Sloan Ambassador Program: Building Volunteer Leaders

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Agenda

- Goal
- Product implementation
- Why this guide book is important
- X-Team progress
- Performance and learning to date
- X-Team review
- What we have learned
Develop an easy-to-implement leadership program for:

1. Ambassador captains
2. Actual volunteers
Product Implementation

**A guidebook for new Ambassador Captains**

- Checklist of logistical items
- Common scenarios Captains will be faced with that require good leadership to “fix” and examples of tools/ideas that can be used to keep working effectively
  - i.e., how to recruit and retain good volunteers, selling skills, peer coaching
- Leadership resources they can use in the future
Why Is the Product Important?

Here are 2 true stories...

First-year students become leaders as soon as they arrive on campus! It’s up to them to make sure prospectives get the best impression of Sloan.

A successful Ambassadors program

Best possible student body for Sloan!
X-Team Progress

Exportation Steps

Transfer Process

> Final compilation/binding of guidebook.

> Meet with Admissions and current Captains to “train” them on our tool.

> Team reflection

> Preparing for next year: Dates and logistics for meeting new leaders
Sylvia has been selected to train new Captains next fall.

Training tool will be introduced with the help of Admissions. Tool will be updated by rising second-year leaders every year.
Performance and Learning to Date

We have worked well together and all seem to be on the same page going into exportation.

Our self-report shows we are above average in all categories except task coordination, which improved in the final two phases.

Our Own X-Team!

The X-team process is well-defined and makes us think of steps in the project process that we might have skipped otherwise (i.e. team bonding).

Our self-report shows we are above average in all categories except task coordination, which improved in the final two phases.
What Worked

- Scouting and ambassadorship tasks were broken down nicely to make use of everyone’s strengths.
- Obtaining feedback from our peers was also very important, not just the “powers that be”.

What Didn’t

- Internal task coordination:
  - Difficult to keep track of overall progress
  - Difficult to keeping a set meeting time
What We Have Learned

X-Teams

- An efficient way to bring together team members with different experiences and unite them toward a common goal.
- Key tasks allow everyone to build on strengths AND weaknesses.
- The importance of input from external stakeholders and the benefit of securing buy-in early.

Product Development

- A process filled with constant revision – Even though our idea never changed completely, we had to regroup many times to make sure we stayed focused on meeting deadlines and our end goal.
- Six weeks proved to be a very short timeline, and having plans laid out X-Team style beforehand was very helpful.
Thank you

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