Orienting and Training VOLUNTEERS

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The way to volunteer

VOLUNTEER MANAGEMENT TRAINING SERIES

Objectives

1. Increase knowledge of the steps in training volunteers to perform their services effectively and enjoyably.
2. Increase knowledge, skills, and comfort in planning training for volunteers.
3. Develop plans for improving volunteer training.

Importance of Training Volunteers

Without proper training:

- volunteers may perform their duties poorly or step outside of their boundaries.
- volunteers may “feel lost” while doing their task and not return.
- volunteers may have a negative experience and tell others about it, thus undermining the image of the organization.

Orientation & Training

Orientation provides volunteers with information about the organization, the volunteer program, and how volunteers fit into the mission of the organization.

Training provides volunteers with specific knowledge, skills, and attitudes they will need to do their work effectively.

Four Steps in Training Volunteers

Step 1: Identify Training Needs

Step 2: Design Training

Step 3: Deliver Training

Step 4: Assess & Refine Training

Step 1: Identify Training Needs

Increase Knowledge – Increase the amount of information your volunteer has.

Increase Skills – Increase your volunteer's ability to perform their tasks.

Change Attitudes – Change the way your volunteer feels about an issue.

Step 1: Identify Training Needs

What knowledge, skills, and attitudes would a volunteer need to perform their duties well and happily?

Four Steps in Training Volunteers

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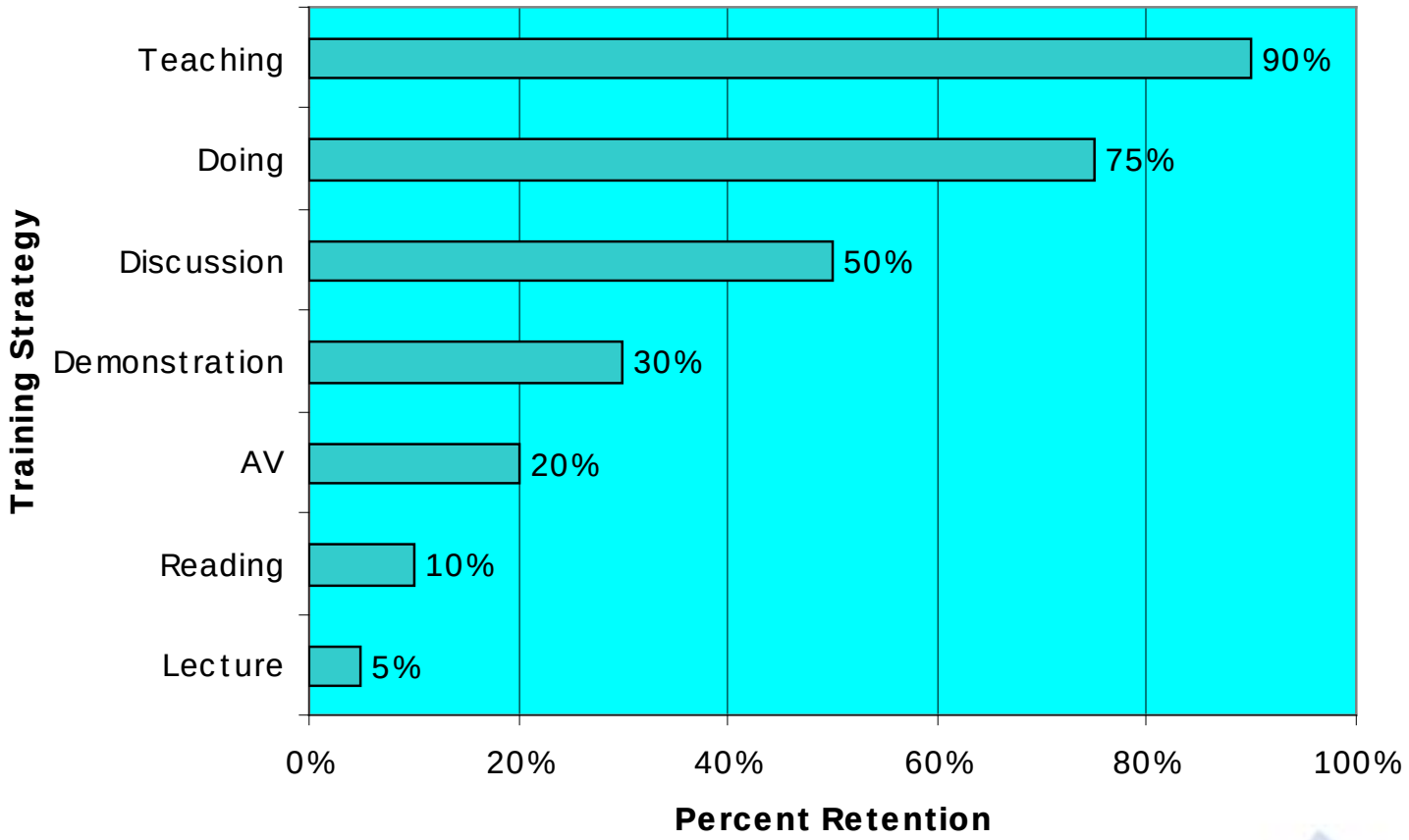
Step 2: Design the Training

