

Role Play Scenario

Your Role:

George Jones, a long-time Volunteer at 'Volunteer New York City'

Background:

Your name is George Jones, and you have been a Volunteer at 'Volunteer New York City' for the past 5 years. Over the years, you have primarily volunteered on your favorite project, walking dogs from a shelter in Brooklyn, where you live. You lead one of these projects, and you work alongside 3 other leaders, who have all been volunteers as long as you have. Each of you takes it in turns to run the project one Saturday out of every month, and you always email back and forth with the other leaders to confirm your date preferences etc.

The turnover of staff at 'Volunteer New York City' is fairly high, and you have recently started working with yet another new volunteer manager. It annoys you that this keeps happening, as you feel like you have to get each staff person up to speed, and develop a new relationship with them. Your latest new volunteer Manager is Vanessa, who has been bugging you about coming to visit the project, and getting to know all of the leader volunteers. You feel like these new staff are a bit clueless, and always want to meet with you, and learn about the project, and get up to speed, and then they want to interfere in the system that you have worked out with the other leader volunteers. Then, before you have time to feel comfortable with them, they leave anyway! You wish they would just leave you alone to do your thing – it's worked for 5 years already!

Sandy, the Director of the Volunteer Relations team at 'Volunteer New York City' has asked to meet with you, to talk about how your project is going. You are very busy at work, but agree to get together, because you feel flattered that the Director wanted to talk with you one-on-one.

Goal:

Your goal is to impress Sandy with your experience, and ask her staff to stop bothering you and the other leader volunteers – you can take care of things yourselves without someone with no experience coming in and wanting to change everything.

New York Cares 'Starting a Volunteer Program'

Role Play Scenario

Your Role: Sandy White, a Volunteer Relations Director at 'Volunteer New York City'

Background:

Your name is Sandy White, and you have been the Director of Volunteer Relations at 'Volunteer New York City' for 7 years.

George Jones has been a Volunteer at 'Volunteer New York City' for the past 5 years. He is a very opinionated character, who gives off the vibe that he knows best, and that he knows more than most of the staff about how 'Volunteer New York City' should be run.

George has been a leader at the same project for the past 5 years, and works with 3 other leader volunteers, who all coordinate with each other to work one Saturday per month at the animal shelter in Brooklyn where they volunteer. They have known each other for years, and have formed almost a 'clique', where they rarely include your staff in the loop. However, the project runs well, and you don't worry too much about it, since it pretty much runs itself, after so many years, and with so many solid long-term leaders.

A problem has arisen, though, because the most recent Volunteer Manager for George's project resigned, and you have placed a new staff member, Vanessa, as George's Volunteer Manager. Because of staffing issues, out of your control, this has been the 3rd time in two years that George has been assigned a new Volunteer Manager. He has not been at all friendly or communicative with Vanessa, the new manager, and, when she tried to reach out to learn about the project, and talk about how it was going, George wrote her an email saying: "Vanessa, We have it under control, and have done for years. No need for you to change things on us. Please leave it to us – we are fine on our own, Best, George".

Vanessa was upset by this, and you support her. You and Vanessa want to have more control of the project, and want Vanessa to visit it to see how the whole thing is running, since it's been a long time since any staff members were there.

You have asked George to come in and meet with you, on the understanding that you want to talk about the project, but you are more concerned with addressing his relationship with, and attitude towards, Vanessa.

Goal:

Your goal is to talk to George and to have him agree to be more accommodating to Vanessa, and allow her to visit the project, so that you guys have a better idea of how things are running over there.