

SHARING THE LOAD

Involving members in club tasks

This workshop is planned to be run using group discussions. Below are some questions for discussion. Appended are some possible responses to the questions, and an example of how to offload responsibilities (from a Sports Community online workshop).

TOPICS FOR DISCUSSION

Some example ideas for the workshop leader are provided on the following pages.

All, in small groups:

1. Who does the work now?
2. What needs to be done?
3. Why is there a problem?

Report back

Follow up discussion (whole group)

1. What might be done differently?
Short contributions from members of clubs which work well:
 - Essendon
 - Monash
 - Twin City
 - OtherBrainstorm possible changes, eg
 - setting up a system
 - upskilling club members
 - respecting the effort

In club groups:

1. What might your club do differently in the future?
2. What challenges will there be?
3. How will you tackle them?

See example from Sports Community (p4)

Report back

Agree a timeline for action and report back.

END

WHO

Who does the work now?

Does it seem that some members do all the work?

Does one person often get left to do the same task forever?

Do too few do too much?

Do some people just turn up, play, chat over tea, and go?

Do some members say they have already taken on enough responsibilities in their life and don't want to take on any more?

WHAT

What needs to be done?

Are there tasks or responsibilities which are slipping through the cracks?

Things that need doing but no-one is doing them?

Does your club have a list of the tasks that need doing?

WHY IS THERE A PROBLEM

Some possible scenarios

Have all your new members belonged to a club previously? Do they realise what is involved in keeping a club going?

How do new members find out what needs to be done

Might feel that they are intruding if they offer to help someone already doing something

There's no clear expectation that everyone contributes

The person who knows what is to be done may be critical of newbies who fumble around

Is there resistance to change? Is it a problem that a new person might do a task differently?

Are there any arrangements for inducting people into a new task?

Have new members brought expectations from a previous club which does things differently or works in a different set-up?

Does your club have a system for finding out what new members are good at and might contribute?

There seem to be gaps in skills – where it seems skills are needed that members don't have or aren't known to have?

WHAT COULD BE DONE DIFFERENTLY?

Some possible strategies

SET UP A CLUB SYSTEM

1. Ask club to agree in principle that all members should contribute in some way to the running of the club.
2. Designate someone to put together a list of responsibilities and tasks to be done

3. Decide how to (a) finalise and (b) publicise the responsibilities / tasks that are required.
 - (a) might be done by the committee
 - (b) might be via notice with AGM papers, list posted on noticeboard
4. Decide how long people will take on responsibilities (eg for the year to the following AGM)
5. Decide how people will be matched to tasks/responsibilities: via election (AGM?), committee appointment? Member meeting?
Who will decide if someone is doing a task well enough to continue?
OR:
Post list of tasks on noticeboard and ask for volunteers to write their names in

B UPSKILL CLUB MEMBERS

- Appoint assistants to key tasks as part of succession planning (learning from Mother)
- Write out what's involved in a particular task – like a job description. Eg description of the Publicity Officer role on the *Growing Croquet* website – https://www.croquetvic.asn.au/growing/Club_promotions.pdf
What exactly does the person responsible need to do? What do they need to know? What hazards or difficulties might they encounter? What policies might be relevant to the task? Any legislative requirements they need to know about?
Plan support and handover when a new person takes on a task. See attached protocol from Sports Community (p 5).
- Bring in someone to train members in a new task, eg using Croquetscores

C RESPECT THE EFFORT

It's useful to get periodic short reports from members who have taken on key responsibilities (at Club or committee meetings, AGM?).

- respects their experience and contribution, acknowledgement of year long effort at AGM
- provides an opportunity for feedback and suggestions
- opens up a view of what's being done around the club so other members can see where they might contribute

SPORTS COMMUNITY PROCESS FOR DIVESTING TASKS

Source: online workshop for Presidents

DAY ONE

List three tasks that you do at your club that are not really the job of a club President.

Pop those tasks down the "Day 1" column of the challenge sheet beside Task 1, 2 and 3. (We've put in examples in the challenge sheet below to give you hints)

They don't have to be big, or small, complicated or simple, just things that don't fall under tasks that the president should be doing.

EG Buy ice for the trainers; open the clubrooms on match day; run the bar at the end of Match Day.

DAY TWO

Yesterday we asked you to identify three tasks that you do as President that you'd prefer not to do.

We understand that they still have to be done.

For each task to be completed, what knowledge, information, skills and time are required?

Make some notes in the DAY 2 column of your challenge sheet that cover this (again we've provided an example below to use as a guide). If you can summarise the task into 3 dot points – well done. But, there is plenty of space so pack in all the details you can.

eg

Buy ice: needs to arrive in time for the start of the game. Know how much ice to buy. How to pay for it. Where it's stored. Duration 5 mins.

Open the clubrooms on match day: Needs keys. Needs to be able to arrive at the club rooms 45 mins prior to the beginning of the day. 20 mins.

Run the bar: Qualified to serve alcohol or willing to become accredited. Great customer service empathy. Understanding of money handling procedures. 2-3 hours.

DAY THREE

Today, we would like to identify the people who can do each task, and are likely to say yes if you asked them?

Under the Day 3 column of your challenge sheet, shortlist some people who you think could help (see example below). They might already help out with one or two things and have 5 minutes to help out. They might not help out anywhere but have asked what they can do to help. They might not volunteer but you think they would be perfect to do it.

DAY FOUR

Now we need to put in one more important task: What does that person need to take over that role? This also encompasses, how are you going to hand over the role but still support them?

This task might be a little harder, because you need to ensure you pass on everything to the volunteer, as well as think about what you will do after they take over.

Jot down 3 points for each task on what you will need to do before, during and after handing over the task in your Day 4 columns "Before", "During", "After" - see below for an example.

eg

Ice:

Before. Check how much ice is already in the freezer. Inform the trainers who will be taking over supplying.

During. Meet them when they arrive the first time, check in on how they went. Help them to unload.

After. Send a message during the week to thank them for helping, check in again the following week.

Opening Clubrooms.

Before. Write out the opening up procedure and contact info. Make note of that dodgy gate that needs an extra nudge.

During. Meet them and walk through it all. Show them how to nudge the gate.

After. Send them a message to say thank you. Contact the landlord to get the dodgy gate fixed.

Running the bar

Before. Send them a copy of the bar, cash management, and closing procedures. Locate the price lists. Check the stock.

During. Demonstrate everything including set up and pack up, stock room, turning on and using the cash register. Work first shift.

After. Ask how they went and make sure there is always assistance on hand. Regularly keep in contact.

DAY FIVE

So there is still one more task to go:

Can you please go and ask the people you have identified if they are willing to help?

You've nussed out everything they need. It's broken down into steps, and you are now equipped to know what you need to do to help them do it.

Ring them right now, send a text or better still, ask them next time you see them.

Make sure you ask them calmly, nicely and make sure they know why you picked them – because they can do it.

When you ask these people, tell us what they say! If they said yes, that's great. If they said no, what did they say?

SOURCE

ONLINE WORKSHOP RUN BY SPORTS COMMUNITY

See <https://www.sportscommunity.com.au>