Building Your Team by Engaging Volunteers

Wednesday, July 12, 2017
An Agenda for Volunteer Engagement

The importance of volunteer engagement

Michigan SHIP/SMP: engaging volunteers with games and activities

SMP Resource Center: engaging volunteers through training

Volunteer engagement at your SMP/SHIP
The Importance of Volunteer Engagement

• A national perspective:
  – VRPM (Volunteer Risk and Program Management) and volunteer engagement

• Volunteer engagement in practice
  – Michigan SHIP/SMP
Activities from Michigan SHIP/SMP

• Rory’s Story Cubes
• Baseball Game
• Medicare Limericks
• Ice Breaker Introductions
• Truth or Lie
• Communication/Listening Skills
• Regional Savings Challenge (open enrollment)
Rory’s Story Cubes

• Working together as a team to write a Medicare-related story based on random pictures on dice

• Involves:
  – Active listening
  – Communicating with others
  – Working together
Baseball Challenge

• Counselors in teams compete against each other
  – Runs are scored through outreach, client contacts and reporting

• Outcome:
  – Individual accountability to a team
  – Volunteers encouraged each other
  – Increased reporting (60%)
Medicare Limericks

- Match topic to limerick
- Have groups of 2-4 write limericks
- Share with whole group; guess topic

Paying for healthcare isn’t fair
Medicare premiums are such a bear
But if you’re income is low
And you’ve no assets to show
Then I’m willing to pay your cost share
Icebreaker Introductions

• Random questions drawn from a hat
  – What was your favorite childhood story book?
  – Favorite subject in school/why?
  – Do you have siblings? How many?
  – How did you meet your spouse/significant other?
  – Pets, Movies, Authors, Hobbies, Etc.

• Purpose:
  – Get to know people on a personal level
  – Build cohesiveness of team
Truth or Lie

• Each person introduces him/herself and states
  – One truth
  – One lie
  – Group members determine what is true and why they think that

• Why we do it:
  – Learn something new about people you know
  – Uses active listening skills including observation of body language
Communication/Listening Skills

• Draw Me a Picture
  – Teams of two, sitting back to back
  – One person speaks, one person listens
  – Speaker describes a picture without using the words of the objects he’s seeing so the other person can draw it

• Demonstrates:
  – Importance of effective communication skills and active listening skills
  – Following directions
Regional Savings Challenge (open enrollment)

• Challenge another region in state to see who could save beneficiaries the most money

• Impact:
  – Saved nearly $5 million in 7 week period
  – Counselors looking for more ways to save
  – Built support network across region lines
Try an Activity

• Available to try
  – Rory’s Story Cubes
  – Write a Medicare Limerick
  – Draw Me a Picture
  – Truth or Lie
Activities from the SMP Resource Center

• Training Kits (with activity handouts and answer keys)
  – SMP Foundations Training
  – SMP Counselor Training
  – SMP Group Education Training
  – SMP Complex Interactions Training

• Online Training (with review activities included)
  – SMP Foundations Training
  – SMP Counselor Training

• Training Review Games
  – SMP Foundations Training

• Train-the-trainer Resources
  – SMP Volunteer Orientation and Training Implementation Guide
  – Orienting and Training SMP Volunteers Web Event
SMP Volunteer Training Resources

2017 SMP/SHIP National Conference
SMP Volunteer Training Kits

- **SECTION 1:** Trainer’s Guide
- **SECTION 2:** Manual
- **SECTION 3:** PowerPoint Slides with Notes
- **SECTION 4:** Handouts
- **SECTION 5:** Answer Keys
- **SECTION 6:** Assessment
  - *Online assessments are available for all four SMP training courses*
- **SECTION 7:** Evaluation
- **SECTION 8:** Certificates
Example Activity:
SMP Counselor Training,
Handout 6: MSN Practice Scenarios
Volunteer Engagement at Your SMP/SHIP

• What ideas for games and activities would you like to share?
• What has worked well? What hasn’t worked so well?
• Which of the games/activities you’ve heard about today would you like to try at your SMP/SHIP?
SMPs: Find Resources in the Library

Step 1: Login to the SMP Resource Library at www.smpresource.org.
Step 2: Search by keyword or use the advanced search.
- To find all training resources developed by the Center, use the Advanced Search. Select “Origin” = “Center” and “Topic” = “Training & Orientation.”
- To find all resources developed and uploaded by the Michigan SHIP/SMP, use the Advanced Search and select “Michigan” as the “Origin.”

Advanced Resource Search
SHIPs: Find Resources in the Library

Step 1: Log in at www.shiptacenter.org

Step 2: Search the SHIP Resource Library by keyword or category.

*Tip:* To find all resources developed and uploaded by the Michigan SHIP/SMP, select “Michigan” as the “Source.”
Questions?

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