

NYC'S CONFERENCE ON HUNGER AND POVERTY

PRESENTED BY FOOD BANK FOR NEW YORK CITY

RAISING
OUR VOICE

FEBRUARY 10, 2016



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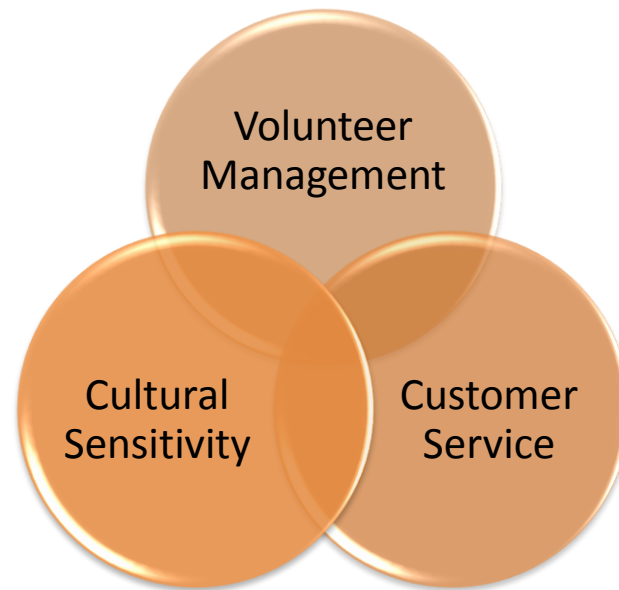
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#HUNGERCONFERENCE



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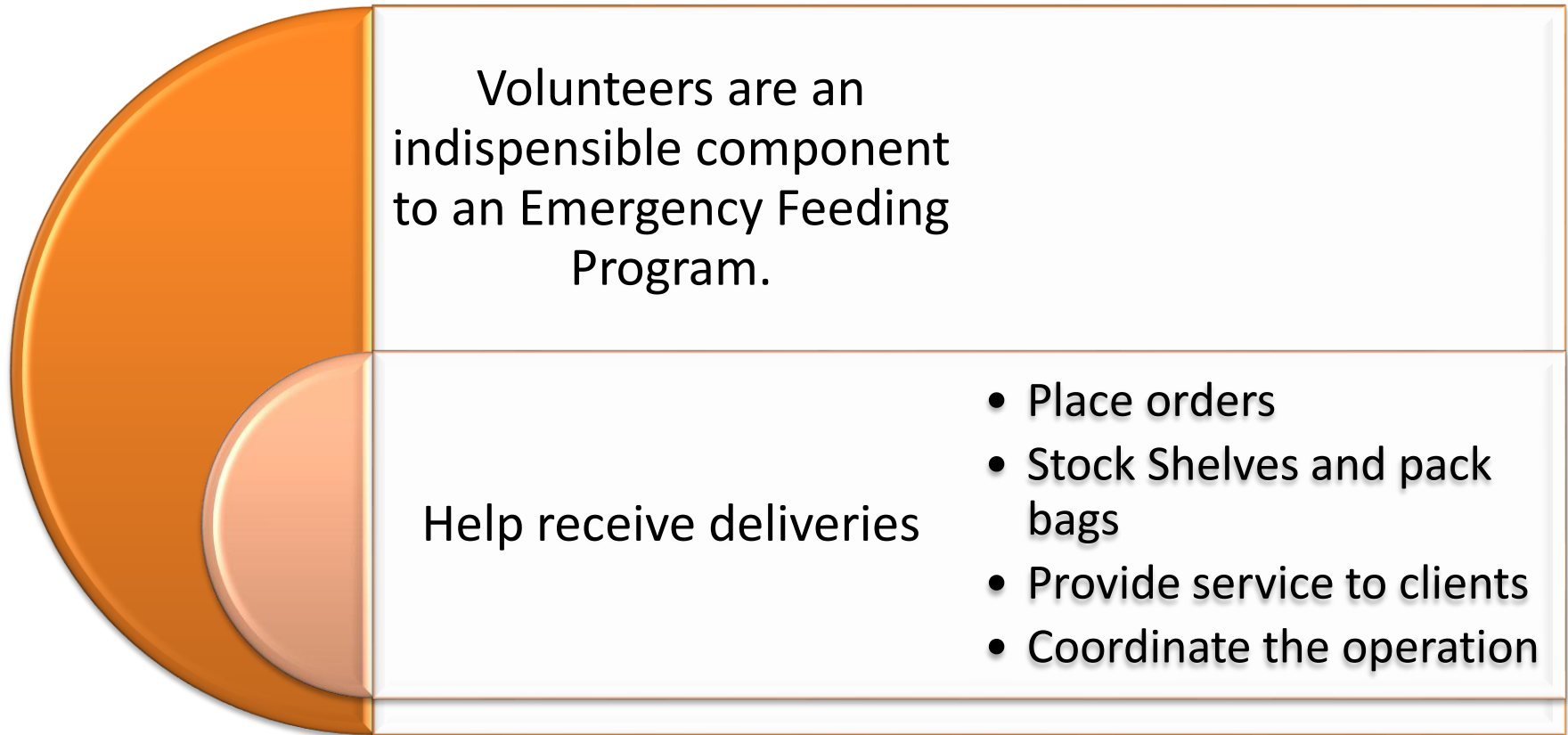
What makes your service superior?



