

HOW TO LOSE

A VOLUNTEER IN 10 DAYS

Don't introduce the volunteer to your staff.

Don't let the staff know what projects the volunteer will be working on. Let the volunteer surprise them.

Don't clearly explain your expectations to new volunteers.

Don't provide volunteers with an orientation.

NEATV: Never explain acronyms to volunteers.

Don't take volunteers and their concerns seriously—and don't make responding to them a priority.

Always assume that since volunteers are "free," you don't have to keep them busy. They'll be happy to sit around for hours waiting for you to give them something to do.

You always get a 100% return from volunteers. You don't have to train them, give them any "face" time, or even learn their names. Above all, you don't have to try to explain how what they are doing contributes to the firm's mission to help your clients.

If you and your coworkers are going out to lunch, never invite your volunteers to join you.

Don't respond when volunteers call with concerns. Just ignore the calls, eventually they will stop trying to reach you.

Don't tell your volunteers and coworkers about your schedule—including court dates—so when volunteers come in, they won't find you and no one in the office will know where you are.

Always expect volunteers to be nicer to clients than your staff is to its volunteers.

Don't recognize volunteers for the work they do for you. It's a waste of valuable time and resources you could be devoting to other things. They knew what they were asking for when they agreed to help and should not expect you to make a big deal out of it.

Have all the chairs in your office filled with papers so they don't feel too comfortable and will never sit down in your office.

When a volunteer approaches your office, always be too busy to look up and say hello so they know their questions are not welcome. Better yet, keep your door shut and your blinds drawn.

Don't give them any feedback on their work, especially their written assignments. They should know by now if they are any good or not.

Save the worst tasks of your job for them. Take all those things that you don't even want to do for pay and make someone do them for free. They should see what the staff has to put up with everyday.

Constantly remind them how awful it is to work here. That will inspire them to come back.

Give cryptic assignments, with no regard for spell check and complete avoidance of capitalization or punctuation. If they can't read your mind, they shouldn't be volunteering anyway.

Never say "thanks" when a volunteer leaves for the day