

Unlocking the Door to Good Volunteer Programming

TRAINING

Definition

Agency Perspective

- Types of Training
- What Training Accomplishes
- Guide to Adult Learning
- Principles of Adult Learning
 - Praxis
 - Other Important Factors
 - Rewards
 - Needs Assessment
 - Importance of Mission
- Training Design
 - Part of the Plan
 - Cost
- What a Trainer Should Be...

DESIGNING AND MANAGING PROGRAMS

- What a Volunteer is
- What the Agency Needs to be
- Types of Volunteers
- Misconceptions

SETTING A PLAN IN MOTION

- Determining the Need
- Developing Plans
- Recruitment
- Collaborative Philosophy

DETAILED INFORMATION

- Job Description

- Screening
- Assignments
- Evaluations
- Possible Problems
- Administration

EXERCISES RELATED TO THESE THINGS

- Meeting the Needs of Volunteers
- Management Differences
- Recognition

RECRUITING AND RETAINING VOLUNTEERS

RECRUITMENT

Advantages

Disadvantages

- Staff Involvement
- Position Descriptions
- Types of Jobs
 - Job Requirements
 - Job Offers
- Scope of Recruitment
 - Broad
 - Defined
 - Four Questions
 - Types of Volunteers
 - Types of Events
 - Potential Dangers
 - Other Types

RETENTION

- Customer Service
- Interviewing

- Job Descriptions
- How to “Offer the Job”
- Risk Management and Screening
- Setting a Good Base
 - Orientation
 - Training
 - Matching
 - Motivation
 - Supervision
 - Evaluation
- Creativity
 - Length of Commitment
 - Groups
- Making This Your Own
 - Activities to Enhance What We Have Learned