

MY VIEW



Founder Wayne Fortin



10 AMAZING QUALITIES OF TIP MANAGERS

1. TIP MANAGERS ASSUME TREMENDOUS RESPONSIBILITY: That responsibility is to *“Ensure that 100% of TIP calls are responded to quickly on a 24/7/365 basis using a few volunteers who provide excellent service. When there are problems, they must be fixed without interrupting this 24/7/365 service.”*

TIP Managers are expected to make good on an extraordinary promise made by TIP to be *“always ready, always there.”*

2. TIP MANAGERS ARE AMAZING RELATIONSHIP BUILDERS: They establish positive relationships with a wide range of people: volunteers, public safety personnel, elected officials, clients, board members and members of the general public. This relationship building is never ending. People important to the success of TIP affiliates come and go, and TIP managers continually initiate new relationships and nurture long standing ones.

3. TIP MANAGERS “PUSH VOLUNTEERS UP”: TIP Managers know they can’t manage their TIP affiliates alone. They have the humility and the skill to identify volunteer leaders and to motivate them to help operate their TIP Affiliates. TIP managers involve all volunteers in ways both big and small to operate and improve their affiliates. TIP Managers create places where volunteers can stretch, grow and use their talents.

4. TIP MANAGERS ARE PATIENT: They realize that “Rome was not built in a day” and that it takes time to change the “closed” public safety system. TIP managers patiently persevere in building their affiliates one agency and one TIP call at a time.

5. TIP MANAGERS PRACTICE “CANDOR WITH KINDNESS”: TIP managers are by nature kind human beings. But they know that they need to be candid with the few volunteers who are not maintaining TIP’S high standards. TIP managers are always kind, but they are tough when they need to be. They perform the difficult balancing act of being “soft on people and hard on issues.”

6. TIP MANAGERS LEAD TEAMS THAT ARE ALWAYS CHANGING: TIP volunteers tend to “come and go.” This high turnover is challenging for TIP Managers in two ways: 1. There are frequently not quite enough volunteers to fill the on-call schedules. 2. When volunteers leave the organization

managers feel the loss, sometimes deeply. Despite the ever-changing nature of their teams, TIP Managers provide excellent leadership to their volunteers.

7. TIP MANAGERS WEAR MANY HATS: These hats include leader, trainer, fundraiser, accountant, recruiter, public speaker, debriefer, crisis interventionist, media liaison, and more. TIP Managers don't have formal training in how to perform many of these functions. But if they don't know how to do something, TIP Managers don't give up... they "figure it out."

8. TIP MANAGERS ARE EXTRAORDINARY LEADERS: Volunteers do extraordinary things only because they are led by extraordinary leaders. TIP volunteers have many choices about where to volunteer their time. Many decide to spend their time with TIP because of the exceptional leadership provided by TIP managers.

9. TIP MANAGERS ARE ON A MISSION: For TIP managers managing TIP affiliates is not just a job... it's a calling. The stressors of managing TIP Affiliates are too big and the pay is too little to appeal to those who just want "a job." TIP Managers are energized by the TIP mission. Their enthusiasm is contagious, and it attracts others to the TIP organization.

10. TIP MANAGERS "RISE TO THE OCCASION" WHEN A CRISIS STRIKES: Occasionally, TIP affiliates experience major crisis situations. Examples of these situations include loss of funding; the occurrence of a major critical incidents; the injury or death of a volunteer; and most recently a once in a 100-year pandemic. TIP Managers do not let these challenges derail their affiliates. They improvise, cajole, motivate and persist in continuing TIP services. They believe "TIP Services Must Continue, No Matter What!"