

Managing Volunteers

Course length

2 days

Why come on this course?

This course will introduce you to a range of skills and techniques you can use when managing volunteers.

Who is it for?

This course is designed for anyone who is responsible for managing volunteers. The recommended maximum is 12 delegates.

What will I learn?

By the end of this course delegates will:

- Be aware of a range of management styles and how to adapt these to suit volunteers
- Understand the importance of the induction process and be able to manage volunteers' expectations
- Be able to build an effective and happy team
- Be able to communicate effectively in a variety of situations
- Know how to present the vision of the organisation in a motivating way
- Understand a range of motivational theories and how to get the best from people
- Know how to give feedback in both positive and negative circumstances
- Be able to handle difficult situations
- Be able to get the best from people and help them make the most of development opportunities

Course style

The course will be highly interactive, encouraging participation and making use of exercises. There will be the opportunity for skills practice and review in each section.

Course materials

Course manuals are provided to support the topics covered. Certificates of attendance will be presented to each delegate after the training has been completed.

Course contents

Why are volunteers different?

Why do people volunteer?

Managing expectations

What do managers do?

Day-to-day tasks of management

Skills managers need to develop

Finding the right management style

Inducting volunteers

Developing/using an induction checklist

Tailoring induction to the individual

Building knowledge and confidence

Building a team

Stages of team development

The roles people play in a team

How to bring the team together

Presenting the vision of your organisation

Communication

The communication process

Barriers to effective communication and how to overcome them

Selecting the right method of communication

Body Language

Techniques to help handle difficult situations

Motivation

Theories of motivation

Creating a motivating environment

Motivating yourself

Encouraging good performance

Giving effective feedback

How people learn

Devising personal development Plans

Personal Action Planning

How do I book?



Call us now on 020 8658 6994



Email us at admin@alphatraining.com



Download our public course schedule