

Welcome Back, Canadian Council of Muslim Women



Land Acknowledgement

Tkaronto (TKahr-on-dOnH) or Toronto, is on the traditional territory of Haudenosaunee (HODE-en-oh-show-nee)-speaking nations, including the Huron-Wendat, Petun, Seneca and Mohawk, & was more recently joined by the Mississaugas of the Credit.

This territory is covered by the Dish with One Spoon Wampum Belt Covenant, an agreement between the Haudenosaunee Confederacy and the Anishnaabe (Ojibwe) and allied nations to peaceably share and care for the lands and the relationships around the Great Lakes.

What this means is that by living and working here, we all have a responsibility to the environment and to each other, to treat each other with peace, friendship & respect.



Icebreaker- Groups of 3

- Name?
- Show one object that brings you joy





Agenda


- Holding teams together
- Why and how we build relationships
- How to have an effective 1:1 meeting
- Fishbowl: recruitment 1:1 meeting
- Break
- Practice: recruitment 1:1
- Debrief and next steps

Poll

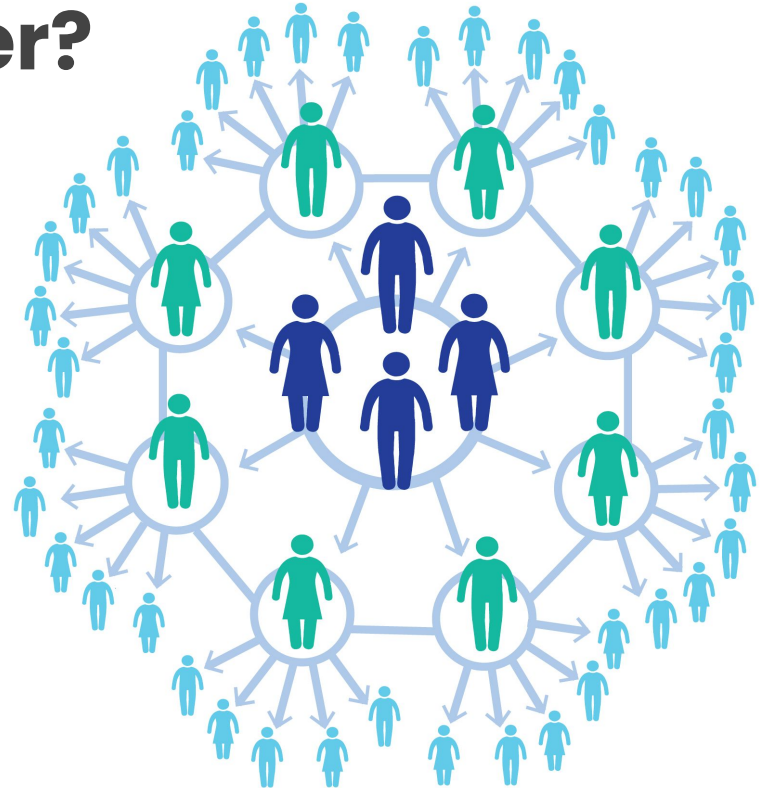
How many of you have recruited someone before? I have/I have never

Where do Relationships Fit In?

I am organizing **WHO** (PEOPLE)
to accomplish **WHAT** (GOAL),
by doing **STRATEGY + TACTICS**
by **TIMELINE**,
because **THEORY OF CHANGE**.



What Holds a Campaign Together?



What Holds a Campaign Together?

Shared
commitment

Touched by
issue

Common
purpose

timeliness

Persistent
motivation

Strong
leadership

Observed
progress

Good
communication

Clear
goal and
roles

collaborat
ion

Accountability

Consistent
goals

Bonding-
online and
offline

Feeling
useful/ne
eded

Keeping an
open mind and
listen to all
sides of an
issue

Measured
progress

Filling a skill
gap

The Glue of the Campaign



Commitment



Commitment



What Happens Without Commitment?



