

Leading in a Volunteering Environment



An ILM Development Programme designed and delivered by **Attend Academy**

Communication skills and strategies

One-day workshop 09.45 – 16.00

Aim of the Session:

This session is designed to support the development of communication skills and strategies for those involved in leading on aspects of a volunteering programme.

Learning Objectives

To enable participants:

- To acquire techniques and develop skills for initiating conversations
- To develop skills and confidence in communicating with a wide range of people
- To develop skills and confidence in communicating over the telephone
- To learn techniques and develop skills for communicating effectively in a group.

This session is designed to develop skills and confidence as well as knowledge. Therefore the activities will be interactive and give delegates the opportunity to both express their thoughts put these into practice within a safe and supporting environment.

Outline agenda

09.45 – 10:00	Registration and coffee
10.00 – 10.10	Welcome & agreeing outcomes for the day
10.10 – 10.45	Communicating and volunteering
10.45 – 11.15	Communication – a bit of theory
11.15 – 11.30	Coffee
11.30 – 12.20	Starting conversations
12.20 – 12.45	Making phone calls
12.44 – 13.30	Lunch
13.30 – 14.45	Non-verbal communication and active listening
14.45 – 15.00	Coffee
15.00 – 15.45	Summary of communication barriers and solutions
15.45 – 16.00	Review of outcomes and closing context