

## 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.

Please let us know, in advance, if any course participant has special dietary requirements or access/mobility requirements.

## Are **YOU** managing volunteers?



## Specialised short training sessions for volunteer managers & supervisors

### June—August 2009

PLEASE RETAIN THIS PAGE FOR FUTURE REFERENCE



**Volunteer Centre Borders**

Riverside House  
Ladhope Vale  
GALASHIELS TD1 1BT  
Tel: 0845 602 3921

Scottish Charity No. SC026063  
Limited Company No. 287109



**VOLUNTEER CENTRE BORDERS**

**WWW.VCBORDERS.ORG.UK**

**0845 602 3921**

## BOOKING FORM

COURSE	DATE	BOOK
Volunteer Recruitment	Tues. 23rd June	<input type="checkbox"/>
Motivating and Retaining Volunteers	Tues. 30th June	<input type="checkbox"/>
Listening & Interview Skills	Tues. 7th July	<input type="checkbox"/>
Difficult Situations and Reducing Barriers to Volunteering	Tues. 18th August	<input type="checkbox"/>
Supporting and Supervising Volunteers	Tues. 25th August	<input type="checkbox"/>
Exits and Endings	Tues. 1st Sept.	<input type="checkbox"/>

PLEASE RETURN TO:

Volunteer Centre Borders, Riverside House, Ladhope Vale, Galashiels TD1 1BT.

NAME \_\_\_\_\_

ORGANISATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

TEL: \_\_\_\_\_ EMAIL: \_\_\_\_\_

### FUTURE TRAINING EVENTS

Please indicate your initial interest and preference:

	day	evening
Charity Shop Managers Training Day	<input type="checkbox"/>	<input type="checkbox"/>
Developing New Volunteering Opportunities within your organisation	<input type="checkbox"/>	<input type="checkbox"/>
What can VCB do for you? How do we work together for volunteers.?	<input type="checkbox"/>	<input type="checkbox"/>

## IS THIS TRAINING FOR ME?

**YES—if you are involved in managing / supervising volunteers!**

**You can come along to all these sessions as a course, or try one or two which are most useful to you and your organisation.**

### Volunteer Recruitment

Volunteers needed? Why do people volunteer? The facts!  
Methods of marketing & recruitment.  
Recruit for this organisation. Selection and Training.

### Motivating and Retaining Volunteers

What motivates? Benefits of motivation.  
Recognising & dealing with de-motivation.  
Making it better and recognising volunteers.  
An action plan!

### Listening & Interview Skills

Improve performance at formal or face to face meetings.  
Enhance listening skills & consider barriers to listening.  
Conduct a formal interview eg suitability for a position, current job role.  
Choose the right communication method to exchange information.

### Difficult Situations and Reducing Barriers to Volunteering

What constitutes a difficult volunteer situation?  
What is the impact on your organisation?  
Consider what constitutes a disability & recognise the barriers.  
Solutions!

### Supporting and Supervising Volunteers

What is support & supervision?  
The benefits and consequences.  
A good supervision session is.....  
Bringing it altogether!

### Exits and Endings

Reasons for endings & spotting the signs.  
Positive and negative endings.  
How will it feel?  
What next?

### Future training planned:

Charity Shop Managers Training Day  
Developing New Opportunities within your organisation.  
What can VCB do for you? How do we work together for volunteers?