

Are **YOU** managing volunteers?

Specialised short training sessions for volunteer managers & supervisors

June—August 2009

DATES OF SESSIONS

COURSE	DATE
All sessions are 10.00 – 14.00	
Volunteer Recruitment	Tues 23 June
Motivating & Retaining Volunteers	Tues 30 June
Listening / Interview Skills	Tues 7 July
Difficult Situations & Reducing Barriers	Tues 18 August
Supporting & Supervising Volunteers	Tues 25 August
Exits & Endings	Tues 1 September

OUTLINE OF SESSIONS

Volunteer Recruitment

- Volunteers needed?
- The changing face of volunteering
- The facts!
- Why do people volunteer?
- Methods of recruitment
- Marketing
- Targeting – hitting the right spot
- Recruit for this organisation
- Selection and Training

Motivating and Retaining Volunteers

- The Factors effecting motivation
- What motivates?
- Benefits of motivation
- Recognising de-motivation
- Dealing with de-motivation
- Why do they leave?
- How would you feel?
- Making it better
- Good beginnings
- Recognising volunteers
- An action plan

Supporting & Supervising Volunteers

- What do we mean by support & supervision?
- The way things are : current support & supervision procedures
- The benefits : to the organisation and Volunteer Centre Borders
- Consequences
- Doing it differently
- A good supervision session is.....
- The skills you need
- Bringing it altogether

Exits and Endings

- Reasons for endings
- Spotting the signs
- Positive and negative endings
- How will it feel?
- Dealing with endings
- Planning for endings
- What next?

Difficult Volunteer Situations

- Identify what constitutes a difficult volunteer situation
- Explore the impact that a difficult volunteer situation can have on an organisation
- Solutions
- Strategies for saying goodbye

Reducing Barriers to Volunteering for People with Disabilities

- Consider what constitutes a disability
- Recognise the barriers disabled people face when volunteering
- Explore what difficulties a disabled volunteer would experience in various roles
- Identify how an organisation could reduce the barriers and difficulties faced by disabled volunteers to aid both recruitment and continued involvement

Listening Skills / Interview skills

- To improve performance at formal or face to face meetings
- To outline and enhance listening skills; consider barriers to listening and how to overcome these
- To assist participants in their ability to conduct a formal interview eg suitability for a position, current job role
- To understand choosing questions for different responses
- To choose the right communication method to exchange information
- To close / conclude a formal / informal interview

BOOKING

COURSE BOOKING & INFORMATION

Booking early is essential as places are limited.

Please book at least 7 days in advance. Payment will be accepted with booking, or should be made at least 7 days before course.

All bookings and payments will be confirmed.

All sessions will take place in Galashiels, venue to be confirmed.

All courses are run subject to a minimum and maximum number of participants.

Each of the six sessions will run from 10am until 2pm, with a short break for lunch.

The cost of each course is £20. This includes all course handouts and lunch.