



## Volunteer Management Training Series

The **Volunteer Management Training Series**, developed by the **Points of Light Institute** and its **HandsOn Network** affiliates, is a series of six, half-day courses that provides a comprehensive understanding of the components of a volunteer program. Volunteer administrators and anyone who has responsibility for recruiting, coordinating, or managing volunteers will benefit from the interactive curriculum, which is based on the latest research and best practices in the industry.

### DAY 1

#### **Understanding Volunteering: Exploring the Heart of the Volunteer Sector (9-12 pm)**

- Current volunteer trends
- Characteristics of effective volunteer programs
- Volunteer motivation models

#### **Planning: Building a Solid Foundation (1:30-4:30 pm)**

- Conducting basic needs assessments
- Developing a purpose statement, policies and budget
- Creating appropriate volunteer positions
- Developing position descriptions
- Volunteer risk management

### DAY 2

#### **Recruiting and Placement: Matching Volunteer Skills with Service (9-12 pm)**

- Developing and implementing a targeted recruitment strategy
- Crafting a volunteer recruitment message
- Interviewing, screening, and matching technique

#### **Training and Orientation: Achieving Service Excellence (1:30-4:30 pm)**

- Difference between orientation and training
- Assess training needs
- Develop effective volunteer training strategy
- Effective training delivery

**Location.** All classes for this series will be held in [The Winston-Salem Foundation building](#) located at 751 West Fourth Street. [Click here for a map to the building.](#) Park in the lot across from the building at the corner of 4th and Broad Streets. Cross 4th Street and walk along the side of the building adjacent to Broad Street. There is a pedestrian access gate that faces the Broad Street sidewalk. Enter the passcode 7510 to unlock the gate and enter the building through the back doors. Take the elevators to the 3rd floor and exit to the left. Go down the hall to the Burress Family Center for Philanthropy and the Neill Board Room will be on your right.

Questions? Contact HandsOn NWNC at 724.2866 or [kathydavis@handsonnwnc.org](mailto:kathydavis@handsonnwnc.org)

### DAY 3

#### **Supervision: Maximizing the Volunteer Experience (9-12 pm)**

- Defining and communicating expectations
- Dealing with difficult volunteers
- Developing volunteer work plans
- Recognizing volunteers

#### **Evaluation: Improving Results Using Data and Feedback (1:30-4:30 pm)**

- Benefits and purpose of evaluation
- Steps to developing and implementing an evaluation plan
- Levels of evaluation
- Deciding what to evaluate
- Methods for evaluation
- Introduction to logic model
- Communicating results to constituents

**Cost.** Class: \$55/person; \$45/person for HandsOn NWNC Supporting Partners and PRAVA members

Series: \$275/person; \$225/person for HandsOn NWNC Supporting Partners and PRAVA members

**What's included?** Workbook, handouts and resources that support each unit. **Lunch is included only for participants taking 2 courses per day**

**Credential.** Each class qualifies to earn credits towards the Certified Administrator of Volunteers in North Carolina (CAVNC) credential.