



Volunteering in Wikimedia projects:

Appreciation

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Volunteer Appreciation

Appreciation is a powerful motivator

forms of recognition:

interactional - symbolic - material

Agenda

1. Give individual feedback
2. Make it real
3. Let others know
4. Towards a culture of appreciation

Give individual feedback

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- Monitor, be aware & stay informed
- Give 1:1 Feedback
- Thank people

Private: Thank button, eMail, Postcard, phone call

Public: Talk Page, Event

Consider online & offline channels!



Image: Manfred Werner/Tsui (https://commons.wikimedia.org/wiki/File:WLM_Austria_Awards_2015_23.jpg), „WLM Austria Awards 2015 23“, crop: RL, <https://creativecommons.org/licenses/by-sa/3.0/legalcode>

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Let's discuss!

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Make it real

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- rewards and prizes
- branded give-aways
- from online to print
- travels and events

Image: Hubertl (https://commons.wikimedia.org/wiki/File:20160602-Wikicup_2015_5754-short_Version.jpg), crop: RL, <https://creativecommons.org/licenses/by-sa/4.0/legalcode>



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Let others know

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- presentations at events
- media coverage
- reduced prices for volunteers
- certificates of voluntary work



Image: Karl Gruber (https://commons.wikimedia.org/wiki/File:MDW_Wiki-Day_0899.JPG), crop: RL, <https://creativecommons.org/licenses/by-sa/4.0/legalcode>

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Towards a culture of appreciation

Culture of appreciation

- More than listening
- Be sincere and consistent
- Timely responses
- Equal and unbiased treatments of volunteers
- Be a way of example
- Enable & facilitate peer to peer appreciation by looking for allies



Image: ANGLO (https://commons.wikimedia.org/wiki/File:Enfants_jumeaux_de_Khiva.JPG), „Enfants jumeaux de Khiva“, crop: RL, <https://creativecommons.org/licenses/by/3.0/legalcode>

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Documentation: Learning Patterns

[https://meta.wikimedia.org/wiki/Grants:](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_Volunteer_Work_I:_Give_Individual_Feedback)

[Learning_patterns/Appreciation_of_Volunteer_Work_I:_Give_Individual_Feedback](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_Volunteer_Work_I:_Give_Individual_Feedback)

[https://meta.wikimedia.org/wiki/Grants:](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_volunteer_work_II:_make_it_tangible)

[Learning_patterns/Appreciation_of_volunteer_work_II:_make_it_tangible](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_volunteer_work_II:_make_it_tangible)

[https://meta.wikimedia.org/wiki/Grants:](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_volunteer_work_III:_let_others_know)

[Learning_patterns/Appreciation_of_volunteer_work_III:_let_others_know](https://meta.wikimedia.org/wiki/Grants:Learning_patterns/Appreciation_of_volunteer_work_III:_let_others_know)

Coming Soon:

Learning Pattern

Towards a culture of appreciation

Notes (taken during the session)

- respect if ^(volunteers) people don't want to get certain forms of appreciation!
- it's difficult to find a form of appreciation that is valuable for everyone, because everybody has different motivations
- appreciation of newbies work on WP:
Don't delete the article but move it to the user space.
- focus on technical people and show appreciation / recognize their work!

- add a button on chapters' page to «get a certificate»
- free access / access to "behind the scenes" events/institutions
- peer to peer appreciation: restraint of time as challenge