

Managing volunteers

Attend 
Academy


Approved
Centre

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

Workshop 1 (One-day workshop 10.00 – 16.30)

Aim of the Session:

To enable line managers to understand how volunteer management relates to their role and establish how they can appropriately engage volunteers in their specific situation.

Learning Objectives

By the end of this session, delegates will be able to:

- Understand and explain the wider context for volunteering and how this relates to their role
- Identify why volunteers may wish to engage with their organisation
- Identify what would indicate success for their volunteering engagement
- Establish the extent of their own role in managing volunteers
- Review different approaches and methods to engaging volunteers
- Apply the principles of volunteer role design
- Identify how to encourage volunteers to decide whether the role(s) is/are for them
- Explain the process of matching volunteers to roles within their project

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Outline agenda

- 09.45 Registration and coffee
- 10.00 Welcome and housekeeping
- 10.10 Introductions
- 10.30 The ILM Managing Volunteers programme
- 10.40 The volunteering context
- 11.15 Why people volunteer
- 11.30 Break
- 11.40 What success would look like for volunteering
- 12.10 Our own role in volunteer management
- 12.45 Approaches to volunteer resourcing
- 13.00 Lunch
- 13.45 Role design
- 15.00 Break
- 15.10 Recruiting volunteers
- 15.40 Matching volunteers to roles
- 16.15 Summary and review
- 16.30 Close