



Volunteer Management Training

Volunteer Manitoba offers training in volunteer management to help organizations manage and build their volunteer programs. Our training is based on the principles of the Canadian Code for Volunteer Involvement and is for anyone who works with, manages and/or supports volunteer engagement within their organization.

Below is our full list of Volunteer Management workshops that we can deliver directly to your group or organization.

Dealing with Difficult Volunteers - 3 hrs

How do we handle those volunteers that are causing some problems or are no longer invested in the organization? From non-compliance to undermining their fellow volunteers, we need to deal with what is going on so that it doesn't continue but more importantly, so it does not adversely affect our other volunteers. This workshop will look at bad behaviours and how to correct them and strengthen our volunteer base.

The 3 Rs of Volunteer Engagement – 6 hrs

This one day training session will focus on volunteer recruitment, retention, and recognition. Participants will learn what it takes to encourage and support community involvement, applying the latest research in how to engage different demographics. You will assess your current practices against best practices, while identifying steps to enhance and improve volunteer involvement. This is an essential workshop for anyone who works with and wants to get the best out of their volunteers!

"I enjoyed the workshop, gave me some great ideas and the instructor was fantastic!!!"

~Lin, Lac Du Bonnet

Creating Connections to Build Retention - 3 hrs

When it comes to volunteer retention our minds often jump first to our own capacity, and what our organization is capable of achieving when it comes to retention. But it's important to look at retention from the volunteer's perspective. By offering an opportunity to affect change, and create a meaningful experience for your volunteers, you will see your volunteer retention strengthen.

This workshop will examine the steps to creating a meaningful connection with volunteers, what motivates volunteers, and what factors impact the volunteer's decision to leave the organization.

Please contact our Training Coordinator, Tracy Douglass, for more information:

training@volunteermanitoba.ca

204-477-5180 or 1-888-922-4545

Risk Management and Volunteer Screening – 6 hrs

Effective and efficient risk management practices are critical for organizations to control the risk in their volunteer programs. Only by examining the potential for danger can we determine how we might go about minimizing, controlling, or eliminating the risk altogether.

Screening helps define the relationship between the organization and its volunteers, and increases the quality, safety of the programs, and services being delivered to the community. Screening takes into consideration the skills, experience and qualifications that are necessary for volunteer placement and establishes an ongoing process to engage those best suited for a role within the organization.

Determining level of risk and applying screening practices is one best practices that managers of volunteers have identified as a standard of practice for the profession.

Engaging and Empowering Youth Volunteers – 3 hrs

Youth are not volunteering in the same way their parents and grandparents did. Research shows that many youths are more cause driven and want to work for change, more like activists rather than providing a service as volunteers in traditional non-profits. Additionally, youth grew up in a digital world and engage differently.

Given this reality how can we reach youth and recruit them into our organizations and succession planning to be the volunteers and leaders we need? How much can our organizations adapt to youth and their concerns and preferences and how do we ensure youth understand the realities of the volunteer responsibilities and community sector?

Program Planning & Evaluation – Distance

Building and maintaining a quality volunteer program takes careful planning and analysis.

Participants in this course will gain the skills and resources to:

- determine the most pressing needs of their clients
- establish realistic outcomes and corresponding strategic program plan to achieve these outcomes, and
- evaluate their program's performance.

This course is currently being offered in a distance learning format for your convenience. Registration for this course is ongoing throughout the year and participants will have 5 weeks to

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complete the readings and assignments. There will be 3 short assignments throughout the course and one larger, final assignment. The instructor will be available by phone and email to answer any questions and assist you through the materials.

Cost of this course - \$200

*You are required to use the Field Guide to Nonprofit Program Design, Marketing and Evaluation textbook by Carter McNamara, which may be purchased through Volunteer Manitoba for an extra \$50 fee, or you may order it directly from the following website:
www.authenticityconsulting.com

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