



**VOLUNTEER**

# Tier 1 Staff Training

## Volunteerism at Newfields



# Introduction & Welcome

# Beginning Basic Training for Staff





# A Constellation of Assets

The background is a deep blue field filled with numerous bright, white and yellow stars of varying sizes. Overlaid on this starry field are several glowing, blue, curved lines that form a complex, interconnected network or constellation. These lines are composed of many small, bright points, giving them a shimmering, ethereal appearance. The overall effect is that of a vast, digital or celestial space.



Why Newfields?





# Activity: Map



# Virginia B. Fairbanks Art & Nature Park: 100 Acres



Bird Feeders Pavilion



STRATUM PIER  
Kendall Buster

Viewing  
Stations

Lake  
Terrace

BENCH AROUND  
THE LAKE  
Jeppe Hein

FUNKY BONES  
Atelier Van Lieshout

The Meadow

Play Patch:  
Labyrinth

CHOP STICK  
visiondivision

PARK OF THE  
LAMENTS  
Alfredo Jaar

TEAM BUILDING  
(ALIGN)  
Type A

Play Patch:  
Tulip Poplar



Art & Nature  
Park Entrance

FREE BASKET  
Los Carpinteros

Museum

Gardens

Greenhouse

Lilly House

Four Seasons  
Garden

Garden for  
Everyone

FIVE BRUSHSTROKES  
Roy Lichtenstein

Private  
Residence





# Newfields Mission

To enrich lives through  
exceptional experiences with art  
and nature.



How Does  
Volunteerism  
Contribute to  
Our Mission?

# Curating Exceptional Experiences



Group Volunteer Opportunities at Newfields

NEWFIELDS  
A PLACE FOR NATURE & THE ARTS

A poster with a green background showing two women in teal Newfields volunteer shirts. One woman is holding a blue folder with the Newfields logo. The text 'Group Volunteer Opportunities at Newfields' is in the top left. The Newfields logo and tagline are at the bottom.



Spring into action at Newfields

VOLUNTEERS NEEDED

NEWFIELDS  
A PLACE FOR NATURE & THE ARTS

A poster with a blue background showing a woman in a teal Newfields volunteer shirt smiling. The text 'Spring into action at Newfields' is in the top left. 'VOLUNTEERS NEEDED' is in the bottom left. The Newfields logo and tagline are at the bottom.

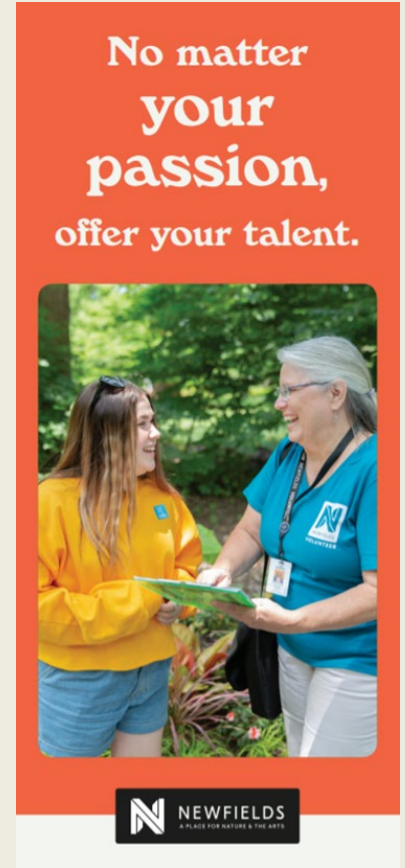


Help make the holidays magical.

VOLUNTEERS NEEDED.

NEWFIELDS  
A PLACE FOR NATURE & THE ARTS

A poster with a dark background featuring bokeh lights and a woman in a teal Newfields volunteer shirt pointing at something. The text 'Help make the holidays magical. VOLUNTEERS NEEDED.' is in the top left. The Newfields logo and tagline are at the bottom.



No matter your passion, offer your talent.

NEWFIELDS  
A PLACE FOR NATURE & THE ARTS

A poster with an orange background showing two women in teal Newfields volunteer shirts talking. The text 'No matter your passion, offer your talent.' is in the top left. The Newfields logo and tagline are at the bottom.

# Reflection

- Start Thinking Of:
  - Who volunteers?
  - How should staff be interacting with volunteers?





# Strategic Plan

- Stewardship
  - We create a vibrant Newfields for current and future generations.
- Inclusivity
  - We welcome diverse audiences and ideas.
- Service
  - We believe the guest is our first priority.
- Excellence
  - We strive to offer the best of nature and the arts.