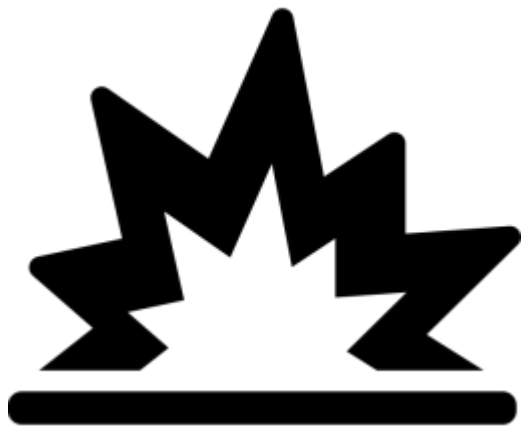
Commitment



Commitment



It Falls Apart



What are some best practices you have when working with volunteers? Or what have you experienced yourself as a volunteer?	What are some problems you experienced while working with volunteers? Or what have you experienced yourself as a volunteer?
Appreciation for their work ; gratitude	do not over work a volunteer and watch for burn out.
Clarity in role and expectations	cliques among the volunteers & hard to become part of the group.
Providing incentives ; including their voice	Inexperience
Training and clear expectations	Lack of commitment
Encouragement / avoid burnout	in it for the wrong reasons
Be understanding ; know their names!	Volunteers with availability outside of usual work hours - therefore no work for them to do.
Debriefing ; help them achieve goals	Language, generation gaps
Recognizing abilities ; learning skills	No food, water, snacks

What are some best practices you have when working with volunteers? Or what have you experienced yourself as a volunteer?	What are some problems you experienced while working with volunteers? Or what have you experienced yourself as a volunteer?
Consistent touch	Balancing multiple commitments
Clarity in a role	False hopes from the organization
Incentives	No shows
Training and clear expectations	Hard to keep volunteers excited / motivated
Help them achieve their goals. Providing references	Not appreciating them, including their voice, not knowing their names
do not over work a volunteer and watch for burn out.	Volunteer burnout
Recognizing their abilities	No food and water!
always showing gratitude to volunteers since they are not paid. Include their voice and visibility	Volunteering at the Wrong place, having no real reason to be involved (May be iust to earn



**What are some best practices you have when working with volunteers?
Or what have you experienced yourself as a volunteer?**

What are some problems you experienced while working with volunteers? Or what have you experienced yourself as a volunteer?

Matching skills of volunteers to organization needs.

Not exploiting them, giving them something in return

make it easy for someone to volunteer- be flexible with hours and location and skills

I learned from a past boss the importance of thanking everyone every day for their work as they often do things that are overlooked. I still use this as a Manager everyday

What Are Relationships?

Shared Values

Diverse Skills & Resources

Shared Purpose

Shared Growth & Learning

COMMITMENT

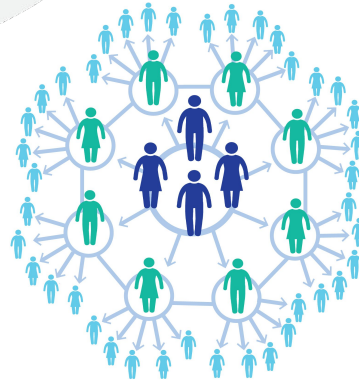


Why do Relationships Matter?