Principles of Effective Training Design

1. Build on your participant's experience
2. Make the training interactive
3. Communicate through visual, auditory, and experiential modes
4. Apply what was learned

Retention Rates



VOLUNTEER MANAGEMENT TRAINING SERIES

Step 2: Design the Training

ACTIVITY

1. Each group will be choose a topic on which to design a training.
2. You will have 10 minutes to prepare and discuss.

Step 2: Design the Training

Pick one of the following areas for potential trainings:

Tutoring
Meal service
Office tasks
Animal projects
Working with persons with special needs
Working with older adults
Revitalization (painting/construction)

Step 2: Design the Training

Prepare a training outline. Be sure to include:

- ❖ **A list of topics to cover**
- ❖ **Special considerations to remember**
- ❖ **Possible resources**

Four Steps in Training Volunteers

Step 1: Identify Training Needs

Step 2: Design the Training

Step 3: **Deliver the Training**

Step 4: Assess & Refine the Training

Step 3: Deliver the Training

There are four principle decisions regarding delivering your volunteer training:

- When to deliver the training
- Where will you conduct the training
- Who will deliver the training
- How will the training be conducted

Step 3: Deliver the Training

When to train volunteers

- Train when volunteers are open to it
- Train before the training is needed
- Train when the learned information can be applied quickly
- Train when it is convenient
- All training does not have to occur at the same time.

Step 3: Deliver the Training

Where to train volunteers

- Train in a safe place
- Train where it is conducive to reaching the training objectives
- Train where it is convenient
  - **your building (or the location where the volunteering will occur)**
  - **at the volunteer's home or office**
  - **in a public area**

Step 3: Deliver the Training

Who will train volunteers

- May want to use a "trainer" to help develop relationships
- May want to use someone who is competent in both training and your organization
- May want to use staff
- May want to use veteran volunteers
- May want to use clients

Step 3: Deliver the Training

How to train volunteers

- Use a method that works for volunteers
- May want the training to be person-to-person, or use videos, manuals, or a website
- May want the training to be interactive
- The training should be convenient for both volunteers and your organization

Step 3: Deliver the Training

Complete this chart:

	Things to keep in mind	Options
When		
Where		
Who		
How		

Four Steps in Training Volunteers

Step 1: Identify Training Needs

Step 2: Design the Training

Step 3: Deliver the Training

Step 4: **Assess & Refine the Training**

Step 4: Assess & Refine

Some ways to evaluate the effectiveness of your volunteer training

- Written participant evaluations
- A reflection exercise at the end of the training
- "Check-in" sessions with volunteers
- The volunteer's performance evaluation

Up Next:

Supervising Volunteers