

Table of Contents

Introduction to the Revised Edition	i
Introduction to the 1987 Edition	ii
1 Setting the Stage	1
<i>Organizational Receptivity to Volunteers; History, Myth, and Diagnosis of Favoring Factors</i>	
Teamwork Checklist	
2 Respecting Staff Concerns	11
<i>Legitimate and Mythical Staff Fears about Volunteers</i>	
Perspectives On Volunteers: A Checklist for Individual Staff	
3 Satisfy Staff First	27
<i>The Job Factor Process</i>	
4 Satisfying Work for Volunteers	39
<i>The Window of Work Process</i>	
5 Building the Team	57
<i>Techniques for Supporting Volunteers and Staff Together</i>	
Afterword	65
<i>'Til We Meet Again Now That We've Met Again 2002 Update</i>	
Appendix A	69
<i>A Starting Point for Policy Formation about Volunteers</i>	
Appendix B	72
<i>"Titles of Caring": An Exercise to Expand the Concept of Volunteer Involvement</i>	