



British Red Cross

Caring for people in crisis

Volunteer Management Competency: Lead, communicate and involve Self assessment quiz

1. It's part of your role to make sure volunteers understand and put into practice the Fundamental Principles in what they do. Do you:
 - a) Make sure every volunteer has a copy
 - b) Talk about the principles and what they mean with your volunteers, giving everyone a copy
 - c) Ensure your volunteers have attended Red Cross World and keep a copy of the Fundamental Principles on the notice board.
 - d) Make sure everyone watches the 'Your Red Cross' video and where possible attends Red Cross World, discuss the Fundamental Principles at meetings, looking at why they are important and what they mean in practice

2. It's Red Cross Week. Do you:
 - a) Work with your volunteers to organise a fun activity to raise money that week, go out collecting yourself and encourage others to get involved
 - b) Ask all of your volunteers to let you know if they want to get involved and help with collecting
 - c) Leave going out collecting and decide not to mention it to your volunteers – you and they have got loads on that week and your service/ activity needs you more
 - d) Collect for an hour, but don't ask your volunteers to join you (unless they offer) as you don't want to pressurise or overload them

3. You need to make some changes to the way things are working. Do you:
 - a) Decide what needs to be done and then take some time to 'sell in' the idea at the next team meeting and answer any questions
 - b) Talk to your volunteers about the issues, getting their feedback and ideas as to what could be done differently
 - c) Make the decisions yourself as volunteers need to see that you are decisive and then tell them what's happening
 - d) Talk to your volunteers about the issues and let them know that some changes will need to be made, saying that you will discuss it with them fully once things have been decided

4. You're not very happy about some recent changes that have been introduced relating to your activity. Do you:
 - a) Find out the reasons behind the changes, share them with your team and explain to your volunteers that the decisions have been made, so you're prepared to give the new way of working a go and see what happens.
 - b) Explain that you're not very happy with the fact that there are more changes being introduced, but that "the decisions have been made so we might as well get on with it".
 - c) Explain that the UK Office team have decided that it's going to work this way now and explain the new system. You tell your volunteers that although you're not sure exactly how it's going to work, it's important that "we all try the new way of working and support the decision"
 - d) Put the changes and the reasons for the changes across to the team, talk through the issues and allow discussion, asking your volunteers to support the changes

5. The Red Cross Movement has launched an emergency appeal. Do you:
 - a) Put all of the information and the appeal poster on the notice board where you are based for people to read
 - b) Include details of the appeal launch and how to donate with your next newsletter
 - c) At the next gathering or opportunity talk to your volunteers about the appeal, what the need is and how the Red Cross is responding
 - d) Decide not to put the appeal information up, volunteers are really only interested in what happens locally

6. You have lots of different bits of information to give volunteers about various things that are happening in the Red Cross that you think are relevant to them. Do you:
 - a) Organise an extended meeting to go through everything in detail
 - b) Make time to discuss the relevant information at your next team/group meeting and provide back up information in a written format as required
 - c) Put everything in a memo and post this out for everyone to read
 - d) Tell one of your volunteers and ask them to pass this on to other volunteers when they see them

7. There are a number of changes being made to the way the British Red Cross is organising its service delivery, both in the UK and Internationally. Do you:
 - a) Leave telling your volunteers about it all – you just want them to get information about their volunteering
 - b) Put brief details in the next newsletter, asking volunteers to contact you if they want more info.
 - c) Take some time to talk to your volunteers at the next team meeting about what the changes are and what they mean for them and the organisation
 - d) Make sure each volunteer receives a copy of Red Cross Life (and encourage them to read it) as the changes are all explained in there

8. You have recently collated the figures giving details of exactly what you have achieved in the service/activity last year and confirmed the plans for this year. Do you:
 - a) Let your volunteers know exactly what you achieved last year, highlighting the key points and their contribution and take time to discuss the plans for this year in some detail.
 - b) Let your volunteers know about the plans this year, but keep the figures to yourself as they won't really mean much to them
 - c) Keep the information to yourself – volunteers find figures and plans quite dull and uninspiring
 - d) Post all the information out to volunteers and then they can decide whether they are interested and want to read about the plans and achievements

