

# EMPOWERING NONPROFITS THROUGH EFFECTIVE VOLUNTEER ENGAGEMENT TRAINING

## VOLUNTEER ENGAGEMENT TRAINING PROGRAM (VETP)

- Four Week Series (Weekly Online Session)
- Cost: \$250pp (Group discounts available)
- Participants earn a certificate upon completion

The coursework, developed by Points of Light and enhanced by the SEE Framework from reDirect ([redirect.org](http://redirect.org)), It is designed to deliver best practice training to individuals, who are new to or currently managing and engaging volunteers at nonprofits, schools, government, faith-based or healthcare service organizations.

### IN-DEPTH COVERAGE INCLUDES:

#### ESTABLISHING THE FRAMEWORK:

Apply a volunteer-centered framework to volunteer engagement. Describe volunteerism and its role in civic life today. Identify elements of volunteer engagement. Explore barriers to and motivators for volunteer engagement

#### PLANNING FOR VOLUNTEER ENGAGEMENT:

Start planning for how and where volunteers fit in your organization: Describe the many steps of volunteer engagement. Learn how to conduct a Volunteer Engagement Assessment. Consider risk when deciding how to engage volunteers. Identify resources and support needed to effectively engage volunteers.

#### OPPORTUNITIES AND OUTREACH:

Acquire tools to get the volunteers you need in the door. Examine trends in volunteerism and how they might inform opportunities and outreach. Develop position descriptions with a Volunteer Experience Lens. Explore targeted recruitment concepts and consider potential audiences. Develop an Outreach Strategy.

#### INTAKE AND ONBOARDING:

Create systems to screen, place, orient and train volunteers. Define techniques for screening, interviewing and matching volunteers with positions. Describe differences between the importance of orienting and training volunteers and staff. Design effective volunteer orientation. Assess training needs and design training to equip volunteers and staff.

#### SUPERVISION AND SUPPORT:

Provide tools and strategies to ensure volunteers feel supported, effective and appreciated: Articulate the benefits of supporting and supervising volunteers. Design and implement strategies for volunteer supervision and support. Explore causes of and options for addressing volunteer performance problems. Identify effective ways to reward and recognize volunteers .

#### EVALUATION:

Examine strategies for figuring out what is and isn't working: Build a foundation for evaluating volunteer engagement. Recognize the difference between Program Evaluation and Stakeholder Evaluation. Explore Impact Statements, Mutual Feedback and Stakeholder Satisfaction Surveys to improve outcomes for volunteers, staff and the organization as a whole.