Why are Volunteers important?



The Importance of Volunteering



The Importance of Volunteering

The majority of EFP's would not be able to operate without the assistance of volunteers. Most EFP's depend on their volunteers to make their program run. A volunteer at an EFP is just as significant as an employee at a company.

Volunteers are an important piece to the feeding program puzzle



Operation Organization



Organization

It is important for a program to have an organized distribution.

Efficiency and structure allows a program to run smoothly and facilitates a speedy distribution that minimizes client waiting times.

An organized distribution makes for a positive experience for volunteers as well because tasks are defined and volunteers know what their roles and responsibilities are.

Organization

New volunteer staff should receive an orientation.

Benefits of orientation:

-provide new volunteer staff with information and insight into program operation.

-assigning roles for new volunteer staff.

-answer any questions volunteers may have.

Organization

In addition to orientation for new volunteers programs should also have pre and post meetings with all staff.

Pre Meetings: ensure that everyone is on the same page and knows their role. Also, an opportunity to get everyone excited and inspired.

Post Meetings: share comments and feedback. Give thanks and gratitude to volunteers.

Conflict Resolution



Communication

This work demands a lot of passion and with passion can come emotion

Although the emotion comes from a good place this can lead to conflict

As a leader at your site you should be prepared to mediate conflicts when they arise

Communication is key when resolving conflict

Communication

10 Tips for Resolving Conflict

- Choose a good time and place to talk
- Commit to finding a solution that satisfies each person's needs
- Listen carefully and restate what you've heard
- Remain calm and avoid becoming defensive
- Talk about the issues, not the people
- Use "I" statements
- Acknowledge points of agreements
- Describe your emotions
- Be specific in describing what you need
- Be open to creative solutions

Communication

- **Acknowledge:**

- acknowledge the person's issue
- actively engage in finding a resolution

- **Apologize:**

- apologize for the situation that led to the discomfort. Be specific.

- **Affirm:**

- affirm the person's concern and empathize with their feelings

Communication

- **Answer:**

- answer the person's questions and concerns

- **Act:**

- Act on the information provided to you

Service With a Smile



What is Customer Service?

• **Customer Service** is the provision of service to customers that a company provides before, during and after the use its products or services.

What are some things that would make you not want to eat at a restaurant ever again ?

Customer Complaints

Agency Name EFRO ID #	Complaint	MEC	Follow Up Method

Cultural Sensitivity



What is Cultural Sensitivity

Cultural sensitivity is an awareness that there are differences between cultures. A culturally sensitive person appreciates the differences between cultures and respects the views and beliefs of others.

