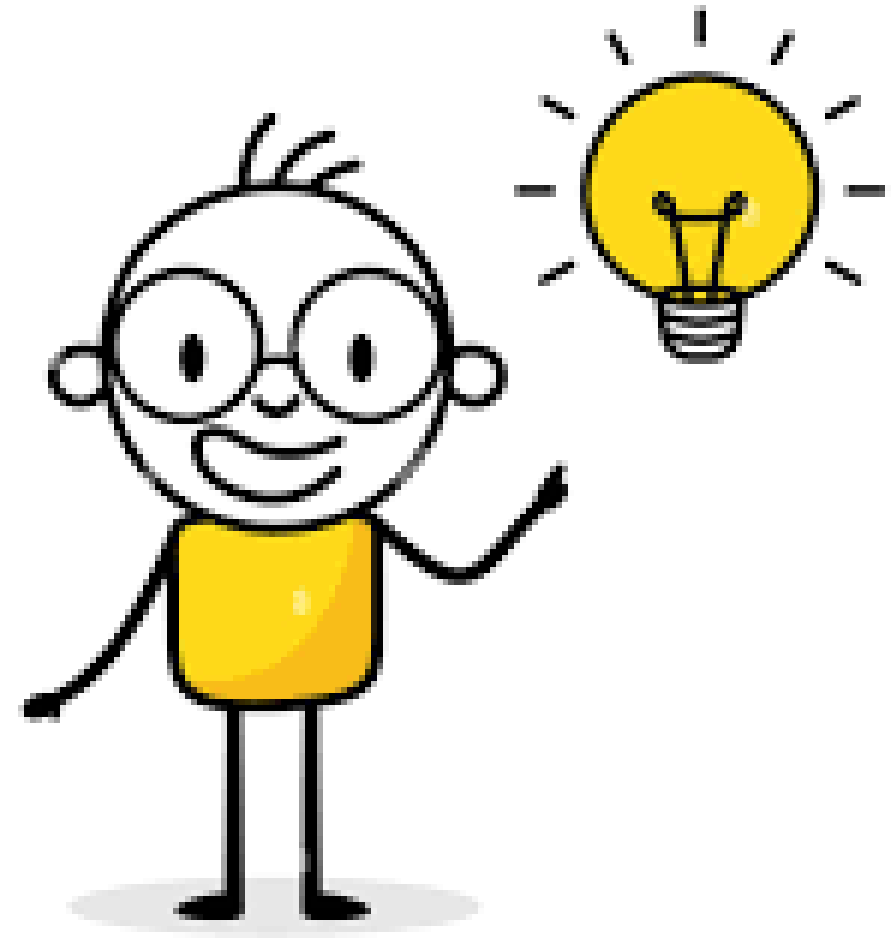


THAT'S WHY!

**PRESENTED BY
MELISSA ORTIZ,
FOUNDER
CAPABILITY CONSULTING**



AGENDA



dreamstime.com

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- Serving people in crisis as a volunteer
- Empathy, and why it matters
- Activity to learn/teach empathy
- Supply list
- Final tips & takeaways

HAPPY VOLUNTEERS SERVING HAPPY PEOPLE IS THE IDEAL...



NOT EVERYONE IS GRATEFUL TO SEE A VOLUNTEER COMING. WHY?



SERVING IS REWARDING, EVEN WHEN IT IS NOT NECESSARILY FUN!



People serve as volunteers for a variety of reasons. A huge reason for volunteering is the joy it brings.

VOLUNTEERING CAN BE HARD



Unexpected circumstances

Unfamiliar situations

LONG hours

HARD work

EMPATHY IS NEEDED TO RESPOND IN A CRISIS.

What is empathy?

Why does it matter?

What does it have to do with a paper plate?



GROUP ACTIVITY SUPPLY LIST

- Sharpies
- Paper plates
- Flower petals
- Glue sticks
- Scissors

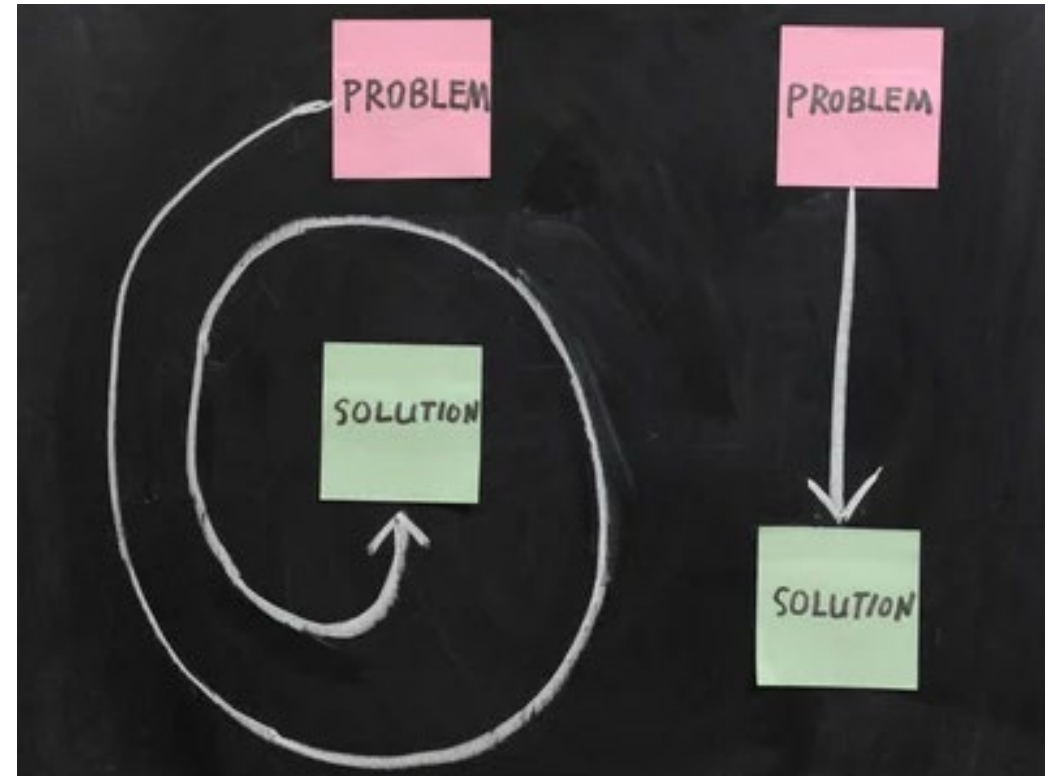


WHEN YOU HAVE A VOLUNTEER WHO CAN'T SHOW EMPATHY...

Not all volunteers are meant for all situations.

Try to shuffle folks who cannot be empathetic away from the hurting people you are serving.

If you must end a relationship with a volunteer, make sure you have documented the incidents that have led to the decision and have a witness present.



THANK YOU!

Please feel free to reach out with questions.

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