

An Effective Leader of a F.I.I.V.E. Program Is:

CREDIBLE: Be the authority. Being a dynamic leader takes practice, and the first step begins with demonstrating to your audience that you are a credible source of information. The older adult volunteers will be especially appreciative of this quality.

- ~ Prepare for your sessions ahead of time and familiarize yourself with the content you will be presenting on each social issue.
- ~ Credibility is established not only by demonstrating knowledge acquisition, but also by having a professional and well organized presentation style. Your older adult volunteers will be more enthusiastic about volunteering if they perceive the program and its leadership team as well-organized and credible.

ENGAGING: You want to be engaging and encourage engagement among your participants and volunteers.

- Choose topics that your participants and volunteers are interested in and provide them the opportunity to offer their own input – allow them time to find ways to relate the content to their own experiences.
- Presentation style matters – when you are presenting information on

the social issue, or providing instruction on how to complete a task, move around the room, and be aware of your body language and posture. Talk clearly and slowly, in a conversational style.

EMPATHETIC: Empathy involves understanding other's feelings and motives. Empathy is intrinsic to successful teamwork, and fosters a collaborative and comfortable work environment. Participants and volunteers may be uncomfortable or unfamiliar with some experiences – their reactions can be many and the reasons behind their reactions even more numerous.

- ~ Participate in active listening. Pay attention to tone of voice and body language, as well as spoken words. Ask questions to confirm your conclusions about the message a participant or volunteer is trying to communicate.

ENERGETIC: Being enthusiastic and energetic is contagious! Keep the environment positive while promoting a safe and friendly place for volunteering.

COMMITTED

- ~ F.I.I.V.E. requires a commitment of time, energy, and focus. Participants and volunteers will struggle if they



sense a lack of commitment from the coordinator.

- ~ To show up at each session ready to lead, work, and meaningfully contribute can be emotionally

draining. Take care of yourself and get plenty of rest prior to F.I.I.V.E. events. Be prepared for your own growth and development!

Tips for Successful Collaboration

A program like F.I.I.V.E. requires collaboration with other sites. F.I.I.V.E. Chicago has six human service agencies that collaborate with one another. In turn, each of these agencies collaborates with other organizations within its local community. What follows are just a few considerations about communication and compromise that may help you successfully partner with other organizations in your community. There is much to discuss on the topic of collaboration and we highly suggest seeking out additional reading materials beyond what we have provided here.

COMMUNICATION

- ~ Communication is the creation of understanding.
- ~ Any good relationship is built on trust. A collaborative work relationship requires attentive listening, clearly

established program goals and objectives with valid measures for evaluating outcomes, and mutual respect for the work.

- ~ Establish tangible and realistic goals in the beginning, set specific deadlines, delegate specific tasks.
- ~ Demonstrate appreciation both verbally and non-verbally.

COMPROMISE

- ~ Make sure you give as much as you get.
- ~ Know that the success of the project is largely determined by how well you can work with one another.
- ~ Emphasize team performance when working with another organization. Know who has assumed responsibility for collecting supplies, contacting the volunteers, leading activities, etc.

