

## 8.3 TIPS FOR HAVING A PERFORMANCE CONVERSATION WITH A VOLUNTEER

Sometimes a problem can be resolved by having an informal conversation with the volunteer and by using documents such as a code of conduct as a basis for the discussion. This will depend on what has taken place and the seriousness of the issue.

Occasionally an event will occur which is serious enough to warrant formal meeting with the volunteer(s) involved. In this instance, the volunteer(s) should be invited to a formal meeting and encouraged to bring a support person. The following tips might prove useful:



Outline the problem and ask the volunteer how they will solve the problem



Use open questions



Practice active listening



Use silence to enable them to respond



Ask them for specific details for an action plan



Focus on work-related issues – never provide psychological advice