



AAHV COMMUNICATIONS

MARCH 2002

*Highlights of "Launching the AAHV" October 30, 2001
-- the conference for the inauguration of our new state association.*

Greetings were extended from Sue Clabuesch, AAHV President, and from Kathy Bollinger, CEO of the hosting Lutheran Heart Hospital, to the more than 60 volunteer leaders from across the state.

Judy Esway, inspirational author and speaker, suggested that people's past experiences, such as wonder, restlessness, hope, mystical experience, play and humor, lead to their "calling." Our volunteer calling, she asserted, is more important now than ever, so we must take care of ourselves in order to fulfill it.

Shar McBee, Keynote Speaker and author of *To Lead Is To Serve*, shared the core concept that an important person is one who facilitates the involvement of others. To lead by serving is a natural form of leadership: giving rather than getting. Her goal was to guide us to apply this philosophy to this organization and to volunteer work. The answer to all the goals and wishes of this group, Shar maintained, is to make people feel included. In any organization, if people feel included and connected, they will support you; if they feel excluded, they will leave or undermine the group. She solicited ideas from the group for ways that this organization can promote and facilitate connection: newsletters; e-mail; local group meetings; telephone classes. Also in each hospital: greetings; personal knowledge of individuals; notes; highlight a volunteer in each newsletter; volunteer cross-training; write your own job description. An experience that is valuable in any group is to construct a list of what is personally received by volunteering. Likewise, for this organization to grow, we must show what members can get: ideas; moral support; training tools; people skills; tolerance and patience; friendships.

Peggy Griffith, State Auxiliary Leader from Florida, began leading us from the inspiration for forming this state association toward concrete action steps. In considering "where do we go from here?", she likened building an organization to building a house. We identified the address (our name-- AAHV), the builder (volunteer leaders of AZ), the contractor (Board of Directors), and sub-contractors and laborers (AAHV membership). Her worksheet asked us to suggest possible agents for 1. Floor Plan (regions, organizational chart, mission statement, goals and objectives); 2. Financing (dues, conference registration fees, fundraising); 3. Foundation (build leadership, bylaws, articles of incorporation, charter); 4. Framework (Board of Directors, hospital administrators); 5. Roof (bylaws, mission statement, policies and procedures); 6. Utilities (membership energy, guidelines and procedures for Board, bring local successes to state group); 7. Family (auxiliaries, volunteer spirit); 8. Growing the Family (education, communication, seminars and workshops, building relationships with DVs and with other volunteer organizations); 9. Landscaping and Upkeep (marketing, networking, newsletters).

Afternoon sessions were additional shorter presentations by the two speakers. Shar, expanding on the thought "those who laugh, last," explored how we use humor, and how we might inspire/lead/invite volunteers personally, one-on-one. Peggy spoke again to individual practical steps in such areas as strategic planning, bylaws, Board/district/state meetings, Board composition, relationship with state hospital association, community/auxiliary relationships, and creative recruiting.

The conference ended with filling out of evaluation sheets and committee volunteer sign-ups.

SUMMARY OF SAMPLE EVALUATION COMMENTS

How did this seminar meet your expectations? ... "vital to organize"; "new ideas"; "educational"; "opened new avenues of communication"; "well planned and presented"; "guests well chosen"; "gave inspiration"; "impressed with turnout"; "better than expected"; "increased my interest in joining"; "unity of the group"; "enlightening"; "wonderful experience -- must continue the effort"; "renewed friendships"; "will take back connection theory"; "connect ideas, projects from all."

In what ways were your expectations NOT met today? ... "more info on finances should have been available"; "did not hear experiences of other aux."; "there were no negatives"; "did not have the small group breakout sessions"; "didn't learn ideas or plans for this organization"; "should have discussed future plans of this organization."

What specifically would have made the small group sessions more meaningful? ... "direct ideas about aux. activities"; "more participation by attendees"; "more time"; "more specific grouping and structure"; "pre-published outlines of each session"; "smaller groups"; "more individual discussion."

How did the vendors contribute to today? ... "ideas for fundraisers"; "an added attraction -- great display"; "not enough time"; "happy they donated a portion of sales to us"; "too commercial"; "very interesting, but not necessary."

What could we have omitted from today's session? ... "Enjoyed it all"; "sessions too long without a break"; "nothing"; "too much time on technical aspects of AAHV organization"; "shorter time per presentation"; "everything was important."

What is your most important learning from today? ... "to take back excitement to our membership"; "we need the education and workshops"; "we must all work together to make this organization work"; "recruitment ideas"; "encouragement"; "increased communication at all levels"; "ideas on being connected"; "network"; "that I CAN DO what next year calls on me to do"; "meeting people"; "reinforcing the positive attitude"; "give in order to get."

What do you want to learn at future sessions? ... "carry out all our objectives"; "how to partner with other auxiliaries or volunteers"; "how to spread volunteerism"; "where this organization wants to go - how plan to get there - what expect from individual auxiliaries"; "how to recruit officers"; "changes in hospital structure that affects how volunteers function"; "recruitment and retention"; "newsletters"; "auxiliary/volunteer in the future"; "creating team players"; "ideas for generating enthusiasm"; "fundraising/grants"; "gift shops"; "show and tell projects"; "share more experiences."

What commitment are you willing to make to this organization? ... "regional meetings better for me"; "serve as an officer"; "help with committee"; "to preach the word and practice the spirit"; "just ask"; "input-attendance-awareness"; "assistance with planning, organizing, mailings"; "any way I can help"; "whatever it takes"; "become a member and promote organization"; "support."

*NEXT: The December Communications had promised a summary of the Oct. 2001 conference and sample comments... a review for the attendees and an appetite-whetter for those who couldn't come. The future format of this newsletter is being developed by the Education Committee. Current plans include only two mailings of this quarterly letter per institution, to be shared among all interested parties at your hospital-- one addressed to the Auxiliary President but intended to be received by a designated volunteer leader if you have no Auxiliary, and one to the Volunteer Office. We enthusiastically welcome any ideas you wish to share about the content/uses/format/distribution of this newsletter. Please direct comments to Donna Rae Cintora at 101 E. State Ave., Phoenix, AZ 85020 or drcintora@hotmail.com
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