# Assessment Activity



- Which parts of the Strategic Plan are of the most importance in regards to Volunteerism?



# Volunteers as Guests

Volunteers vs. Guests







What Is a Stakeholder?



# Who Are Our Stakeholders?

- Members
- Guests
- Staff
- Volunteers
- Donors
- Board of Governors
- Board of Trustees
- Sponsors
- Group Volunteers
- Partner Organizations
- Contractors
- Affiliates





# Why Do You Think People Volunteer at Newfields?



# Photograph Trivia





Chris Morehead

- Assistant Director of Volunteerism and Community Engagement
- Staff Member
- Volunteer

## Katie Harper

- Intern
- Worked in Interpretation, Media and Evaluation





## Charles Venable


- Director and CEO of Newfields
- Volunteer
- Member
- Board Member



Jim Johnson

- Volunteer
- Member
- Ambassador





# Volunteerism Onboarding Process



- Application
- Review for Fit
- Interview
- Orientation
- Ambassador Training Sessions
- Fully Onboarded

An aerial photograph of a university campus. The central focus is a large, modern, multi-story building with a dark roof and light-colored walls. To the left of the building is a large, circular parking lot. The campus is surrounded by lush green trees and grass. In the background, there is a large, white, classical-style building. A road runs diagonally across the lower-left portion of the image. The overall scene is bright and clear, suggesting a sunny day.

Where Are Our  
Volunteers?

# Docent



# Intern



# Office Assistant





A man with grey hair, wearing a blue and red plaid short-sleeved shirt and a red lanyard with a name tag, is pointing his right hand towards a board. He is holding a blue folder in his left hand. Two young women are standing in front of him, looking at him. The woman on the left has long brown hair and is wearing a white ribbed short-sleeved shirt. The woman on the right has shoulder-length brown hair and is wearing a pink t-shirt. The background is a blurred indoor setting with a chalkboard and a poster.

# Ambassador



# Gardeners



# Conservation Lab

A three-tiered wooden planter stand is the central focus, filled with various succulents in colorful pots. The top tier has four pots in blue, white, red, and blue. The middle tier has several pots in yellow, teal, light blue, and green. The bottom tier has pots in blue, orange, and blue. The plants are arranged on a wooden table in a shop setting. In the foreground, there are more plants, including a large green one in a yellow pot and a small one in a blue pot. A book with a botanical illustration is visible in the bottom left. The background is slightly blurred, showing a window and other plants.

# Museum and Garden Shop

# Seasonal Events







# Volunteer Groups



# Discussion and Reflection

- What is your department's role in managing volunteers?
- What is your individual responsibility?
- Where are areas where one might feel secluded or disengaged?
- In what ways could miscommunication be a factor in disengagement?



# Discussion Cont.

- How can we ensure that all individuals are engaged properly?
- How can you start to build positive relationships with volunteers?



# Scenarios



# Scenario 1

- A volunteer comes to you and says: “This is my first day as a volunteer, where do I go?”
  - What is your response?





# Scenario 2

- You notice a volunteer at the entrance not engaging with guests as they walk by. They look down from time to time and seem uncomfortable.
  - What do you do?



# Scenario 3

- We are having Pretzel Day in the Beer Garden during Volunteer Appreciation week and we are running out of pretzels. We do not have enough to take care of everyone.
  - What would you do?
  - What if one of our Board members asked for a pretzel? What if we don't have any left?



# Scenario 4

- A volunteer and a guest get into an argument in the middle of PGH. It appears they are going to engage physically.
  - How do you respond? How do you intervene?



# Scenario 5

- You have noticed that the relationship between staff members and volunteers in your department has disintegrated over time and it has lead to disengagement and miscommunication.
  - What do you do to try to improve the dynamic?



# Activity: Volunteer Work Design

- Pair up with someone and design a Volunteer position for one of your departments.
- Use the example as a guide and consider what volunteer opportunities could be available within your department and what information volunteers need in order to succeed.





# Volunteer Risk Management Policies

# Volunteerism Results

## Spring 2017

675 Shifts

1,901 Hours

70% Fill Rate

## Spring 2018

732 Shifts

2,196 Hours

83% Fill Rate

## Winterlights 2017

824 Shifts

4,120 Hours

98% Fill Rate

## Winterlights 2018

1,088 Shifts

5,440 Hours

96% Fill Rate



# 2019 Year In Review

- Regular Volunteers: 579
- Total Hours Donated: 62,020
- Hours Per Volunteer: 73.36
- Fill Rate: 85%



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