

**Workforce Development – including for volunteers**

Accidental counsellor

Articulating your Volunteering into Resumes

Active Listening Skills

Administration Principles

Being an Effective Volunteer

*Boosting your employability \*\**

*Bridge to volunteering \*\**

Child Safe Environments Through their eyes – full day session and refresher

Customer service

Conflict Resolution

Confidentiality and Privacy

Cultural Diversity and awareness

Disability Awareness

Diversity and Inclusion

Effective Communication Skills

Engaging Younger People

Food Safety & Hygiene

Loss & Grief

Manual Handling

Prepare for Public Speaking

Professional boundaries

Resilience and Wellbeing

*Resume writing \*\**

*Working in teams \*\**

*Working with Customers and Clients \*\**

Working with Older People

Working with Vulnerable People

*Workplace Health & Safety \*\**

**\*\* 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 Managers**

Advanced Grant Writing

Benchmarking Volunteer Programs

Conducting Training Needs and Analysis

Evaluation

Human Rights Charter

Innovation and Change

Introduction to basis finances

Introduction to Good Governance

Introduction to Mentoring

Introduction to Risk Management

Introduction to Volunteer Management

Marketing your Volunteer Program

Mentoring Strategies

Project Management

Professional Reflection for Volunteer Managers

Recruiting & Coordinating Volunteers

Resilience and Wellbeing

Risk management - advanced

Secrets of facilitated learning

Strategic Planning

Workforce development

Writing Grant Applications