

Training Staff to Work With Volunteers

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**“Before I begin, I’d just like to make it known
that I didn’t volunteer to do this presentation.”**



Group Activity



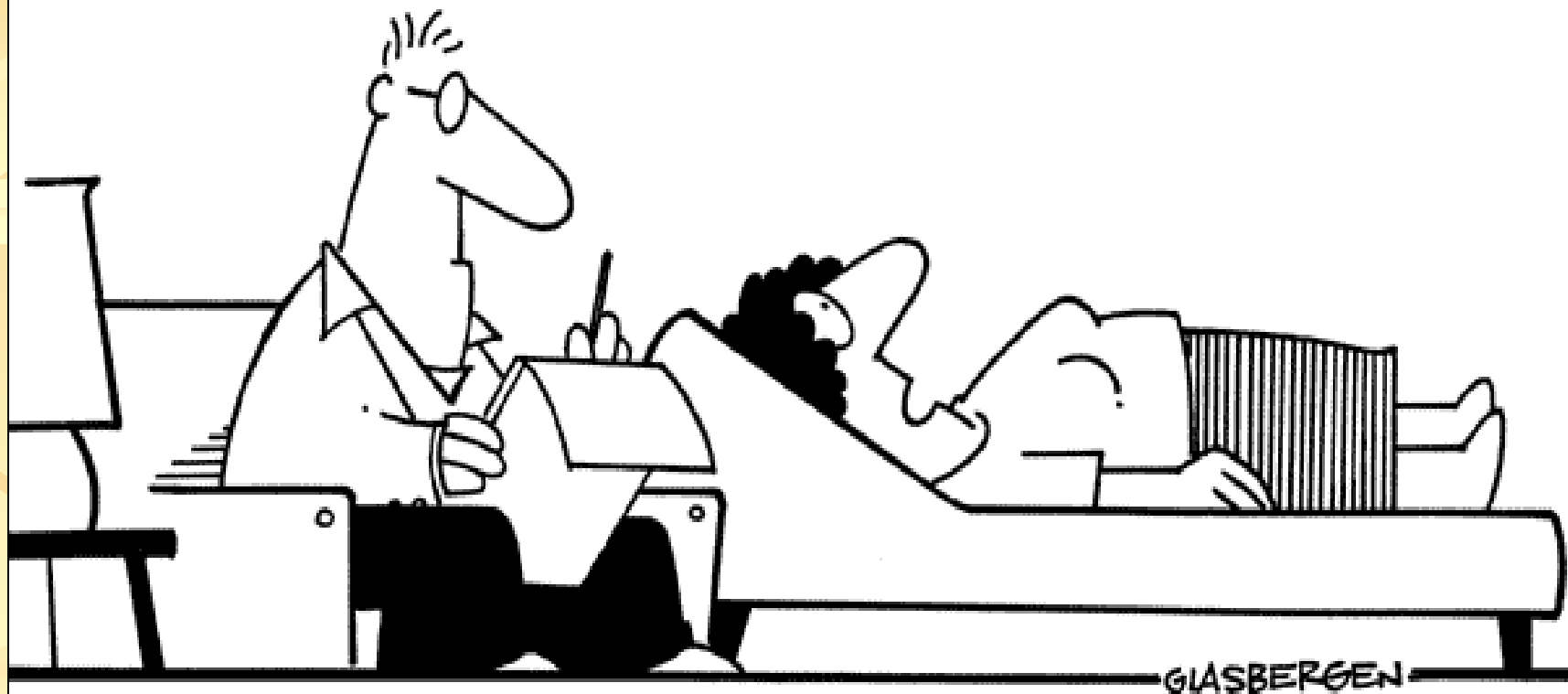
Victoria Roberts

"You never tell me anything. Keep up the good work."



*"I'd rather be a huge part of the problem
than a tiny part of the solution."*

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**“I’d like to learn how to be less critical. My mouth
has been classified as a weapon of mass destruction.”**



“I’ve seen the error of my ways and I’ve decided to start being more respectful to my coworkers. Hey, bozo, I’m talking to you!”

