

Volunteer Management Training Overview

One Day Training: 7-8 hours

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| Welcome and Introductions | 30 minutes |
| Risk Management <ul style="list-style-type: none"> • Explain risk management and appreciate its importance regarding volunteers. • Discuss the agency's policies and procedures related to risk management. • Identify and evaluate potential risks in volunteer involvement. | 1 hour |
| Designing Positions for Volunteers <ul style="list-style-type: none"> • Describe the significance of good volunteer position design. • Analyze the trends in volunteering and their impact on the design or redesign of volunteer positions. | 1 hour |
| Volunteer Recruitment <ul style="list-style-type: none"> • Understand what recruitment is and the impact of doing it well. • List some objections and barriers that people might have to volunteering and strategies to overcome them. • Design an effective recruitment message. | 1 hour |
| Volunteer Motivation and Recognition <ul style="list-style-type: none"> • Explain the variety of reasons that people volunteer today. • Examine motivation theory in light of the organization's ability to attract and retain volunteers. • Describe the essential guidelines of effective recognition. | 1 hour |
| Leading and Supervising Volunteers <ul style="list-style-type: none"> • Understand and describe the role of supervisor. • Assess their competence in supervision skills and qualities of effective supervisors. • Explore various methods of supervising volunteers. • Appreciate why it is critical to deal with performance gaps in a timely and effective manner. | 1 hour |
| Orienting and Training Volunteers <ul style="list-style-type: none"> • Distinguish between volunteer orientation and volunteer training. • Understand what is included in training, how to deliver it effectively to volunteers, and by whom. • Identify and respond to challenges in orientating and training today's volunteers. | 1 hour |
| Volunteer Program Evaluation <ul style="list-style-type: none"> • Discuss the purpose and values of carrying out a volunteer program evaluation. • Identify key steps and questions to be answered prior to designing a volunteer program evaluation. • Understand the difference in purpose and value of four types of volunteer program evaluation techniques. | 30 minutes |
| Wrap-up | 15 minutes |



Sample Agenda

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| Welcome and Introductions | 8:30 – 9:00 am |
| Risk management | 9:00 – 10:00 am |
| Designing Positions for Volunteers | 10:00 – 11:00 am |
| Break* | 11:00 – 11:15 am |
| Volunteer Recruitment | 11:15 – 12:00 pm |
| Lunch* | 12:00 – 12:30 pm |
| Volunteer Motivation Recognition | 12:30 – 1:30 pm |
| Leading and Supervising Volunteers | 1:30 – 2:30 pm |
| Break* | 2:30 – 2:45 pm |
| Orienting and Training Volunteers | 2:45 – 3:45 pm |
| Volunteer Program Evaluation | 3:45 – 4:15 pm |
| Wrap-up | 4:15 – 4:30 pm |

*Lunch and break times are flexible.