

RECRUITING AND MANAGING VOLUNTEERS

12 Reasons Why Volunteers Quit and How
You Can Solve Them

BURN OUT & COOL OUT

1. BURN OUT: When someone quits because they're asked to do too much work too quickly

- **Solution:** Offer your volunteers a series of slowly increasingly responsibilities

2. COOL OUT: When someone quits because they don't have much work to do at all

- **Solution:** Don't lose track of people and keep on touching base with your volunteers

KEEP OUT & PULL OUT

3. KEEP OUT: When a newcomer quits because they can't adjust to a group of people who already know each other

- **Solution:** Reach out to and include newcomers

4. PULL OUT: When someone quits because their volunteer commitment becomes disruptive to their life

- **Solution:** Let your volunteers control their commitment and respect their limits and boundaries

CAN'T WIN & CAN'T LOSE

5. CAN'T WIN: When someone quits because the campaign is doomed to fail, so they feel a sense of futility in the work they're doing

- **Solution:** Build morale! Clearly define your short term and long term objectives

6. CAN'T LOSE: When someone quits because the campaign will win regardless of whether they do or don't contribute

- **Solution:** Keep the ideal probability of success at 40%

NO GROWTH & NO APPRECIATION

7. NO GROWTH: When someone who expected a chance to grow from the opportunity quits because they're in a "no-growth" rut

- **Solution:** Keep volunteer work interesting and challenging. Offer variety and change

8. NO APPRECIATION: When someone quits because they're not feeling appreciated and lose faith in the value of the work they are doing

- **Solution:** Appreciate your volunteers! Keep saying thank you and pay attention to logistics (return phone calls, answer notes, pass along information, etc.)

EXTERNAL OPPOSITION & CONFLICT

9. EXTERNAL OPPOSITION: When someone quits because their family or friends oppose their volunteering

- **Solution:** Avoid external opposition in the first place by keeping family and friends involved and informed

10. EXTERNAL CONFLICT: When someone quits because they're having personality conflicts with another member of your group

- **Solution:** Acknowledge the conflict, mediate, or reorganize the work so the individuals in conflict won't see each other that much

POLICY DISAGREEMENTS & NOT HAVING ENOUGH FUN

11. POLICY DISAGREEMENTS: When someone quits because they disagree on policies

- **Solution:** Use a consensus decision-making process and acknowledge and understand minority viewpoints

12. NOT ENOUGH FUN: When someone quits because they're not enjoying volunteering for your group

- **Solution:** Political work is serious, but in the end we're all humans who need exciting things to keep us going – organize games, provide food, and celebrate wins

CONCLUSION

- **12 REASONS WHY VOLUNTEERS QUIT**
 - Burn Out & Cool Out
 - Keep Out & Pull Out
 - Can't Win & Can't Lose
 - No Growth & No Appreciation
 - External Opposition & External Conflicts
 - Policy Disagreements & Not Having Enough Fun