

TRAINING

Training should be kept relevant and appropriate to the volunteer's role. This avoids taking up too much of the volunteer's time. It also makes sure training isn't seen as a perk or reward.

Everyone learns in different ways; therefore, it always helps to have a variety of training options:

- Shadowing other volunteers
- Reading resources, especially if there are lots of processes. It's useful to have these documented so your volunteer can refer to them.
- Online workshops
- Group training sessions
- External courses
- A collaborative learning environment- by encouraging volunteers to learn together and from one another

To decide how much training to offer, think about:

- How much time volunteers have available.
- How they prefer to learn
- What they need to be able to volunteer successfully
- What resources you have, such as staff time, materials, and budget

Ongoing training and support

Just because your initial training program is over it doesn't mean training stops. Ongoing training creates an environment of growth and development. Supervising, supporting, and evaluating your volunteers will reassure them that they are just as valued as employees. By giving volunteers feedback and support you can strengthen your relationships with them.