

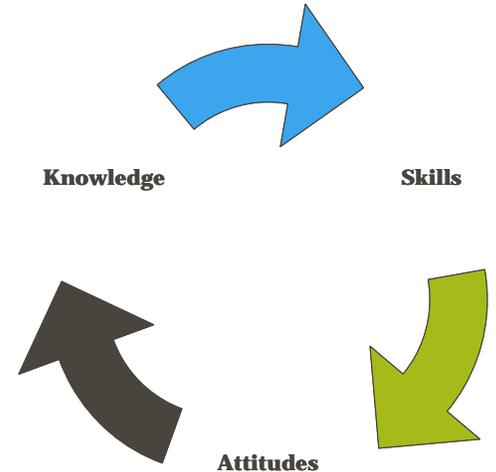


Volunteer Training

Tips for effective training and teambuilding

Tips for Effective Training

- **Incorporate Ongoing Training in Your Culture**
Make training fun and interesting, not a punishment
- **Discover What They Know**
Don't guess, find out. You will teach what they really need, not what you think they need.
- **Find Common Ground**
Use language and examples with which they can relate. Remember generational differences.
- **Demonstrate:** Roll up your sleeves and do it, don't just tell them. It alleviates confusion and makes the learning concrete.
- **Perform:** Watch them do it. Don't assume they understand until you see them model it.
- **Summarize:** What are they doing differently now that shows improvement? If they understand what they did to create positive change, they will do it again.
- **Follow Up:** This is essential to make sure that positive changes become embedded in the culture of your program.



Effective Training Must:

- Be relevant, solve problems; and demonstrate immediate value. (use real life, recent examples and scenarios)
- Build on participants' experience (facilitated discussion, reflection, brainstorming, war stories)
- Be interactive; (group problem solving, position shadowing, small group work, role playing)
- Communicate key lessons through visual, auditory and experiential modes (demonstrations, skills practice, flip chart, video)
- Allow for participants to apply learning (skills practice, on the job training, position shadowing)

Not Just for Volunteers... Staff Training Is Essential, too.

Everyone from the CEO to the receptionist should be encouraged to engage volunteers in conversations that encourage a mutual exchange of ideas. Additionally, program supervisors should be instructed to provide volunteers with accurate information, including schedule changes, to ensure that volunteers have the opportunity to be engaged in meaningful work when they report for duty.

City of Bloomington Volunteer Network

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