



# Volunteer Feedback Guide

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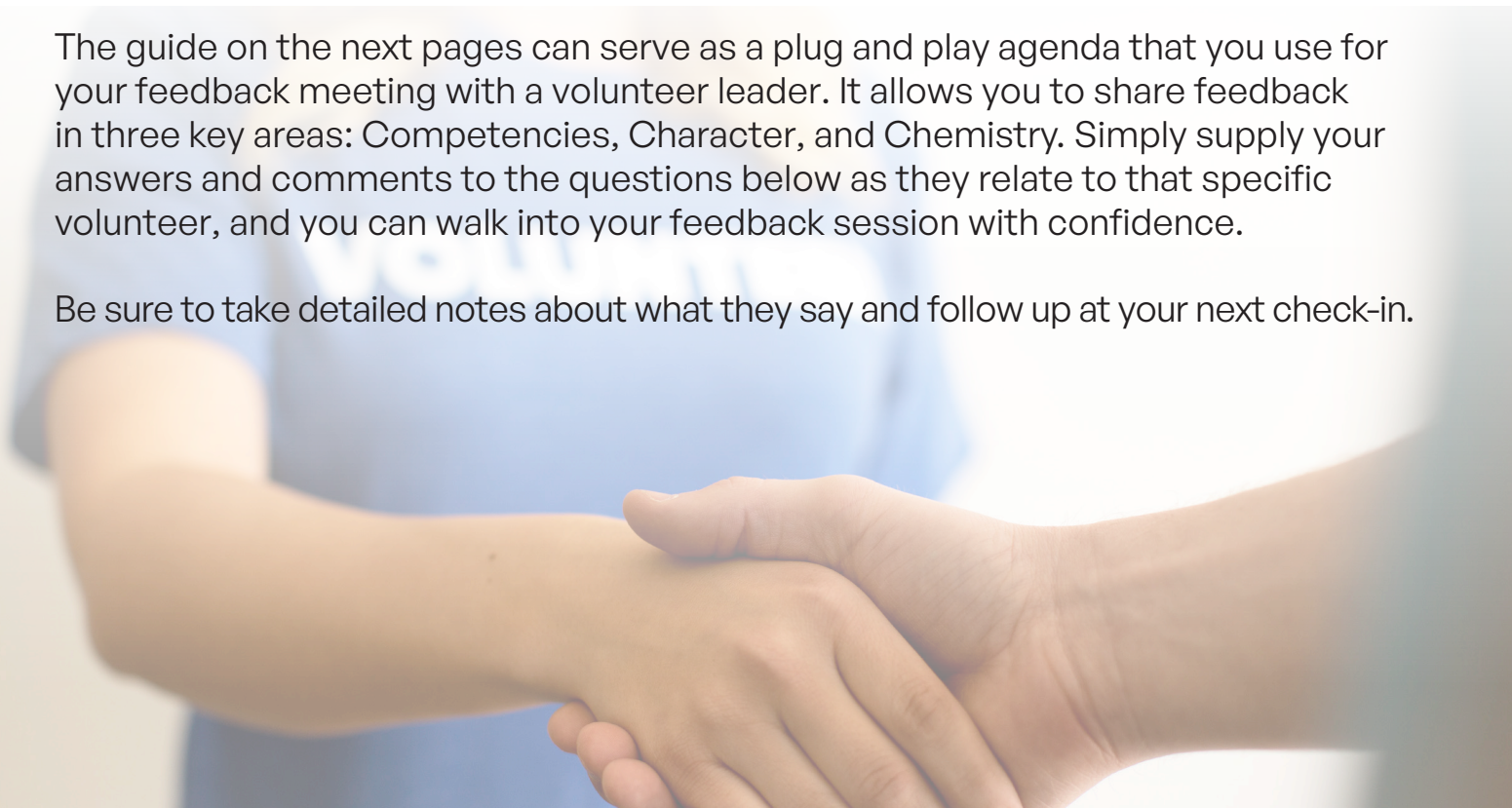
Feedback is invaluable. Regular feedback makes everyone better. It is especially valuable for volunteer leaders who are serving on your teams. For many volunteer leaders, they have important jobs outside the church space, but ministry is a new arena for them. It is easy for them to become insecure and even frustrated because the rules of engagement seem different from the outside world. You can get ahead of this frustration by offering regular, scheduled feedback.

This sort of feedback is different from regular check-ins (often weekly). Those check-ins are more tactical in nature and center on personal and ministry coaching. Feedback sessions can be more infrequent (every 3 months, 6 months, even 12 months), but they also need to be laser focused on evaluation and development. Over the years, these sessions have proven the most helpful in encouraging volunteer leaders and establishing them in their long-term callings. Often the “negative” feedback during these sessions proves to be even more fruitful and appreciated than the “positive” so don’t be afraid to go there, as long as it’s in the right spirit.

## **How to use this guide.**

The guide on the next pages can serve as a plug and play agenda that you use for your feedback meeting with a volunteer leader. It allows you to share feedback in three key areas: Competencies, Character, and Chemistry. Simply supply your answers and comments to the questions below as they relate to that specific volunteer, and you can walk into your feedback session with confidence.

Be sure to take detailed notes about what they say and follow up at your next check-in.



Volunteer Name and Role \_\_\_\_\_

Add bullet points that finish the sentence: "I love having you on our team because..."

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**CHARACTER:** the spiritual qualities needed for the role.

Tell them what you observe about their soul as it relates to their serving:

\_\_\_\_\_

What character qualities do they possess that have become an example for others?

\_\_\_\_\_

Describe in detail where they can improve, spiritually, as it relates to their serving. Are there specific spiritual practices they can put in place to make progress?

\_\_\_\_\_

**CHEMISTRY:** the cultural fit needed for the role.

Tell them what how they're doing as a contributor to the team/church culture:

\_\_\_\_\_

Which specific team values are they living out that have become a model for other team members?

\_\_\_\_\_

Describe for them in detail what they can do to improve their chemistry with the team:

\_\_\_\_\_

**COMPETENCIES:** the skills needed for the role.

Tell them what's going well with the tasks they are performing:

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What skill(s) do they possess that have become a standard for the rest of the team?

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Describe in detail what skills they can improve upon to take their leadership to the next level:

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**SUMMARY:**

What training/ development opportunities will we pursue to address the items above?

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Encouragement point (end with some encouragement):

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**LEADER FEEDBACK:** What feedback do you have for me as your supervisor?

What do I do as a leader that makes you feel most supported and empowered to lead?

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What do I do as a leader that makes you feel most restricted or under-supported?

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How can I do a better job removing roadblocks for your development as a leader?

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Regular feedback conversations with your volunteer leaders will have a profound impact on your ministry. You will extend the longevity of your volunteer's service because they will feel seen, heard, and supported. You will also improve your own leadership just by regularly walking through this process. The team and ministry will also benefit from these conversations because continual improvements will be initiated. Feedback conversations are a win-win-win – the volunteer wins, you win, and your ministry wins!