

Volunteer is a Pay Scale, It Shouldn't Be an Attitude

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Volunteer EMS organizations face many challenges today. More than ever, squads need to behave and be managed as professional organizations. No longer can squads lower standards for management, leadership, training, behavior and performance simply because the membership consists of volunteers. Volunteer is a pay grade, not a behavior. How to become a professional volunteer organization.

Presentation Outline:

Volunteer organizations face many challenges. Our communities expect us to be professional. From a management perspective, that includes business practices, starting with how to perform a basic SWOT analysis. Our customers don't care if we're paid or not, they want care from folks who look and act like professionals. Attendees will understand where we've gone wrong, how we bend rules to accommodate "volunteers," and they'll will walk away with usable tips to help their organizations.

Objective 1: Understand why there is no difference between volunteer and professional.

Objective 2: Understand professional business practices such as a SWOT analysis.

Objective 3: Understand get meaningful changes made to turn a "volunteer" organization into a winner.