

Workforce Development – including for volunteers

*Bridge to volunteering ***

Accidental counsellor

Professional boundaries

Active Listening Skills

Administration Principles

Being an Effective Volunteer

Child Safe Environments Through their eyes – 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 Employment 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

Human Rights Charter
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