



For Volunteers

GENERAL

VOLUNTEERING 101 (2 HOURS)

Are you new to volunteering? This introductory session will help you to develop an understanding of the volunteer sector including the rights and responsibilities of both volunteers and volunteer involving organisations. Acquire the skills and knowledge required to be a successful and effective volunteer and to reap the many rewards of volunteering.

MAKING CUSTOMER SERVICE SIMPLE (2 HOURS)

Volunteers in a customer service role will learn to deliver effective customer assistance and create a positive impression. Examine and practise communicating effectively with customers, clients and fellow workers. Develop and maintain consistently high customer service standards thus increasing your effectiveness and satisfaction with your role.

WORKING IN TEAMS (2 HOURS)

What is a team? Who should be in a team? What do teams need? What do the best teams do?

Effective teams don't just happen! Examine the qualities that make a good team, learn how teams develop and discover the different roles people play in teams.

VOLUNTEERING WITH OLDER PEOPLE (2 HOURS)

This workshop examines our attitudes to ageing and the skills needed to enhance respectful communication with older people. We address the positive aspects of ageing as well as important issues of diversity, privacy and confidentiality.

MENTORING

MENTORING FOR BEGINNERS (2 HOURS)

Interested in being a volunteer mentor?

Understand the role, purpose and function of a mentor and identify the skills necessary to undertake successful mentoring.

PROFESSIONAL MENTORING (3 HOURS)

Learn to support and encourage mentees to maximise their potential, improve their skills and gain confidence in their abilities. Develop the skills to question and challenge mentees, learn to provide guidance and encouragement to help mentees become more aware of their personal and professional goals.

SPECIALISED MENTORING

VSA&NT will develop a customised workshop to suit your needs. Call or email us today.

GRANT WRITING

GRANT WRITING FOR BEGINNERS (2.5 HOURS)

Finding Grants and Writing Grants

Learn where to find the right grant for your organisation. Identify your project scope, learn the special language of grant application writing and be confident of writing a successful application. This workshop is a prerequisite for *Refining your Grant Application* and *Finishing Your Grant Application*.



REFINING YOUR GRANT APPLICATION (3 HOURS)

Prerequisite: Attendance at VSA&NT's Grant Writing for Beginners

This session will give you hands on practical experience in drafting grant applications. Participants are required to bring a recent grant application (that they are happy to share) and/ or a project plan – this will provide the basis for the session. If you have a specific grant in mind, please bring the guidelines and application template. In this session participants will complete a grant plan, a risk assessment and a budget and work together with our experienced facilitators to refine your own project plan.

FINESSING YOUR GRANT APPLICATION (3 HOURS)

Prerequisite: Attendance at VSA&NT's Grant Writing for Beginners and Refining Your Grant Application

This will be a negotiated session where you will work to polish and perfect your grant application with a skilled and experienced practitioner.

COMMUNICATION

COMMUNICATING EFFECTIVELY (2 HOURS)

Learn successful techniques for dealing with customers, clients and fellow workers. This workshop explores verbal and nonverbal communication and effective listening skills. Volunteers will learn to present a positive impression of themselves and their organisation.

DEVELOPING COMMUNICATION SKILLS (3 HOURS)

Effective communication is clear and respectful and is fundamental to a well functioning organisation. This workshop offers opportunities to develop and practise reflective listening skills.

COMMUNICATING WITH CONFIDENCE (2 HOURS)

Deliver your message with confidence. This is a fun and practical workshop where you will practise the skills required to communicate effectively in meetings, interviews and in everyday interactions with clients and co-workers. You will learn to speak confidently and effectively.

SPEAKING WITH CONFIDENCE (3 HOURS)

This practical session explores the skills and strategies required for successful speaking in meetings, groups and presentations. Includes preparation, structure and communication skills. You will learn how to deliver your message with greater impact.

BUILDING CONFLICT RESOLUTION SKILLS (3 HOURS)

This 3 hour interactive session will examine the role of communication in managing conflict and identify potential conflict situations. Discuss and practise conflict resolution skills in a supportive environment.

HIGH LEVEL COMMUNICATION SKILLS TRAINING

VSA&NT will develop and deliver custom high level communication skills training upon request. Contact us today for a consultation.

DEALING WITH CHALLENGING BEHAVIOURS

VSA&NT will develop and deliver custom skills training upon request. Contact us today for a consultation.



For Volunteer Managers

BEST PRACTICE VOLUNTEER MANAGEMENT

VOLUNTEER MANAGEMENT: THE ESSENTIALS (2 HOURS)

This introductory course supports new volunteer managers to develop their management skills, and to understand the motivations of volunteers and the principles of volunteering. The workshop offers an opportunity to share concerns with other new managers and to start to build support networks and learn from experienced professionals in the sector.

VOLUNTEER MANAGEMENT 101 - THE BASICS (7 HOURS)

Setting up a successful volunteer program requires time, commitment and an understanding of best practice in volunteer management. Spend the day with our experienced facilitators and be confident that your program is off to the best possible start. This one day training is designed in line with the National Standards for Volunteer Involvement, to meet the needs of new volunteer managers and coordinators (less than 2 years experience).

LEADING VOLUNTEERS (4 HOURS)

Explore effective leadership and personal development techniques. Be prepared to have the difficult conversations and be confident of your leadership abilities. For volunteer leaders and managers who want to build their volunteer program and the capacity of their volunteers.

