



## 4B. CASE STUDIES

Assessing fit and providing feedback to applicants are so important in a selection process. Below are four examples of what you could do if a potential volunteer is or is not a good fit, and how you can best communicate that feedback to them.

GOOD FIT FOR VOLUNTEERING		POOR FIT FOR VOLUNTEERING
Example of providing applicant feedback effectively	<p>Matt applied to be a volunteer with his local fire brigade. To apply, he filled out a form expressing his interest. Shortly after, Matt was asked to visit the brigade for an interview. In the first 10 minutes, the three interviewers introduced themselves, gave an overview of the group's mission and expectations of volunteers, and asked Matt to introduce himself. Matt was then asked questions about his motivations for becoming a volunteer, as well as behavioural questions on how he works under pressure and in a team. Matt explained to the interviewers that he was motivated by a desire to help his community and that he had lots of experience in working in teams. He also provided examples of when he worked well under a lot of pressure.</p> <p>Matt gave a character referee to support his application. The referee confirmed that Matt was excellent at managing under pressure.</p> <p>Within a day, the volunteer leader called Matt over the phone. The leader gave Matt feedback on his strengths and how Matt would fit well within the team. The leader then invited Matt to formally register as a volunteer. Matt was thanked for his time and efforts for applying for the role, and he was told what the next steps would be.</p>	<p>Jason applied to be a volunteer with his local fire brigade. To apply, he filled out a form expressing his interest. Shortly after, Jason was asked to visit the brigade for an interview. In the first 10 minutes, the three interviewers introduced themselves, gave an overview of the group's mission and expectations of volunteers, and asked Jason to introduce himself. Jason was then asked questions about his motivations for becoming a volunteer, as well as behavioural questions on how he works under pressure and in a team. Jason explained to the interviewers that he was keen to join so he could build his reputation and status in the community, and because he always wanted to wear the uniform. Jason also provided an example of working under pressure where he had responded by trying to take control over his team members, and in the end upsetting them.</p> <p>Jason gave a character referee to support his application. The referee confirmed that Jason disliked it when his staff questioned his decisions.</p> <p>The next day, the volunteer leader called Jason to let him know that he was unsuccessful in his application. The leader explained that the group needed a volunteer who is more team oriented, that would work more collaboratively and listen to the concerns of his team when in high-pressure scenarios. The leader answered any questions Jason had and politely wished him all the best with his future endeavours.</p>





GOOD FIT FOR VOLUNTEERING		POOR FIT FOR VOLUNTEERING
Example of providing applicant feedback ineffectively	<p>Sarah applied to be a volunteer with her local fire brigade. To apply, she filled out a form expressing her interest. Shortly after, Sarah was asked to come down to the brigade for an interview. In the first 10 minutes, the three interviewers introduced themselves, provided an overview of the group's mission and expectations of volunteers, and asked Sarah to introduce herself. Sarah was then asked questions about her motivations for becoming a volunteer, as well as behavioural questions on how she works under pressure and in a team. Sarah explained that she was motivated by a desire to help her community and that she had lots of experience in working in teams. She also provided examples of when she worked well under a lot of pressure.</p> <p>Sarah gave a character referee to support her application. The referee confirmed that Sarah was excellent at managing under pressure.</p> <p>A month after the interview took place, Sarah was contacted via email to formally register as a volunteer. The email unfortunately landed in Sarah's junk mail folder. Despite not hearing back from Sarah, nobody from the group followed up until calling her one month later. By the time the recruiters spoke to Sarah, she had already signed up for other activities outside of her work to fill her time and was unsure if she could fit volunteering into her current schedule. She explained that because she had not heard back, she had assumed she was not going to be invited to join.</p>	<p>Cindy applied to be a volunteer with her local fire brigade. To apply, she filled out a form expressing her interest. Shortly after, Cindy was asked to come down to the brigade for an interview. In the first 10 minutes, the three interviewers introduced themselves, provided an overview of the group's mission and expectations of volunteers, and asked Cindy to introduce herself. Cindy was then asked questions about her motivations for becoming a volunteer, as well as behavioural questions on how she works under pressure and in a team. Cindy explained to the interviewers that she was keen to join so she could build her reputation and status in the community, and because she always wanted to wear the uniform. Cindy also provided an example of working under pressure where she had responded by trying to take control over her team members, and in the end upsetting them.</p> <p>Cindy gave a character referee to support her application. The referee confirmed that Cindy disliked it when her staff questioned her decisions.</p> <p>The interview panel decided that Cindy was not a good fit, but nobody from the panel followed up with her to let her know she was unsuccessful in her application. Eventually, Cindy followed up with the team to see if she was successful in getting the role. The volunteer leader told her that she was not suitable for the role as they found her motivations for wanting to be a volunteer to be "attention-seeking," and that her personality would not fit in well with the rest of the team. Cindy was very upset that she had to call to find out what had happened and felt insulted by the feedback she received.</p>





1. What would you do differently in these four circumstances?

	GOOD FIT FOR VOLUNTEERING	POOR FIT FOR VOLUNTEERING
Example of providing applicant feedback effectively		
Example of providing applicant feedback ineffectively		

