

# Volunteer Feedback Discussion Guide

## First, consider:

1. What is the problem behavior?
2. How does the behavior conflict with expectations?
3. What is the desired change in behavior?

## Second, develop a plan for RAP – Review, Analyze, Plan.

**REVIEW the past** – What points could you make about the expectations that have been previously communicated (and agreed upon)?

**ANALYZE the present** – What are the behaviors you have seen or heard about? How are those behaviors putting someone or something at risk or counter to our culture?

**PLAN the future** – What expectations do you have for the future? How and when will you check in on the matter? Is there support or training that could be provided (or a shift in scheduling or other way to mitigate the problem in the future)?

Portions adapted from McCurley & Lynch, Volunteer Management 2006