VOLUNTEER MANAGEMENT: A WELLBEING APPROACH (3 HOURS)

A hands on session examining five elements of wellbeing from the perspective of a volunteer manager. This three hour session will help you to understand how wellbeing relates to best practice volunteer management and start you on the way to implementing a wellbeing approach in your organisation... and your life.

VOLUNTEER MANAGEMENT: DEALING WITH TRICKY SITUATIONS (3 HOURS)

Develop increased confidence in your ability to deal with any situation. Identify strategies to manage tricky situations and practice responding effectively to the unexpected and challenging moments as they arise.

EFFECTIVE RECRUITMENT

FINDING NEW VOLUNTEERS (2 HOURS)

Need to update your recruitment processes?

This workshop is designed to assist volunteer involving organisations to explore their current membership, plan for the future and discuss ways to approach new people to join their group.

FINDING AND KEEPING VOLUNTEERS (4 HOURS)

Identify your organisation's needs and write the role description to recruit the right volunteer for the job. Learn and apply best practice interview techniques and gain increased confidence in interview situations. Learn how effective induction and reward programs can lead to a rise in volunteer retention rates in your organisation. Revise your recruitment strategies, develop effective induction processes and recognise the importance of recognition. Begin the succession planning process.

ENGAGING GEN Y (3 HOURS)

Assess the youth friendliness of your organisation's volunteering program by looking at a range of strategies to recruit young people to appropriate roles, time frames, etc. Move beyond traditional practices to engage young people as volunteers and develop strategies to be more flexible and attractive to volunteers of all ages and stages.

MANAGING EVENTS WITH VOLUNTEERS (3 HOURS)

During this interactive workshop you will develop basic event planning skills and explore your role in recruiting, selecting and placing volunteers for an event. As well, you will learn best practice principles relating to recruiting volunteers, including the legalities and practicalities related to this type of volunteering.

WORKING WITH DIVERSE COMMUNITIES (3 HOURS)

This session examines Cultural Intelligence and provides practical ideas for engaging with culturally and linguistically diverse groups within your organisation and the wider community. This is a starting point for organisations wanting to demonstrate their commitment to diversity and inclusion.

TOOLS FOR ADVOCACY (3 HOURS)

Feel the need to advocate on behalf of your organisation or program? This workshop will assist you to build your confidence in presenting your case and advocating for what you need. You will learn techniques to ensure your message is heard and you will practise strategies for presenting a persuasive and effective case.

STRATEGIC PLANNING (NEW) (2 or 3 HOURS)

Learn how to create the plans that will help your community achieve its hopes and dreams. Discuss strategies for enhancing community engagement, identify barriers and seek solutions. Discover helpful resources to add to your toolbox. This session will be tailored to your group, committee or organisation.

2015 National Standards for Volunteer Involving Organisations

Volunteering Australia's new **National Standards for Volunteer Involvement** were launched in May 2015. The new Standards incorporate significant changes to the originals in order to reflect best practice in volunteer management in Australia's current work environment. They are much easier to follow and are adaptable to different organisation types and different forms of volunteering which reflect the diversity of this growing sector.

This 4 hour workshop will allow organisations to prepare and plan for their implementation of the Standards with the guidance of our experienced facilitators and with support from the sector.

Download the new Standards from our website.



For Volunteer Involving Organisations

GOVERNANCE

INTRODUCTION TO GOVERNANCE (2 HOURS)

New to a Board or trying to take your Board to the next level? Then, this course is for you. It will define governance, clarify your responsibilities in the context of legal requirements and explore ways to enhance your Board's effectiveness.

Recommended reading: Just a Tick (\$10)

SKILLS FOR COMMITTEE AND BOARDS (2 HOURS)

Newly appointed or just want to do a better job on your Committee? Then this is the workshop for you! You will look at the business of the organisation, including the core functions of each of the members, working as an effective group and the different roles that make an effective Committee. You will understand your legal requirements when carrying out Committee/Board duties (Associations Incorporation Act), and learn how to monitor operations e.g. meetings, finance and strategic planning. *Recommended reading: Just a Tick (\$10)*

INTRODUCTION TO THE MANAGEMENT OF MEETINGS (2 HOURS)

Learn how to run an effective meeting and deal with tricky situations in this two hour training session. Understand meeting processes and procedures and your role and responsibilities as a Committee member. The session will also help develop your understanding of financial reporting.

THE TREASURER'S ROLE IN SMALL NOT FOR PROFITS (3 HOURS)

You've been elected Treasurer (new or continuing). Now what? Being Treasurer is a great honour and a great responsibility and in this workshop we will help you come to grips with the basics of your volunteer position by looking at the Treasurer's role, duties and obligations. You will learn to maintain a simple set of accounts, present a budget and prepare for an audit.

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RISK MANAGEMENT: AN INTRODUCTION (3 HOURS)

Identify and prioritise potential risks in your organisation. Develop lasting risk management strategies to make a safer volunteer workplace. Identify, evaluate, analyse and report on risks using methods, tools and techniques designed to increase safety in your organisation.

CUSTOM BOARD AND COMMITTEE TRAINING COURSES DEVELOPED ON REQUEST

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