Ears Wide Open : Learning to Listen

Kate Errickson, Volunteer Services Manager
Mary Weiland, Senior Experience Developer
Goals for Diversity

• More diverse and inclusive workplace for staff, volunteers, and board

• Inclusive visitor experiences

• Programming that reflects diverse audiences across Minnesota
Play Team Listening Groups
Who is Play Team?
Key Findings

• Definition of volunteerism
• Relationships with adults
• Widely varying levels of involvement
• Food!
Challenges

• Same questions, different conversations
• “Fix everything” mentality
• Scheduling
Question or comments?

Kate Errickson, Volunteer Services Manager
kerrickson@mcm.org, 651-225-6087