Sloan Ambassador Program: Building Volunteer Leaders

MIT Sloan School of Management

Roxanne Chen
Sylvia Dizon
Sarah Dubauskas

March 15, 2007

Agenda

- Goal

- Product implementation

- Why this guide book is important

- X-Team progress

- Performance and learning to date
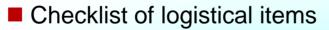
- X-Team review

- What we have learned

Develop an easy-to-implement leadership program for:

1. *Ambassador captains*

2. *Actual volunteers*

Product Implementation

Product

Current Thinking

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

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

X-Team Progress

Exportation Steps → **Transfer Process**

> 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.

Us

New Leaders

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

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.

X-Team Review

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.

Questions?

Thank you

Roxanne Chen
Sylvia Dizon
Sarah Dubauskas