

Developing an Ongoing NVC Team, Organization or Community

Developing an ongoing NVC team, organization or community has many benefits. While it may involve a lot of work initially, the support and structure you create are likely to contribute to equitable distribution of workload and a life-serving volunteer experience for all involved. In addition, by working initially to establish your team's mission, goals/objectives and structure, you will have greater flexibility in the type of activities you engage in.

This document outlines some steps to take to form an ongoing NVC team or organization, as well as some common roles and associated tasks found in many existing NVC teams. The descriptions are certainly not exhaustive, but are offered only as a general overview of the type of tasks each role may fulfill. Use this document as a **GUIDELINE ONLY** to develop the specific steps you'd like to take to form a team, and the team roles and associated tasks that will help you each fulfill your mission and objectives.

Find information on establishing a team/organization mission statement, goals/objectives, and recruiting volunteers to fill the roles you outline in the Team Development Toolkit.

STEP #1: ASSESS YOUR SITUATION.

- Take some time to assess the current stage of your local NVC community. For instance, are you one of only a handful of people in your community who have been exposed to NVC? Are you the only person in your area who has expressed interest in forming a long-term NVC team, or are there other leaders you can partner with for this task? What type of team would you like to form? **SEE OTHER TEAM/ORGANIZATION DEVELOPMENT RESOURCES TO GET YOUR TEAM STRUCTURE, MISSION AND GOALS ESTABLISHED BY VIEWING THE TEAM DEVELOPMENT TOOLKIT**
- What skills are available to you to form or develop a team or organization? For instance, assess your own skills in team/organization development, and determine if other individuals, or neighboring teams can offer you assistance through this process.

STEP #2: BRING PEOPLE TOGETHER AND DISCUSS OPTIONS / IDEAS.

- One of the easiest ways to get started is by putting out an announcement that you're interested in forming a local NVC team or organization and need help in creating it. Start with anyone you know locally who has also been exposed to NVC and build up from there. Invite these individuals to a meeting to discuss your vision and request collaboration and support for making the vision a reality. See where the meeting takes the group — you may decide you're not ready or willing to form a team at this stage, or you may find just the support you need to make it a reality.

STEP #3: ESTABLISH YOUR TEAM/ORGANIZATION MISSION STATEMENT.

- Use the *Developing a Mission Statement* in the Team Development Toolkit to facilitate the creation of a team or organization mission statement.

STEP #4: ESTABLISH YOUR TEAM/ORGANIZATION GOALS/OBJECTIVES.

- Use the *Developing Team or Organization Goals and Objectives* in the Team Development Toolkit to put your goals/objectives on paper.

STEP #4: ORGANIZE YOUR TEAM.

Considering your mission statement and the goals/objectives you outlined, use the worksheet below to identify the specific roles and related tasks that will help you meet your goals. Use this worksheet as a **GUIDELINE ONLY**; be sure to customize role titles and descriptions to meet your specific needs. When dividing roles among team members, remember — there is **NO** formula! Be creative! Two people may decide to share the team coordination role (rotating the responsibility month to month to keep from being overloaded); or one team member may wish to role several tasks into a single role. Ask each team member who has volunteered for a role to be very clear about the duration of their time commitment (at least 6 months is desirable to ensure adequate connection and efficiency).

Common Roles/Tasks for an Ongoing NVC Team (ADAPT THIS LIST TO MEET YOUR NEEDS):

