

Greater Philadelphia
Martin Luther King Day of Service
Pennsylvania . New Jersey . Delaware
Celebrating Dr. King's Legacy By Turning
Community Concerns Into Ongoing Citizen Action

Project Planning & Volunteer Management Tips

- ❖ **Communication is the key.** Whether you are working with a community partner to plan a project or managing volunteers during a project, an open line of communication is a crucial component of every successful service project.
- ❖ **Consider the needs of the community when planning projects.** While painting over graffiti is a great way to beautify a neighborhood, a graffiti removal project might not address that community's most urgent needs. It is imperative to consider the needs of the community you plan to serve. Addressing real community concerns will not only increase the effectiveness of your project within that community, but will also promote the buy-in of community members.
- ❖ **Review service project plans ahead of time and troubleshoot.** Reviewing plans and troubleshooting beforehand allows you to avoid oversights and potential problems that you may not have otherwise considered.
- ❖ **Use a personal touch when recruiting volunteers for your project.** A person is more likely to get involved when you take a moment of your time to personally request their participation whether it be in-person or through a handwritten note, email, or phone call.
- ❖ **Delegate responsibilities evenly and appropriately among volunteers.** It is important for all volunteers to be engaged in service during the span of your project. Also, don't forget to consider the diverse abilities, interests, and talents of your volunteers when assigning tasks/roles; those abilities, interests, and talents are assets!
- ❖ **Engage volunteers.** At the start of your project, give clear instructions and leave time for questions and pre-project reflection. During the project keep volunteers abreast of any important information and motivate them as they serve. At the end of your project, lead a group reflection. The more you engage your volunteers, the more engaged in your project they will be.
- ❖ **Teamwork.** Creating a cohesive team environment where everyone feels welcomed and valued is not only essential in completing a project, but also is a fundamental component of the mission of King Day of Service.
- ❖ **Recognize the efforts of your volunteers.** While it is important to thank volunteers after your service project, it is equally as important to recognize and encourage volunteer efforts throughout the course of your service project. A pat on the back goes a long way.
- ❖ **A successful project is a balance of logistics, time, and people.** Sometimes this balance can be a challenge to strike on your own; don't be afraid to reach out to community partners and your volunteers for assistance. **Most importantly, remember that Global Citizen staff members are here to help!**