

The Twelve Commandments of Building Agency Champions

I.	Establish a volunteer intake process	LONG BEFORE Volunteer Interaction
II.	Perfect your agency message	
III.	Physically prepare for volunteer arrival	JUST BEFORE Volunteer Interaction
IV.	Mentally prepare for volunteer arrival	
V.	Give a warm welcome	DURING Volunteer Interaction
VI.	Provide context for the task	
VII.	Customize the task to the volunteer	
VIII.	Wrap up the task neatly	
IX.	Demonstrate agency gratitude	JUST AFTER Volunteer Interaction
X.	Record data to strengthen future contact	
XI.	Share the newfound wealth	LONG AFTER Volunteer Interaction
XII.	Increase volunteer engagement level	