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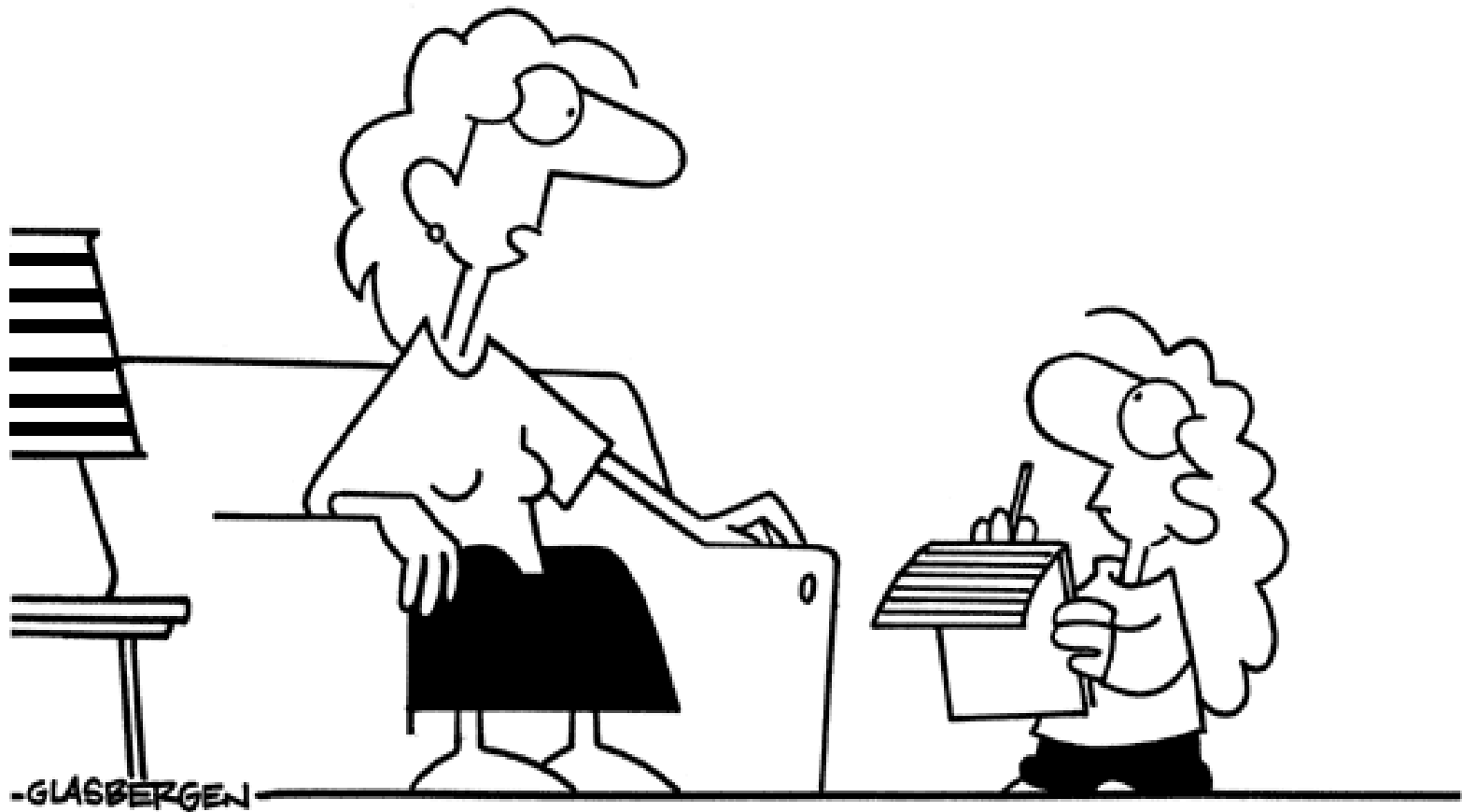
“There is no *I* in *TEAM*. But there is an *M* and an *E* and that spells *ME!*”

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“I’m not procrastinating. I’m proactively delaying the implementation of the energy-intensive phase of the project until the enthusiasm factor is at its maximum effectiveness.”