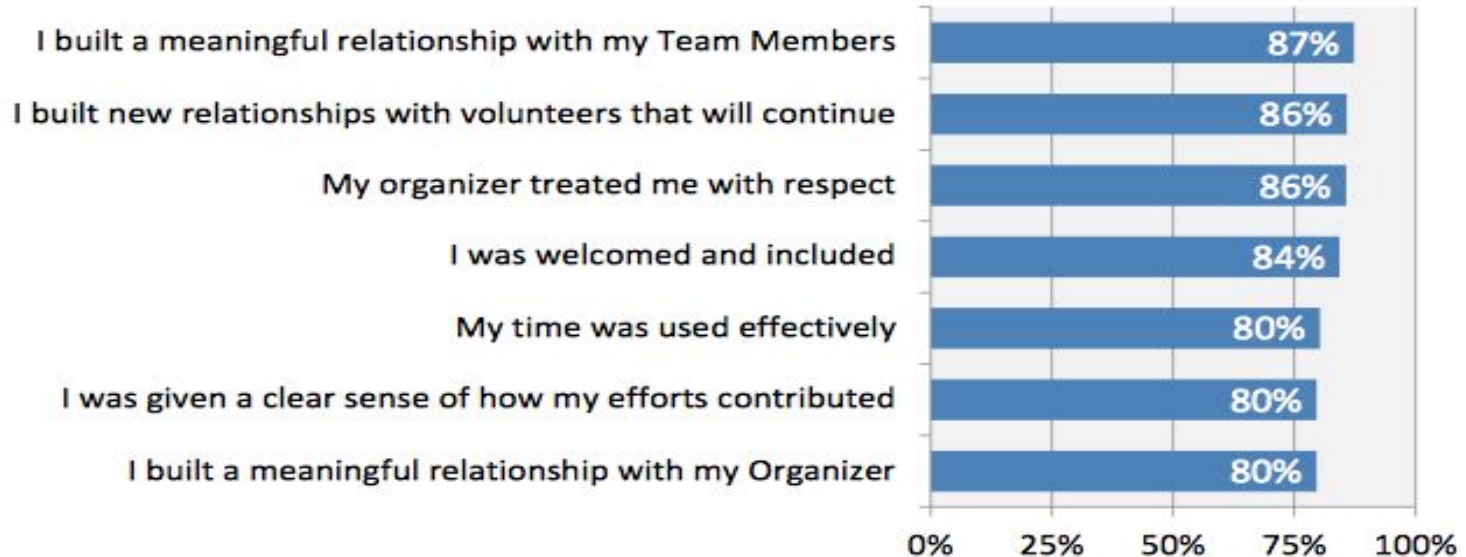
Why Do We Build Relationships

Relationships Build Power

- Form constituency, launch a group/team
- Revitalize a constituency & move them to act
- Expand a constituency & develop new leadership



Survey: Reasons Obama 2008 Volunteers Returned in 2012





Slight Detour

Relationships and Organizing



How do we Build Relationships?

How do we Build Relationships?

One on ones (1:1s)



