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