**Communicating with Your Volunteers**

Consistent and clear communication to your volunteers is an important element in maintaining a positive volunteering culture.  Poor communication leaves your organisation at risk for increased misunderstandings, unhappy volunteers, and volunteer attrition. It might even deter some volunteers from getting involved at all!

Regular communications with your volunteers will help to:

* Keep volunteers engaged
* Create a safe working environment
* Encourage repeat volunteering
* Ensure volunteer roles and responsibilities are fulfilled correctly
* Ensure policies and procedures are followed correctly

**Methods of Communication**

Always use different methods of communication, such as SMS, emails, phone calls, social media, forums, etc. Different volunteers might prefer different type of communication method, so you will have to adapt.

Tips for communication:

* Keep communications short and brief (remember volunteers are often working full time or have other commitments).
* For important messages, communicate them several times in different formats. Don’t assume that sending it out once means it has been read and understood.
* Include visuals where you can, pictures are always great for attracting attention.

Tips for communicating (Social Media/Online):

* Do post updates and engage with your volunteers and members through social media.
* Do respond to any negative feedback or comments on your page or account. You can also address the concerns privately with the person who posted them.
* Any information that is posted through the internet can be seen by anyone and everyone around the world. Once it has been sent it can never be fully removed. Therefore remember to only list information that you would be happy for everyone in the world to read.
* Refrain from comments that can be interpreted as slurs, demeaning, inflammatory, etc. The Internet is full of varied opinions, and it is okay to share yours, but be careful of what you are saying.