House Meetings

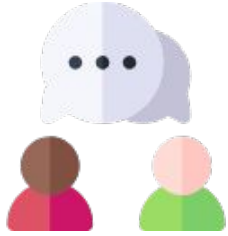


Organizational Meetings



Team Meetings



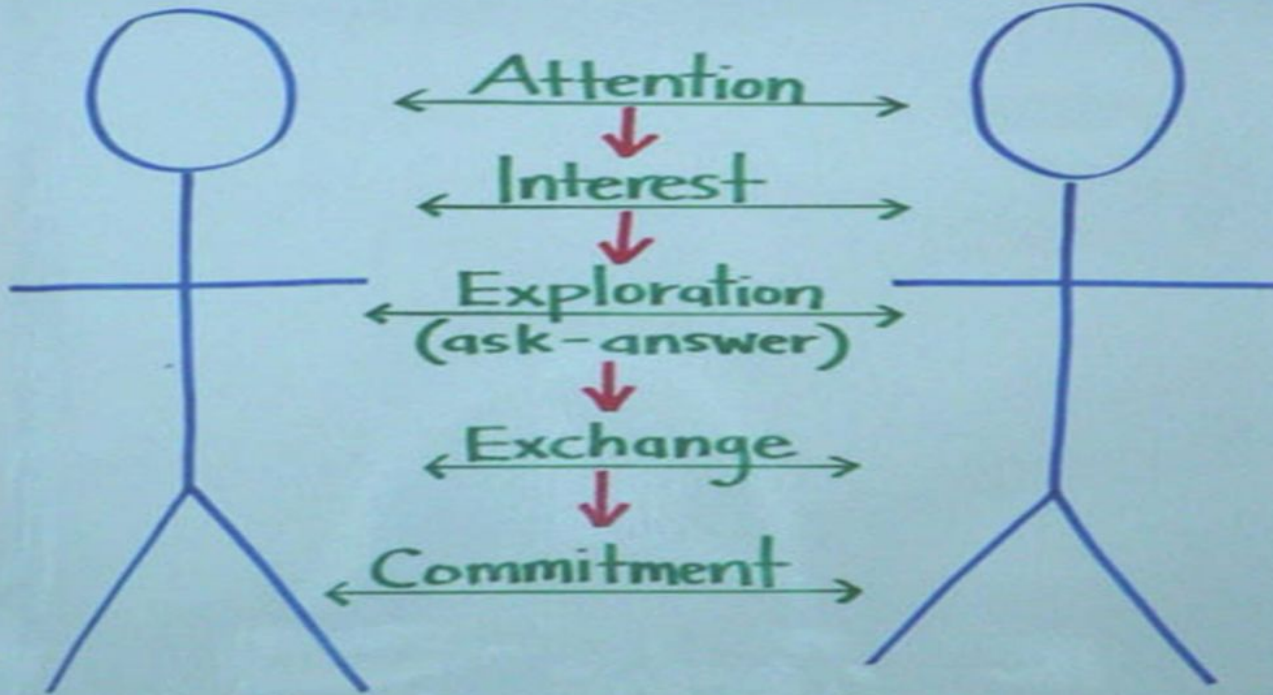


Why are 1:1 so Important?



- People make commitments to each other
 - Stronger than committing to an idea or a task!
- Create new working relationships
- Opens access to networks
- Provide a foundation for collective engagement

RELATIONSHIP-BUILDING

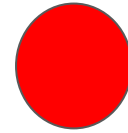


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Throwback
to when ICL
met in
person! *



A 1:1 Is:

- A public relationship
- Probing
- Purposeful
- Scheduled
- About commitments to specific actions



A 1:1 Is Not:

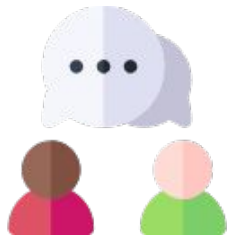
- An intimate relationship
- Prying
- Free-flowing chit-chat
- Accidental
- About vague commitments to unspecific actions



Recruitment 1:1

Purpose: turn **prospects** into regular volunteers

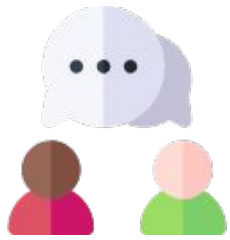
- **Connect:** share stories and explain the strategy
- **Explore:** each other's interests and resources
- **Commit:** Make a hard ask



Maintenance 1:1


Purpose: Nurture relationships and coach each other in finding solutions

- Address **potential issues** early
- Debrief, **troubleshoot and plan** together.
- **Reconfirm** commitment and acknowledge successes



Escalation 1:1

Purpose: Ask team members to take on more responsibility.

- 
- **Celebrate**
 - Frame the ask in a way that **shows them they are already doing the job**
 - Clearly lay out **responsibilities and next steps**

Why is building relationships scary?



Recruitment 1:1

Deep Dive



Recruitment Meetings



Purpose: turn prospects into regular volunteers

Key elements:

1. **CONNECT** on shared values
2. **EXPLORE** interests and resources
3. **COMMIT** to take action





Recruitment Meetings



1. **CONNECT** on shared values

1. Make an introduction, connect
2. Give context, purpose
3. Emphasize common values



Recruitment Meetings



2. EXPLORE interests and resources

- Understand Interests and resources
- Dig into motivations
- Check time availability





Recruitment Meetings



3. COMMIT to take action

- Present a challenge and a solution
- Stress urgency
- Be specific in request or action - Make a "Hard Ask"
- End the meeting with an understanding of next steps



Commitment: The Hard Ask




Connect

- Make an introduction, connect
- Give context, purpose
- Emphasize common values

Explore

- Interests and resources
- Motivations
- Time availability

Commit

- Present a challenge and a solution
 - Stress urgency
 - Be specific in request or action
 - End the meeting with an understanding of next steps
- 

Checklist : One-on-Ones



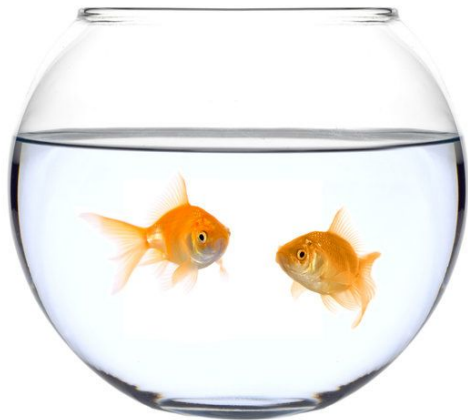
- Give context for the work you are asking them to do**
- Find shared value (shared your stories)**
- Find common organizing interests (e.g., poverty)**
- Find each others resources (cooking/ singing etc)**
- Make your hard ask - Don't apologize for asking**
- Get a commitment**
- Clarify your next steps together**

Checklist : One-on-Ones



- Do you have a hard ask and back-up ask prepared before the meeting?**
- Be clear about why you are meeting today**
- Share parts of your public narrative**
- Share experiences and motivations**
- What resources can they offer?**
- What resources can you offer?**

Fishbowl One-to-One Model



Fishbowl Debrief



- What values and resources were uncovered?
- What did they explore?
- What did they exchange? How?
- At what point was there a connection?
- What real commitments are being made?
- Could the “ask” be stronger?

