

Managing Volunteers



Most NFP's and Community Services could not survive without the wonderful work of their Volunteers. The key is knowing how to manage Volunteers effectively.

Would it make a big difference to your organisation if all your paid and unpaid staff could work together more collaboratively? Research concurs that Volunteers often don't feel part of the bigger organisational picture. They often report feeling undervalued and isolated and that their needs and motivators are not understood or met. Volunteers often bring a wide range of expertise into their role, but sometimes feel their skills and knowledge are not appreciated.

This breakthrough course was designed by an organisational psychologist who has worked with and studied NFP's for more than 16 years. There are some proven strategies which will make an immediate impact. Would you like your organisation to break free from focussing on difficulties and instead pay more attention to your achievements? Engaged and motivated Volunteers are worth their weight in gold. Make sure you make the most of your Volunteers and meet your objectives more seamlessly.

At the conclusion of this course participants will be able to:

- Tailor collaborative working styles with unpaid and paid staff
- Profile different personality types
- Listen without forming judgement
- Ensure Volunteer contributions are in sync with the Organisation's strategic objectives
- Add value to your Volunteers by developing relationships
- Support, nurture and grow your Volunteers
- Compare micro management with Volunteer autonomy
- Communicate clearly and connect with different generations (5 different generations of Volunteers)
- Understand Volunteers' expectations
- Build motivation and engagement levels with your Volunteers
- Keep communication lines open
- Link Volunteer contribution to the results of the organisation
- Work more effectively with Volunteers by understanding their needs
- Give and receive feedback

Preferred Training

Networks has designed and delivered a range of professional development courses to NFP's and Community Services. **Our clients include** Cancer Council, Law Institute, Worldvision, Amcham, Australian Red Cross, Vision Systems, Scope, Brotherhood of St Lawrence, CPA, ICC Australia and Access Australia

THE NUTS AND BOLTS

This program can be conducted as in house training at your offices.

- **Group Size:** An ideal group size is 6–10 participants.
- **Duration:** Each course can be tailored to your needs.

Look at what you receive within 24 hours at no cost:

- ▶ a program outline
- ▶ training cost
- ▶ possible training dates (if requested)

Contact us today: Preferred Training Networks

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