



Keeping a PCC Strong – After the *Good Times* Pass



Agenda

- **Part I:** Burnout
- **Part II:** Board Development
- **Part III:** Working through Change



Part 1: Burnout

- Why Volunteer?
- What Keeps You Engaged?

Why Volunteer?

- Boss's approval (*Voluntold*)
- Networking
 - Connections to *the right people*
 - Enhanced reputation in the marketplace
 - Knowledge / Training Programs
- Making a Difference

How To Keep Them Engaged

- Networking – *Welcome Them!*
- Training / Mentoring
- Respect Boundaries
- Recognize Burnout
- Be Strategic / Be Prepared
- Networking – *Say Good bye!*



Burnout - Testimonial

“Recognize Volunteer Burnout: The best volunteers are often involved in many organizations and too much from any of them will affect the other groups. These people are often the most dedicated and we tend to give them even more to do!”

Wanda Senne
PCC Advisory Committee, Industry Chair



Burnout – What To Look For

- *Sudden onset of absenteeism ...*
- *Infrequent communication*
- *Decreased participate*
- *If you hear: “We’ve always done it this way” or are not getting any new ideas*
- *Not having enough volunteers for an event*

Part 2: Board Development

(or Bored Development?)

- How do you recruit your Board?
- What kind of turn-over is *normal*?
- Best Practices for Board Engagement

Board Longevity

- **Positions:**
 - Vice Chair, Co-Chair, Treasurer, & Secretary
- **Committees:**
 - Program, Membership, Communications, Recognition, By-Laws, Postal/Industry Updates
- What is the interview process for prospective Board members?
- Do you limit the number of executive Board members?

Board Longevity

- **Terms:** Do you have terms for each position?
- How do you handle elections?
- How do you balance duties?
- Who handle what responsibilities?
- When is the last time you have reviewed meeting structure?

Board Longevity

- **Succession:** Do you have succession planning for each company?
- Do you have each Industry represented with back-up?
- Do you have meetings with other Industry groups or have Industry specific sessions?

Board Longevity

- What gain/benefit does executive membership offer:
 - Where is ROI for both member & Company?
- Does the Board have multiple USPS members?
- Does the Board fund representation at the NPF?
- Do you have sponsor Companies and how do you use them in your recruitment for Board membership?

Personal Comments

“Keep a steady flow of new blood getting involved.”

Tony Racioppo – Greater NY PCC

“What was old can be new again.”

Cathy Rupard – Central Missouri PCC

“The key to a good Board is good recruiting.”

Diane Winter – Northern Illinois PCC

“Have a sense of pride, and when people feel appreciated they are more willing to stay engaged.”

Allen Aven – Greater Dallas PCC

“We love the PCC!”

Peggy Smith – St. Louis PCC

Part 3: Making the Most of Change

- **Step 1:** Letting Go
- **Step 2:** Transition
- **Step 3:** New Beginnings



Step 1: Letting Go

- Acknowledge and mourn the loss
- Recognize this is the end
- Handle frustration, disappointment and anger
- Consider a *closing* ceremony or ritual



Step 2: Transition

- Accept that not all situations/actions will be long-term anymore
- In-between time/neutral zone
- Realign with what is available
- Develop *new identity* and sense of purpose
- Find new energy in new responsibilities

Step 3: New Beginnings

- *Institutionalize* the new thinking
- Maintain records that will help with next transition
- Set new, reasonable goals
- Celebrate victories!
- Find new energy in new responsibilities



Managing Transition - Your Thoughts?



**How do we get the most from our
PCC volunteers and prevent
burnout?**

**PEOPLE
CONNECTIONS!**

Thank you for attending

Questions?

