*Generously provided by Hilary Anne Hager, MNPL
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**Segment from Hilary Hager’s Volunteer Orientation webinar:**

I think the first step is to consciously create a culture of giving feedback. Assume people are going to make mistakes that need correcting. We all do it! For some reason, though, as we get older, we seem to be less open to getting feedback and hearing how we could do things better. For that reason, I have always been very explicit about this in orientations by using the following script. (It is pretty darn direct, and I think it really sets the tone.)

**Sample wording:**

# “My assumption is that you’re here because you want to help us in the way we want to be helped. So if you’re doing something that is not especially helpful, you’d rather have us step in and show you how to do it the right way instead of not saying anything, rolling our eyes, and waiting until you’re gone to fix it. If that is not your assumption and you aren’t okay with that, I might suggest this isn’t the right place for you to volunteer. Because if you’re doing something incorrectly, we’re going to show you what we want instead.”

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[Volunteer Management 101: Starting Out](http://www.aspcapro.org/webinar/2014-04-01/volunteer-management-101)