9. You are holding a volunteers team meeting and it's been a while since you met as a group. Do you: spend the time:
 - a) Chatting informally as a group and asking people if they've got issues they'd like to discuss
 - b) Running a training session
 - c) Talking to the volunteers about what's going on and discussing rotas
 - d) Asking volunteers for their feedback on how things are going and talking through ideas, information and issues

10. You want to try and make some improvements to the service/activity. Do you:
 - a) Take some time alone to look at the issues and come up with a plan
 - b) Explain in your next newsletter/ on the notice board that you would like to hear volunteer's views
 - c) Talk to your volunteers face to face at the next group meeting and ask for their feedback on their experiences and any suggestions they may have
 - d) Make sure that everyone knows that your door is always open for them to feed in thoughts and suggestions if they would like

11. There are elections coming up in your area for the Volunteer's Council. Do you:
- a) Leave volunteers to find out about the elections for themselves, you've put the details in the service/activity newsletter and you don't want to force it down their throats
 - b) Tell your volunteers the details and that they are welcome to stand if they want to
 - c) Decide who you think might be good and interested in standing for election and talk about it with those volunteers in more detail
 - d) Tell all of your volunteers how it all works, what they and others might get out of standing and encourage them to get involved
12. There's a local forum being held next month. Do you:
- a) Tell your volunteers about it so they know when and where it's being held
 - b) Tell them that you're going along and ask whether anyone wants to come with you/ needs a lift
 - c) Say that you're not going to bother going – people never really listen to what you've got to say so there doesn't seem much point
 - d) Tell your volunteers that it's the new volunteer consultation system and if they want more information they should phone their volunteering advisor

Answers

Look at how many points you scored for each question and then mark these down in the box provided below. Then, total the points you have got for each section:

Q1 a) = 0	b) = 1	c) = 1	d) = 2	Promote and communicate a commitment to BRCS
Q2 a) = 2	b) = 1	c) = 0	d) = 1	Promote and communicate a commitment to BRCS
Q3 a) = 1	b) = 2	c) = 0	d) = 1	Encourage volunteers to adapt and support change
Q4 a) = 1	b) = 0	c) = 1	d) = 2	Encourage volunteers to adapt and support change
Q5 a) = 1	b) = 1	c) = 2	d) = 0	Use appropriate communication tools
Q6 a) = 1	b) = 2	c) = 1	d) = 0	Use appropriate communication tools
Q7 a) = 0	b) = 1	c) = 2	d) = 1	Provide volunteers with feedback on developments
Q8 a) = 2	b) = 1	c) = 0	d) = 1	Provide volunteers with feedback on developments
Q9 a) = 1	b) = 0	c) = 1	d) = 2	Seek and take into account volunteers views
Q10 a) = 0	b) = 1	c) = 2	d) = 1	Seek and take into account volunteers views
Q11 a) = 1	b) = 1	c) = 0	d) = 2	Promote opportunities for volunteers to be involved
Q12 a) = 1	b) = 2	c) = 0	d) = 1	Promote opportunities for volunteers to be involved

	Points	Total
Promote and communicate a shared commitment to BRCS, including acting as a role model	Q1: Q2:	
Encourage volunteers to adapt and support change	Q3: Q4:	
Use appropriate communication tools	Q5: Q6:	
Provide volunteers with regular feedback on developments	Q7: Q8:	
Seek and take into account volunteers views and opinions	Q9: Q10:	
Promoted opportunities for volunteers to be involved in representing the views and interests of volunteers and activities	Q11: Q12:	

Results

- Less than 2 points = Skills are in need of further development
- 2 or 3 points = You're on the right track, but could do with brushing up on a few things
- 4 points = Brilliant, well done!