IMPORTANCE OF THANKING YOUR VOLUNTEERS

*Volunteering is conditional. At some level, people want to feel appreciated for their efforts.*

Acknowledgement and recognition should encompass two types of rewards:

1. Implicit rewards where recognition is inferred and inherent in the action. This is where the internal rewards of volunteering are more important than external rewards.
2. Explicit rewards where recognition is tangible and stated. People are not generally looking for a high level of explicit rewards in sport volunteering.

**Implicit Rewards**

These include:

* Volunteer advocacy
* Creating a dialogue with volunteers and giving them advice
* Policies and practices to enable volunteer tasks to be accomplished
* The ‘buzz’ of achievements made tangible; and
* Actions and structures that increase the volunteer experience

**Explicit Rewards**

These include:

* A verbal thank you
* Prizes
* Access to club merchandise
* Recognition from peers
* Social functions for volunteers at the beginning and end of season
* Acknowledgement of people’s efforts in the committee minutes
* Sincere thank you from players
* Cards/Texts/Emails for special occasions e.g. birthdays

**Implications**

* Rewards can be built into the volunteer roles as well as through explicit means
* Clubs should take time to ask volunteers how they might like to be recognised and rewarded/thanked
* Clear criteria should be established for thanking volunteers