

August 2017

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Imagine a community service organization with no explicit policy manual on customer communications. Yet somehow, whenever the phone rings or someone walks in the front door, whichever staff member is in the office stops what they're doing to provide immediate assistance, regardless of that person's role in the organization. How does this happen? How does a particular pattern of behaviour become consistent across a diverse team?

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Podcast host, Maria Turnbull, engaged thousands of volunteers in her 20-year not-for-profit journey, while also serving as a volunteer herself. She has often considered what impacts a volunteer's ability - and willingness - to lead, rather than follow. For this month's podcast, Elijah van der Giessen, NetSquared Community Organizer, and TechSoup Global Community Manager joins Maria to talk about and share effective practices that support true volunteer leadership.

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I was 11 years old walking around the field of our elementary school, sharing my Walkman earbuds with a friend,

listening to Axl Rose telling us we “need a little patience, yeah”. I’m sure my ability to demonstrate patience wasn’t all that impressive as a pre-teen about to start high school. Today, living on an island and now in the 40+ category with two little kids – patience isn’t so much a virtue as a necessity.

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