Recruitment 1:1

Recap

Recruitment meetings



Connect → **Explore** → **Commit**

- We commit to people before we commit to an action
- Spend most of the time connecting and listening!

Preparing to recruit

- Crafting stories → finding our values, hopes
- We help each other find the courage to act now
- **Isolation** → **SOLIDARITY**



Preparing to recruit

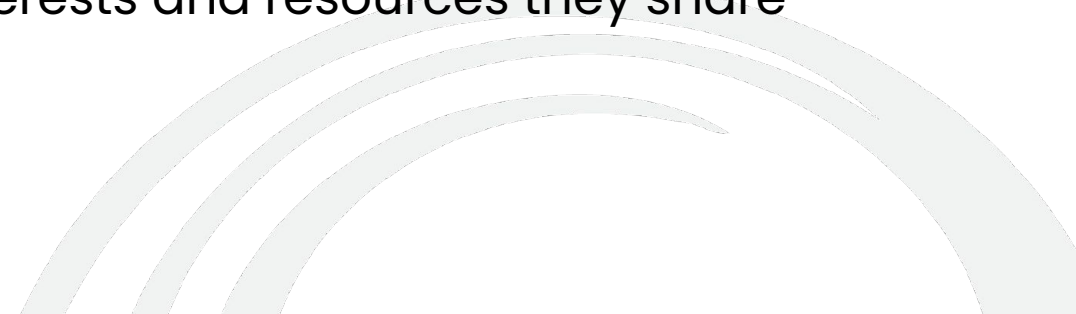
By building a meaningful connection, we build a relationship so we can act together.

Every recruitment meeting is unique because every person is unique!



Preparing to recruit

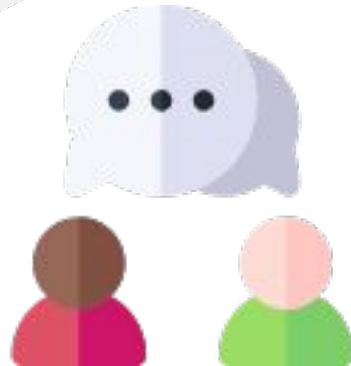
Before a recruitment meeting,

- Think about what you don't know about the person you're meeting. What do you hope to learn?
 - Set a goal for your "hard ask," but...
 - Be open to asking for a different commitment, depending on the interests and resources they share with you.
- 

Body Break

One-on-Ones

- Practice one-on-ones
- Refer to your worksheet (X & XI)
- Record shared values, interests, and resources



Breakout Session (31 mins)



Instructions: We will put you into groups of three

- Appoint timekeeper and prepare your 1:1 recruitment meeting (2 mins)
- Participant 1 will do the “connect, explore and hard ask”. (7 mins)
- Debrief by Participant 3 (2 mins)
- Participant 2 will do the “connect, explore and hard ask” (7 mins)
- Debrief Participant 1 (2 mins)
- Participant 3 will do the “connect, explore and hard ask”. (7 mins)
- Debrief by Participant 2 (2 mins)

Poll: Which was Easiest, Hardest...

- Connecting on shared values
- Exchanging interests/resources
- Securing a specific commitment

Name	What was your key learning from this training?

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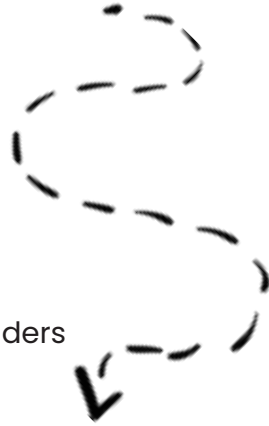
Next Session



September 20th
Strategies



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