

# *Orienting and Training* VOLUNTEERS

# 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

**Step 1:** Identify Training Needs

**Step 2:** Design the Training

**Step 3:** Deliver the Training

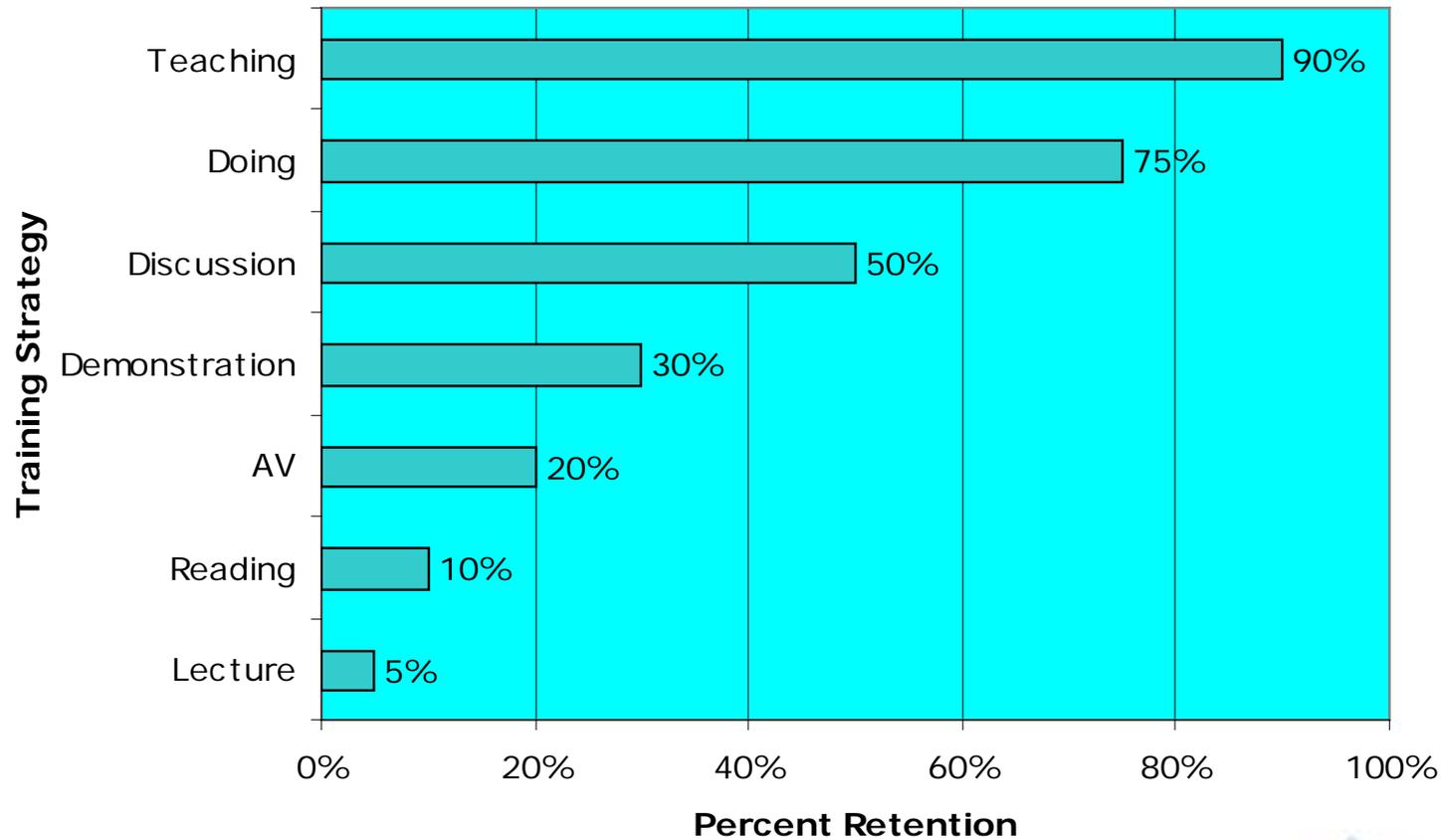
**Step 4:** Assess & Refine the Training

# 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



# 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

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# 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

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# 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

# Thank You

## Up Next is Supervising Volunteers