- **TEAM COORDINATOR:** _____
A team coordinator (or team of coordinators) provides overall leadership and coordination of the big picture of the group. This typically facilitating the development of group structure, supporting the team in defining its mission, goals and objectives, and helping create structures for group connection, planning, task completion, and communication. While this role may serve as the central group contact, the key is to provide overall leadership, not necessarily fulfill a large number of tasks.
- **VOLUNTEER COORDINATOR:** _____
The Volunteer Coordinator will recruit and distribute short-term volunteers to fulfill tasks such as delivery of flyers, leafleting at select events, etc. The Volunteer Coordinator will retain a list of volunteer names, phone numbers and email addresses so as needs arise, he/she can find volunteers quickly and efficiently to fulfill a given task. For best results, Volunteer Coordinators will be good at recruiting, mentoring, and coordinating volunteers. The Promotion Coordinator and Volunteer Coordinator will work in partnership most of the time. Some teams will request that the Volunteer Coordinator handles all coordination for guerilla marketing. This may include identifying events, matching volunteers to an event, communicating all logistics to volunteers, training volunteers when needed, and providing volunteers with leaflets or flyers.
- **PRACTICE GROUP COORDINATOR:** _____
The Practice Group Coordination helps collect and disseminate information about available practice groups in the area, and can provide mentoring and support to individuals who wish to start a practice group. The position is best filled by an individual who has had some experience facilitating and/or participating in a variety of practice groups.
- **EMAIL AND/OR PHONE RESPONDER:** _____
If your group or team has set up a phone answering machine and/or an email account, identify a team member to answer these communications on a consistent basis. You may consider having one volunteer answer email, and a second volunteer answering the phone line.
- **PROMOTION COORDINATOR:** _____
Identify a team member to serve as the promotion coordinator for a designated period of time (at least 6 months is desirable). This person will keep promotion tasks organized, delegate promotion tasks to other volunteers, possibly fulfill promotion tasks on their own, and keep in communication contact with the rest of your team. For best results and ease, it's most helpful if the promotion coordinator has some expertise in public/media relations and/or writing. You may consider a two-person team approach to coordinating promotion as well. Specific work may involve ongoing promotion of NVC and/or your organization to the area community, and/or promotion of specific training events.
- **COMMUNITY DATABASE COORDINATOR:** _____
If your group or team has agreed to create and maintain an NVC community database (names, email addresses, phone numbers and address of individuals who've attended NVC workshops in your area and would like to stay informed of area NVC happenings), identify a team member who will be responsible for developing a process for gathering community member information, creating a corresponding database and maintaining the database. Depending on the process you establish for gathering data on your community members, work for this position may be fairly heavy, or take minimal time.

- **FINANCES/ACCOUNTING COORDINATOR:** _____
Identify a team member who will support your group to develop a process for tracking ongoing expenses and revenues, including those specific to training events your group has decided to host. Depending on the process you establish, and the type and amount of expenses/revenues your group acquires, this work may be minimal or fairly heavy. For best results and ease, it's most helpful that this volunteer has some experience handling finances.
- **IDENTIFY AN EVENT COORDINATOR:** _____
Identify a team member to serve as the event coordinator for a designated period of time (2-3 months prior to the event is desirable), and list this individual on your Event Planning Worksheet. This person will keep all event coordination tasks organized, delegate various event planning tasks to other volunteers, possibly fulfill tasks on their own, and keep in communication contact with the rest of your team. For best results and ease, it's most helpful if the promotion coordinator has some expertise in event coordination/planning or juggling multiple tasks at once. You may consider a two-person team approach to coordinating the event as well.
- **CELEBRATION COORDINATOR:** _____
As we strive to make a better world, it's easy to focus only on how much we get done. It's equally important to stop and celebrate to share joy about what your team has accomplished. Identify a celebration coordinator (or team) to continually plan and/or initiate celebration activities for your group. This may involve coordinating annual celebration gatherings for your team, or developing other strategies for acknowledging individuals and expressing gratitude.
- **EMPATHY COORDINATOR/TEAM:** _____
People on your volunteer team will inevitably have needs unmet in relation to each other while working together to coordinate events and build an organization. Identify a team member who can be called to provide empathy for anything that arises within the team. The empathy coordinator (or team) will assist each caller in connecting with their feelings and needs and brainstorming requests of themselves or others.
- **OTHER:** _____