The Life Cycle of a Volunteer & Board Engagement

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Get Yourselves Ready

Understanding

Leadership

Relationships
Volunteers: It’s Not About You!

• Work on their own volition.
• Strong sense of connection to the success of the chapter and its cause.
• Essential for the success of the organization.
• Want to be heard and recognized.
• Don’t just want to make a contribution—they want to make a difference.

Understand Needs & Wants

• New
  – Want to make a difference
  – Eager to learn
  – Open minded
• Seasoned
  – Well informed
  – Dependable
  – Critical
• Veterans
  – Trusted
  – Respected
  – Require low guidance
Consider & Anticipate Concerns

• Am I going to ask volunteers to do too much?
• What are their competencies?
• Am I in danger of burning out volunteers?
• What is reasonable to ask?
• What is the current life cycle of a volunteer?
Opportunities for Engagement & Advancement

Who Makes up your Chapter Board?

This is defined in your Chapter Bylaws!
Who Makes up your Chapter Board?

Chapter Officers
- President
- Vice President(s)
- Secretary
- Treasurer

Who Makes up your Chapter Board?

- Chapter Officers
- Board of Governors*
  - CAEs
  - Diversity
  - Competency

* Members should have competencies in diverse backgrounds and skill sets.
Who Makes up your Chapter Board?

- Chapter Officers
  - President
  - Vice Presidents
  - Secretary
  - Treasurer
- Board of Governors
- Past President(s)

Chapter Board Plays an Important Role

- Oversight & Leadership
- Focus on the member
- Strategic thinking
- Contribute to and participate
- Advocacy & promoting the chapter and IIA
- Engage the future
Board Member Development & Engagement

- Maintain a Governance Model
- Support Committee Work
- Ensure Financial Stability
- Deliver Quality Programs
- Anticipate and Understand Needs
- Regular Assessment of Processes
- Strategize to Improve Services
- Drive Succession Planning

Cycle of Service

Institute of Internal Auditors
Best Practices for Board Engagement

1. Share a best practice(s) your Chapter has in place to ensure Board Engagement?

2. Are there expectations in place related to participation as a board member?

3. How does your Chapter recognize Board Members and say Thank you for their contributions?