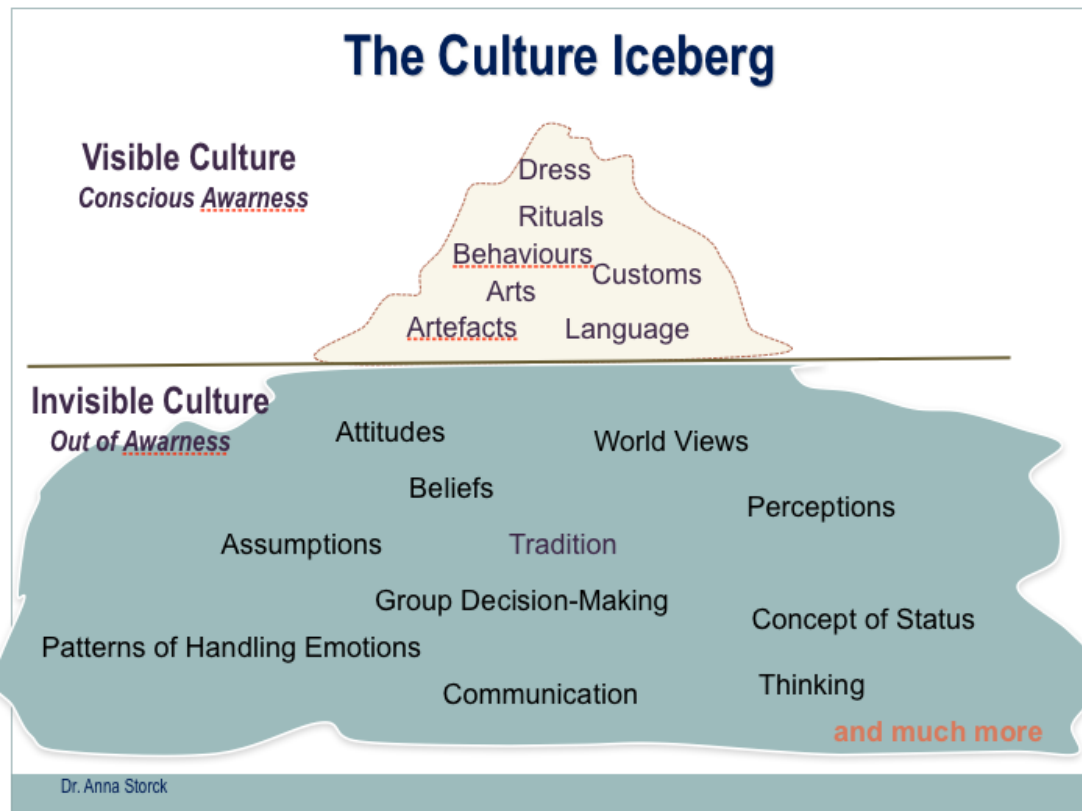


The Cultural Iceberg

There are two dimensions of cultural sensitivity

- Visible Culture: Attire, customs, language, rituals, behavior
- Invisible Culture: Attitudes, beliefs, world views, communication

The Cultural Iceberg



Cultural Insensitivity

Discrimination: behaviors directed towards a person on basis of their group membership

Stereotype: Generalized belief about members of a group

Prejudice: Generalized attitude towards members of a group

Ways to Show Sensitivity

- Being patient with language barrier
- Ordering food preferred by your demographic
- Multi-lingual signage
- Sensitivity training for staff

FOOD BANK FEUD



Janice volunteers every Wednesday at her local pantry. The program begins distribution at 11 am. There is a group of Asian clients that arrive several hours prior to distribution and line there carts up outside of the church. Once distribution starts they often times allow their friends to jump in front of them. Some African American clients complain about being bumped back in line. Using cultural sensitivity how would you address this issue?

One day during distribution, you witness a volunteer make a disrespectful comment towards a client on the line. Although the client does not complain, or acknowledge the comment, you were very much aware of it.

What do you do?

Mr. Brown (who happens to be in wheelchair) comes to your client-choice style pantry on a Tuesday for distribution. He isn't able to come down the stair to pick his items, so he is told (by a volunteer) that he has to wait until distribution is complete before he can receive a pantry bag. Mr. Brown becomes irate, leaves the pantry and then files a discrimination complaint with the Food Bank.

What do you do?

Ways to Ensure Great Customer Service

- Show Appreciation
- Do Not be afraid to set standards
- Do Not be afraid to say “No”
- Team Meetings – (Boost the Morale of your staff/ volunteers)
- Know when you have reached your limit

It's not HARD work, but H.E.A.R.T. work!

H- *Hospitality*

E- *Empathy and Enthusiasm*

A- *Attitude*

R- *Respect*

T- *Timeliness*





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