

## TRAINING PACKAGE 2022

### Workforce Development – including for volunteers

Bridge to volunteering \*\*  
Accidental counsellor  
Professional boundaries  
Active Listening Skills  
Administration Principles  
Being an Effective Volunteer  
Child Safe Environments – full day session and refresher  
Communication Skills  
Customer service  
Conflict Resolution  
Confidentiality and Privacy  
Cultural Diversity and awareness  
Food Safety & Hygiene  
Loss & Grief  
Manual Handling  
Prepare for Public Speaking  
Resilience and Wellbeing  
Working in teams \*\*  
Working with Customers and Clients \*\*  
Working with Older People  
Working with Vulnerable People  
Engaging Younger People  
Workplace Health & Safety \*\*  
Boosting your employability \*\*  
Resume writing \*\*

\*\* Pathway to Employability modules (6 week course) – these subjects can be combined into 6 week course (one day a week) to bring employability skills up to date to enter the current employment marketplace

### Workforce Development including Volunteer Manager

Introduction to Good Governance  
Introduction to Mentoring  
Introduction to Volunteer Management  
Workforce development  
Marketing your Volunteer Program  
Project Management  
Recruiting & Coordinating Volunteers  
Resilience and Wellbeing  
Risk Management – an introduction  
Writing Grant Applications  
Introduction to basis finances  
Advanced Grant Writing  
Benchmarking Volunteer Programs  
Conducting Training Needs and Analysis

Evaluation  
Innovation and Change  
Professional Reflection for Volunteer Managers  
Risk management - advanced  
Secrets of facilitated learning  
Strategic Planning

## **Organisational Development**

### **The Essentials of Managing Volunteers – ideal for group training**

This structured online course is aimed at potential or newly appointed Team Leaders, Coordinators or Managers. The course focuses on the key aspects of managing volunteers and involves six weekly tasks, each covering a different topic area. Participants will be provided with an in-depth study guide, a range of other resources to support reflection on current practice and 1:1 encouragement and support from a course tutor who is also an experienced manager of volunteers. **Topics include:**

- Volunteer motivations and expectations
- The legal aspects of involving volunteers
- Key systems, processes and documents to have in place
- Recruitment methods
- Ways to interview and screen volunteers
- Orientation and training options
- Team dynamics and personality traits
- Useful communication skills
- How to lead and supervise volunteers
- Methods to manage challenging behaviours and conflict

## **Volunteer Management Intensive Program**

A packed 4 day hands-on approach to working with volunteers featuring lots of practical tips and hints. **Topics include:**

- Recruitment & Selection of volunteers
- Volunteering trends and issues
- Innovation in volunteer programs
- Designing great volunteer positions
- Information management and systems
- Community Development
- Managing the volunteer program
- National Standards
- Working with volunteer diversity
- Volunteer induction and training
- Keeping the volunteer program on track