**Involving Volunteers – scheme of work for people experienced at managing volunteers**

***Looking at a volunteer’s journey… Enquiring – Starting – Doing – Staying - Leaving***

**Resources: room, tables, chairs, catering, laptop, projector, screen, flip chart and pens, post it notes and pens, handouts**

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|  | **Big idea** | **Time** | **Activities** | **Link to Volunteers Service area of work** |
| 1 | Welcome, introductions, expectations | 10 mins | * Welcome participants
* Introduce the aims and objectives of the training
* Set house rules for the session
* Ask participants to introduce themselves, including what work they do with volunteers, how they see volunteers adding value to their role and what they to get out of the session (record this last item on flip chart paper)
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| 2 | Setting the scene and making the Volunteers Service work, knowing the roles of:* Volunteer Coordination Team
* Park Management
 | 10 mins | Ask the group to think about the tasks and roles of the Volunteer Coordination Team and their own team. Use two flip charts with paper (heading for each team on either chart) to record participant responses when asked to recall the roles. Then:* Highlight the differences
* Make links to elements of the training
* Explain why we involve volunteers to help us deliver the Business Plan
 | The structure of organising volunteering |
| 3 | Preparing for volunteer enquiries 1* Understanding how we involve volunteers
 | 5 mins | Describe the process and flow chart | Work of the Volunteer Coordination Team |
| 4 | Preparing for volunteer enquiries 2* Understanding volunteers motivations and expectations
* Barriers to involvement
 | 20 mins | Break out in to groups and set task to each group, either:* What motivates people to volunteer; or
* What might stop someone start volunteering

Groups feedback and share knowledge | Outreach work we do, policy work to reduce barriers to volunteering. |
| 5 | Preparing for volunteer enquiries 3* identifying volunteering opportunities
 | 40 mins | Recap why we involve volunteers and the process. Set individual task:* Introduce planning volunteering role and tasks proforma
* Ask individuals to write to complete the proforma and role profile
 | Supporting staff identifying and writing roles. |
| 6 | Getting people involved* The recruitment message
* Selecting the right people
* Starting new volunteers
 | 30 mins | Discuss ways of recruiting/selecting/starting volunteers. Get into groups:* Using a newly identified role create a recruitment message
* Decide upon how to select people
* Decide how to start a new volunteer
* Feedback to rest of group
 | Recruiting volunteers, assisting with the selection process |
| 7 | Training  | 30 mins | Describe how we train volunteers to do their role. Introduce the training programme and explain how teams can write their own training too. Ask the groups to:* Select and design a bespoke training programme for their role
* Briefly feedback on flip chart
 | Helping run volunteers’ inductions. Providing Volunteer Training Programme. |
| 8 | Supporting volunteers | 20 mins | Describe how support volunteers. Hand out pre-made prompt cards, showing the support we offer volunteers. Individually:* Ask participants to read the card and either…
* Stand on one side of the room for Service led support
* Stand on opposite side of the room for Volunteer Coordination Team led support

Discuss the differences and make links back to previous sessions to check learning (each prompt card will have an item from the previous sessions) | Providing Volunteering News, Volunteering NewsFlash, running volunteers’ meetings/team meetings and the Volunteers Extranet. Volunteering policy and Volunteers Leadership Team |
| Lunch  |
| 9 | Keeping volunteers* Retention
* Saying thank you
 | 30 mins | Talk about our retention rate. Ask in groups of two:* To identify factors that affect volunteer retention
* Record on these on flipchart

Discuss the different techniques we can use to keep volunteers and mitigate them leaving.Brief the group on our reward and recognition procedures.* Ask each individual to come up with a unique way of saying thank you to their volunteer(s).
 | Helping retain volunteers.Reward and Recognition.Demonstrating we value volunteers. |
| 10 | Dealing with difficult situations | 1 hour 30 mins  | Explain why we need to tackle situations and how the Volunteering Policy relates to our grievance and disciplinary procedures. Remind participants of their recent High Performance Essentials training ‘say difficult things’ and using the ‘authentic speech’ tool. * Trainers demonstrate the tool through an observed role play (volunteer supervisor and volunteer).
* Participants then practice with their own situation or an imagined situation in role play.
* Participants swap roles.

Ask for feedback about how confident participants feel about using the ‘authentic speech’ tool. | Volunteering Policy.Using grievance and disciplinary procedures.Supporting staff with difficult situations.Managing people’s behaviour. |
| 11 | Saying good bye…* Start and finish roles
* When a volunteer leaves
 | 30 mins | Describe situations when volunteers leave – good and bad! * Talk about start and finish roles. Celebrating achievements at the end of projects.
* Brainstorm some situations on when we can ask a person to leave. Ask how the group how they would ask a volunteer to leave.
* When a volunteer dies.
 | Acknowledging people’s contributions.Reward and Recognition. |
| 12 | What to do next* Individual staff action plans
 | 10 mins | Hand out staff action plan proforma – to use as a template for HR Pro. Individuals take responsibility for entering their own development needs on HR Pro. |  |
| 13 | Finish* Round up and feedback
* Evaluation
 | 10 mins | * Review the day’s activities
* Check with individuals to see if they have got what they wanted from the day
* Ask participants to feedback one key thing they have learned
* Ask them to fill out evaluation forms.
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**Start 9.30 am**

**Lunch at 12.30 pm**

**Return 1.15 pm**

**Finish 4 pm**