

# PMI Chapter Volunteer Culture Guidelines

PMI chapters and volunteers play an important role in shaping the Institute and the project management profession, and as such are expected to adhere to these PMI Volunteer Culture Guidelines, which are grounded in PMI's Culture Values; approved by the PMI Board of Directors on 16 October 2022.

In the spirit of these Guidelines, PMI chapter volunteers commit to:

## MAKING IT EASY by:

- Meeting deliverables and honoring commitments.
- Participating in meetings as required. Being prompt, limiting digressions, conversing one at a time, listening to understand, and identifying and resolving issues quickly.
- Reaching out to their regional Chapter Engagement team as their first point of contact with PMI staff.
- Understanding the importance of keeping their fellow board members and volunteers updated regarding delays in their ability to meet deliverables and/or changes in availability or circumstances which may impact their ability to fulfill volunteer responsibilities.

## AIMING HIGHER by:

- Completing and adhering to the chapter's confidentiality and conflict of interest policies and any other required policies and procedures by local legislation and/or defined by the chapter or PMI.
- Informing their regional Chapter Engagement team if they have concerns or a negative experience in their volunteer role, so any concerns can be proactively addressed.
- Participating and supporting shared ownership of work or events produced and the importance of the team speaking with "one voice".

## BEING WELCOMING by:

- Respecting differences (cultural, geographical, age, gender, perspectives, etc.).
- Assuming positive intent when working with chapter volunteers, PMI volunteers and staff.
- Encouraging and valuing various ideas and viewpoints.
- Getting to know others and their needs.
- Speaking in candid, transparent, and kind ways.

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## EMBRACING CURIOSITY by:

- Anticipating challenges and working through them constructively (e.g., time zones/scheduling).
- Critiquing ideas, not people.
- Having a growth mindset - a desire to learn and innovate.
- Being open to new possibilities for the future.

## Believing that TOGETHER WE CAN by:

- Supporting a mutual partnership between staff and volunteers to accomplish the chapter's priorities.
- Holding each other accountable while allowing a level of flexibility to accommodate professional and personal responsibilities and well-being.
- Supporting an environment of collaboration, learning, and sharing.