

Think & Feel?

- Volunteers need to communicate between teams
- I need to pass the information in my head to the team
- It is hard to find information in Google Drive
- How to keep the team informed with Chic geek initiatives

- The need of a communication site or posting board
- Email communication lose the personal touch
- Volunteers commitment is hard to keep
- Create a tribe feeling between the team. We all support each other

Tanya



Intelligent, Leader, Entrepreneur

Hear?

- Volunteers don't have chic geek email in their phones. Avoiding another notification beside work
- Message get lost in slack
- Volunteers are being reactive instead of planing
- Volunteers don't know the status of the help she is offering
- It is overwhelmed traveling in google drive
- Some volunteers work in Chic Geek things at different times

- There is miscommunication between the team
- We can learn between the team, share your skills and stories
- I need to know any gap in the team to get it covered

- Recommend resources, generate ideas and offer solutions
- Make sure volunteers involved in the project are on track
- Lead a constant growing team of volunteers
- Spend a lot of time replying emails

See?

- Volunteers working extra hours. Information is hard to find
- No replies to emails or people take to long
- A lot of enthusiastic volunteers, wanting to help but their time is limited
- Hard to keep team informed with so many changes in initiatives and roles
- A lot of introvert personalities
- Main volunteer reasons are networking and learn from each other

Say & Do?

Pain

- Commitment from people volunteering
- Delegate leading to work in strategy. Information she manages need to be displayed for easy access
- Communication site or board needs to be with the current software

Gain

- The Communication site needs to be fast to post and visualize
- Have a transparent workflow
- A place volunteers can find the information anytime
- Every pillar being able to post what their are working on weekly or monthly basis, to everybody to follow up

Think & Feel?

- Overstepping in others volunteers roles
- Stuck sometimes
- She feel challenged with her tasks

Laura



Extrovert, Proactive and Big Heart

See?

- I need to see initiatives, event, projects , stats, demographics, market audience and target, etc
- I would like to see long term vision, streamline, processes, ideas
- Frustration in the team for working under pressure because of miscommunication
- Frustration in the team that nothing is happening

Say & Do?

Pain

- Have all the information in one somehow, and connected with slack
- Know volunteers status leaving , new or moving roles
- The challenge will be volunteers updating the site/board

Gain

- If LinkedIN volunteer profiles are linked would be easier to discover the volunteers skills
- Finding initiatives and objectives to translate them in my role goals
- Summary of what we are doing, who is the owner of the project, so you can reach the person

Hear?

- Volunteers underestimate the time it takes to find information
- We work remotely
- Struggle with time management
- Hard to fish in google drive
- Slack needs to be clean up
- Communication tools preference are different between the volunteers

- Would be good to know who can answer my questions
- Would be good to know volunteers deadlines and times for requests
- Which is our goal with my role
- Communication needs to be organized
- Processes will help to have clear information

- How do I connect the team with my projects?
- A Volunteers Newsletter would be a good reinforcement for the communication board
- Chic Geek emails arrive when working. I forget to read them later
- I don't know when we have a new sponsor to give it public spot in our communication

- Works with the information she can get
- Contact Tanya for specific information, instead of trying to look for it
- Once I know what goals each team has, I can update everyone

Think & Feel?

- What is Chic Geek working on?
- I don't know about the new initiatives and roles
- I should know when Tanya got the information I need
- What are events and programs doing?

- Gets lots in the roles and what is everyone working on
- After having the same role for a year, it is time to learn another skill in her interests
- Frustrated when people change roles and don't know
- I want to know what everybody is working on. Community feeling
- The more collaborative you role is, the harder is the process

Alicia



Introvert, Good Listener and Funny

Hear?

- People gets busy and don't get email replies immediately
- Some teams have only one people to answer questions.
- Slack is busy with social and personal information, to noisy

See?

- Volunteers losing interest because they don't know what is happening in Chic Geek
- I would like to see present pictures of what we are working
- I'm isolated in my role, only going to events and meetings I see what is happening

- We need a Project management platforms like "Tello". But divide it in pillars in one dashboard
- It is hard to connect with the new volunteers
- Chic Geek Newsletter is a good idea. No personal or social postings
- I just know who to contact for the things I do

- I follow up with Tanya at least twice per request
- Developing her soft skills with her current role
- Skim Chic Geek emails. To busy to read a lot of information

Say & Do?

Pain

- I'm very busy at work, I just have time for a quick glance
- My role could be more proactive if I know what otehr teams are doing

Gain

- A site that volunteers feel connected with the team and Chic Geek
- If I see the post of the happenings per month, I might not need to send any email asking for information
- Feel connected with all the volunteers, even I don't know them in person