

MINUTES

STRATEGIC CONVERSATION: VOLUNTEER/STAFF CONNECTION

OCTOBER 16, 2024

- I. Welcome-Kathy Leibrand
 - A. Recapped last conversation
 - B. Reminded about rules of engagement and using chat option for questions
 - C. Introduced Rosalinde Rivera, Donor Engagement Liaison and Events and Megan Hanna, Director of Philanthropy, both from Kansas City Symphony
- II. Presentation
 - A. How KCS works with volunteers
 1. Megan and Rosalinde gave biographical backgrounds
 2. Posed icebreaker: what fictional character would be great at volunteering
 3. Mary Poppins, Samantha from Bewitched, Batman, Elsa, Wonder Woman
 4. Described various groups of volunteers for KCS
 - a. KCS Alliance; Showhouse and shop
 - b. KCS Symphony League; since the 40's; mainly handle the Symphony Ball
 - c. KCS Symphony Guild; mainly Events of Note and Cabaret
 - B. Transformation leadership
 1. Encourages innovation and growth by inspiring volunteers to think creatively and contribute to the organization's goals
 2. Influence from strong, charismatic, ethical, respected leaders
 3. Use informational motivation
 4. Create high expectations
 5. Capability
 6. Cooperation
 7. Communication with single point of contact
 8. Coaching
 9. Promotes loyalty, development, meeting of needs
 10. Future thinking
 11. Shared vision
 - C. Q&A
 1. Do they track hours? Yes, using estimates
 2. Does the Symphony Board dictate what their 15% of budget contribution will be: they connect with each group to set goals; if target not met they pivot to find other resources
 3. Any conflict between groups? Each does what they are good at but compete with themselves to beat last year's goal
 4. Is there an Auxiliary Council? Leadership of the three groups has collaborative meetings with symphony leadership
 5. How many times does the council meet? Every other month
 6. Example of how transformation leadership was implemented? Empower volunteers through telling them symphony's goals, let them suggest how to

help meet them; assess needs and help them meet them; manage expectations

7. How do they track hours? Manually
8. How valuable is it to track hours? Important for grant applications

D. Thank yous

1. Kathy thanked all participants, especially Melanie Hausman, speakers and facilitators.
2. Contact information will be sent to participants
3. Encouraged participants to suggest issues to discuss
4. Powerpoint will be shared.