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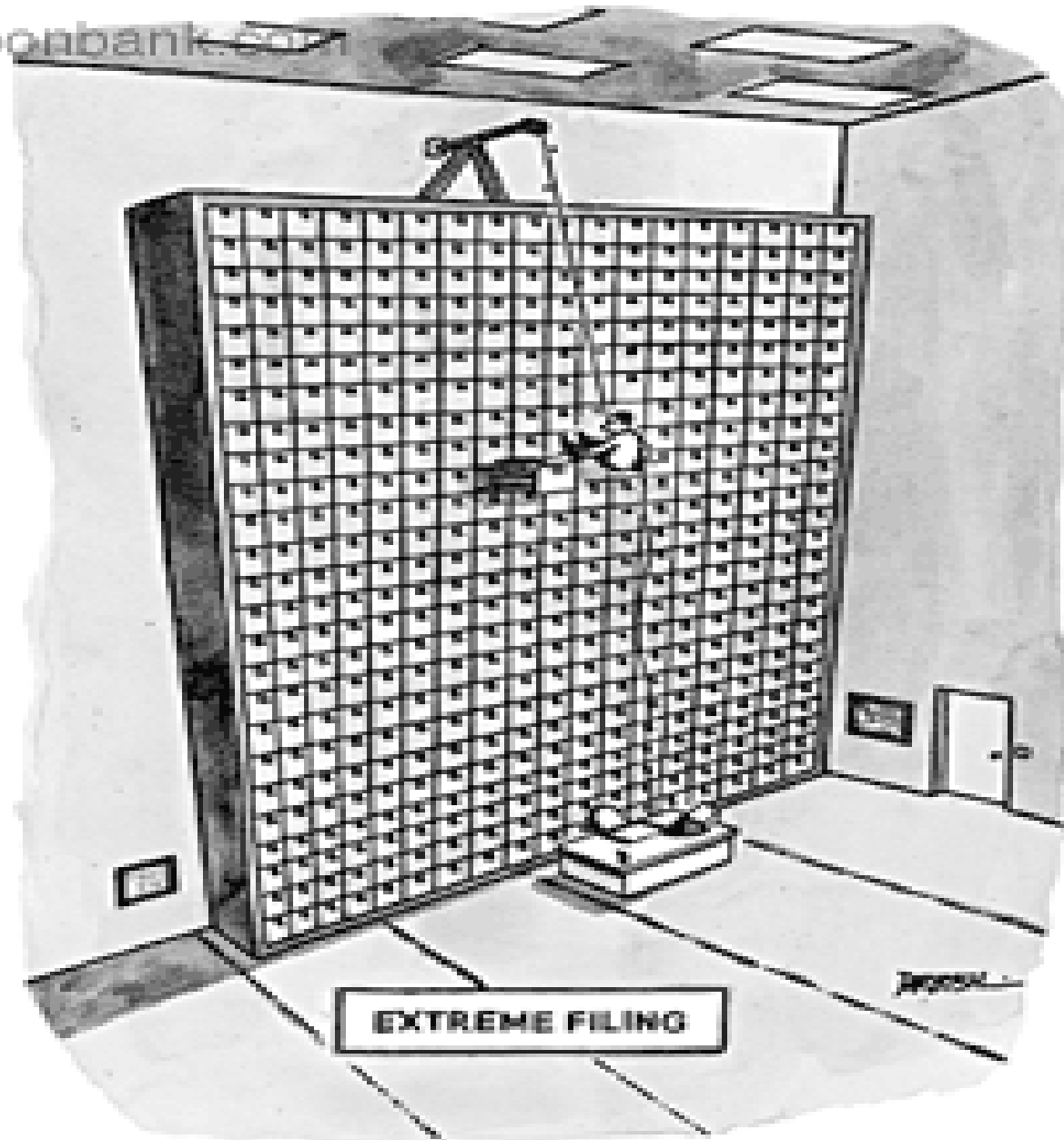


“How many people work in my office? About half of them.”



“I’m up for my very first performance review this week. I’m going to sing a song from ‘Cats’.”

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Training New Employees

New Employee Orientation

**Basic Overview of Volunteer
Program**

Review policies/procedures

Build Rapport With Staff

- Maintain regular communication
- Ask staff for input/suggestions
- Host informational gatherings
- Recognize staff to their supervisors
- Staff commitment to program

Financial Costs of Volunteers

- Determine cost of a new volunteer
- Attrition
- Staff time/training

Know Volunteer Jobs Inside and Out!

- Clear job descriptions
- Review job descriptions
- Be a Volunteer!
- Write supervision of volunteers into staff job descriptions

Keeper Job Descriptions

- **Assistant Keeper-** “May work with and direct Volunteers and Interns as directed by the Area Manager. May assist in training Volunteers and Interns as directed by the Area Manager.”
- **Senior Keeper-** “Trains and directs Volunteers and Interns as directed by the Area Manager.”
- **Area Manager-** “Has direct responsibility and accountability for scheduling Keepers, Volunteers, and Interns assigned to their areas. Has direct responsibility for the screening, placing, and training Interns and Volunteers. Has the authority to accept or decline applicants, and to evaluate Volunteer and Intern performance and make recommendations to the Manager of Volunteer Services for progressive counseling, placement, or termination.”

Volunteer Supervision

- Professionalism
- Evaluations
- Staff Liaisons

Leadership/Coaching

- Help Volunteers meet their goals
- Clear communications
- Ask open ended questions
- Self-evaluations



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