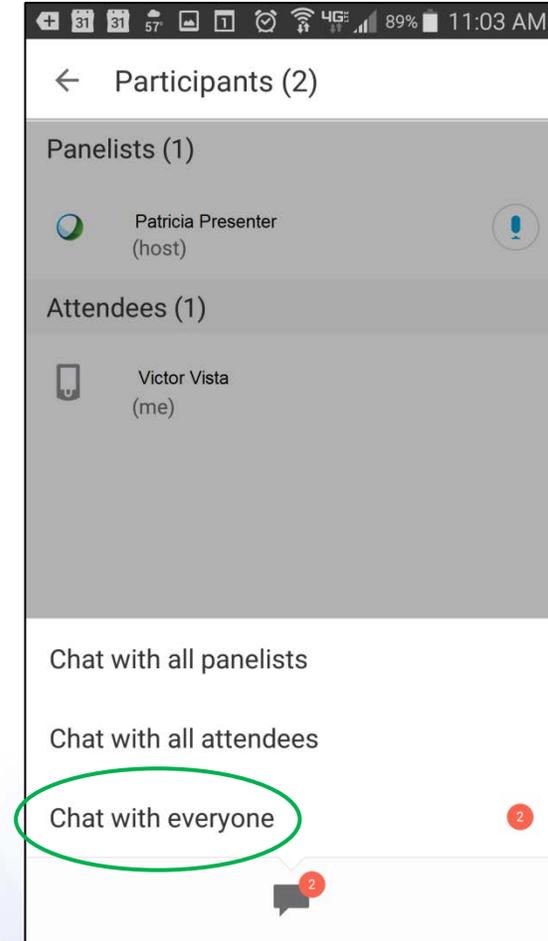
Click this button if you don't see the chat panel.

- Name one thing you can do to support your VISTA as they wrap-up their service?

COMPUTER



MOBILE



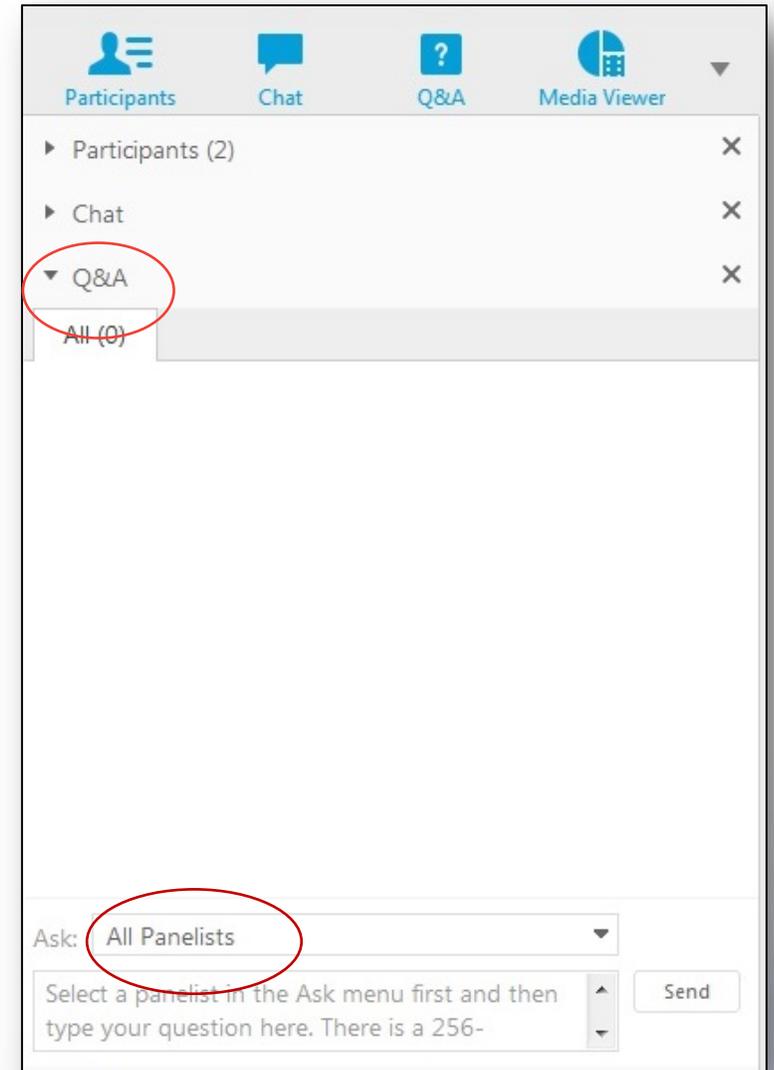
NUMBER ONE TIP

Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions ?

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



Thank You for Your Participation!

If you have further questions or for more information, contact us:

VISTAwebinars@cns.gov

Next supervisor webinar:

Designing a Successful On-Site Orientation and Training

January 17, 2017

2:00pm Eastern

*Visit the Webinars page on the VISTA Campus
for a schedule of upcoming webinars and recordings of past webinars*