



Partners In Health

ENGAGE

Building the **Right to Health** Movement



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Team Coordinator Breakout: Building a Team



Snowflake Model





Team Coordinator Role

- Work with leads to set goals and carry out effective campaigns
- Lead and enable others to become leaders themselves
- Hold team accountable for commitments
- Close communication with Steering Committee coach and PIH Engage staff
- Shared purpose



Building your team

- Always start with recruitment!
- Hold one-on-one meetings
- Establish relationships with members
- Identify strengths in the team
- Keep people engaged



Ladder of Engagement

PIH Engage Leadership Ladder





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1:1 Meetings and the Hard Ask



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The “why, when, and who” of 1:1s

One-on-One Meetings



One-on-One Meetings

are a way to make personal connections with potential volunteers, engage them in work, and move them to action



WHY

- To connect and build relationships
- To maintain relationships
- To troubleshoot challenges
- To set goals, expectations, and debrief
- To escalate responsibility
- To align motivations



1:1 Meetings – When?

WHEN

- All the time (organically)
- One on one meetings are important but should not be forced
- As we move volunteers up the ladder of engagement the need for one on one meetings is greater



WHO

- Team prospects
 - Already shows passion about Engage!
 - Unsure if Engage is the right fit for them
 - Make sure that conducting these meetings isn't too much too soon for new members!
- Dedicated members ready to take on greater team responsibility
- Partner prospects
- Potential leads



Three Types of 1:1s

Introductory

Establish relationship
and connection

Maintenance

Check in, troubleshoot,
debrief

Escalation

Confirm volunteer into
a leadership role

GOALS

- Establish a relationship
- Answer questions
- Identify and gauge potential
- Connect on values
- Move to action

QUESTIONS TO ANSWER

- Is there chemistry...shared values, experience?
- Are there specific skill sets or connections that you can leverage?



GOALS

- Continue to strengthen relationship
- Offer support and guidance
- Gain feedback

QUESTIONS TO ANSWER

- Are they happy with their engagement?
- Are there new opportunities appropriate for them?

GOALS

- Confirm a volunteer into a new role or responsibility

QUESTIONS TO ANSWER

- Are they willing, ready, and able to take on this new responsibility?
- What support will they need to thrive in their new role?

*It's not a confirmation of responsibilities unless they understand and explicitly commit!

1:1 Best Practices

- Share your **personal story**
- Ask for **insights and feedback**
- **Connect** on shared experiences
- **Listen** twice as much as you talk
- End with a **hard ask**





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Making a “hard ask”



What is a hard ask?

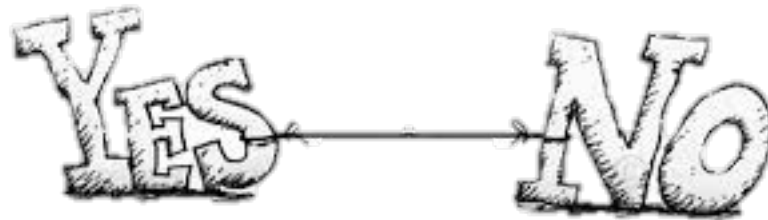


An ask that results in a commitment to a specific action. The ask should always be direct, concise, and clear and should produce a “Yes” or “No” answer.

What is a hard ask?

Good Example: “Can you join us at our team meeting tomorrow evening at 8 pm?”

Bad Example: “Would you possibly be interested in coming out to volunteer with us sometime?”





The Three Kinds of “No”

NO!

- **Not now**
- **Not that**
- **Not ever**



1. Make an **introduction**
2. Give an **update**
3. Create a sense of **urgency**
4. Present a **challenge**
5. Present a **solution**
6. Be **specific, direct, and action-oriented**



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Coordinating your Team

Holding Effective Team Meetings



Before Meetings

- Always have an agenda - sent in advance
- Aim to have regular meeting schedule if possible
- Send a reminder email with time, location, and teaser of why people should attend

- Try to include some interactive piece of each meeting - creates opportunities for team members to take the lead
 - Present a health topic
 - Lead a discussion from the curriculum
 - Phone-a-thon to the local rep's office
- Stay on task while encouraging team discussion
- Always have someone take notes



- Follow up in writing with clear action items and who is responsible!
- Seek feedback and input for future meetings



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Working with Your Leads

- Set expectations before the start of the campaign
 - Hold a retreat for your leads before recruitment!
 - Have leads set specific goals
- Don't be afraid to delegate!
- Always agree on task deadlines
- Maintain open lines of communication



Ensuring the Burden Doesn't Fall on One Person

- Have a unifying goal
 - What is a goal that you and your leads came to a consensus on?
 - What is a goal your leads find motivating?
 - What is a tangible plan they feel confident in seeing through?
- Hold leads accountable for their plans
 - Avoid micromanaging
 - Schedule 1:1s to check on progress and challenges
- Show appreciation and humility
 - We succeed with our leads!