

Volunteer READY!

A series of 2 hour workshops aimed at enhancing volunteer engagement, improving volunteer skills and increasing productivity for Volunteer Involving Organisations (VIOs).

Volunteer READY – Getting Ready (Introduction)

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 (VIOs). Acquire the skills and knowledge required to be a successful and effective volunteer and to reap the many rewards of volunteering.

Volunteer READY – Customer Service

Volunteers in a customer service role will learn to deliver effective customer assistance and create a positive impression of themselves and their organisation.

Volunteer READY - Teamwork

Volunteers will examine the qualities that make a good team, discover the different roles people play in teams and learn to be an effective team member.

Volunteer READY – Volunteering with Older People

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.

Volunteer READY – Mentoring

Interested in being a volunteer mentor? Understand the role, purpose and function of a mentor and identify the skills necessary to undertake successful mentoring.

Volunteer READY – Effective Communication

Learn successful techniques for communicating with customers, clients and fellow workers. This workshop explores verbal and nonverbal communication and effective listening skills.

Volunteer READY – Confident Communication

Deliver your message with confidence. This is a fun and practical workshop where you will learn and practice the skills required to speak confidently in meetings, interviews and in everyday interactions with clients and coworkers.

These sessions are available as custom training. Contact training@volunteeringsa-nt.org.au for a quote.

VIO Ready

Introductory workshops for volunteers who are managing or coordinating other volunteers in Volunteer Involving Organisations (VIOs).

VIO Ready – Essentials of Volunteer Management

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.

VIO Ready – An Introduction to Recruitment

Explore your organisation's current membership, plan for volunteer involvement and discuss ways to approach people to join your group.

These sessions are available as custom training. Contact training@volunteeringsa-nt.org.au for a quote.

Volunteer RELEVANT

Training designed to meet the needs of volunteers in their many roles...

MARKETING STRATEGIES

(2 hours) Build your community with a strong brand and a well-planned marketing strategy. Social Media can help, once everything else is in place.

GRANT WRITING Introduction

(2.5 HOURS) 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 Finessing Your Grant Application.*

GRANT WRITING Intermediate

(3 HOURS) Prerequisite: *Attendance at VSA&NT's Grant Writing Introduction*

This session will give participants hands on practical experience in drafting grant applications. Bring a recent grant application, guidelines and application template and/ or a project plan – these will provide the basis for the session. Participants will complete a grant plan, a risk assessment and a budget and work together with our experienced facilitators to refine their 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.

PUBLIC SPEAKING

(3 HOURS) This practical session explores the skills and strategies required for successful speaking in meetings, groups and presentations. Learn 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 practice conflict resolution skills in a supportive environment.

DEALING WITH CHALLENGING BEHAVIOUR

(2 HOURS) Volunteers in customer service or reception roles will learn the importance of effective communication and identify strategies for dealing with challenging behaviour.

VIO Relevant

Training sessions designed to add value to your organisation's volunteer program, support your Board and build your capacity.

INTRODUCTION TO VOLUNTEER MANAGEMENT

(Full Day) 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 with less than 2 years' experience in the role.

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.

WELLBEING

(3 HOURS) A hands on session examining five elements of wellbeing from the perspective of a volunteer manager. This 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 RECRUITMENT

(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. *Update blurb to include using social media for recruitment – building your community*

YOUTH RECRUITMENT

(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 EVENT VOLUNTEERS

(3 HOURS) Develop basic event planning skills and explore your role in recruiting, selecting and placing volunteers for an event. 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.

VIO Board Relevant

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 practice 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.

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) Whether you are newly appointed or just want to do a better job on your Committee, this session is a must. 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)

MANAGEMENT OF MEETINGS

(2 HOURS) Learn how to run an effective meeting and deal with tricky situations in this practical session. Understand meeting processes and procedures and your role and responsibilities as a Committee member.

THE TREASURER'S ROLE

(3 HOURS) Being Treasurer is a great honour and a great responsibility. This session will help you to understand 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.

RISK MANAGEMENT

(3 HOURS) Identify and prioritise potential risks in your organisation. Develop lasting risk management strategies to make a safer volunteer workplace.

CUSTOM BOARD AND COMMITTEE TRAINING COURSES DEVELOPED ON REQUEST