GOOD PRACTICE IN VOLUNTEER MANAGEMENT
PREVIEW TRANSCRIPT

Hello and welcome to this Studyzone course on good practice in volunteer management. My name is Jarina Choudhury and I’m the volunteering consultancy development officer at the National Council for Voluntary Organisations; NCVO.

This course is for people, whether paid or unpaid, who manage volunteers and want to boost their volunteer management skills, and develop better practice to improve the volunteering experience.

Everyday across the UK, thousands of organisations just like yours deliver their mission and activities with the help of volunteers.

Volunteers give their time, commitment and skills to every kind of organisation, project or initiative imaginable. Formal volunteering is described as giving unpaid help through a group, club or organisation.

If you supervise or oversee the work of volunteers on a daily basis, regardless of the setting, this course is for you.

We’re going to look at four aspects of volunteer management.

1. What good volunteer management is, from the perspective of a volunteer and the organisation or project
2. What practical skills a good volunteer manager needs
3. Reward and recognition
4. What should be in your toolbox: tools for dealing with difficult situations, such as identifying how to resolve some of the common problems that may arise

By the end of this course, you will know key principles of good practice in managing, supporting and motivating volunteers.

More specifically you will have:

- a good understanding of what makes a good volunteering experience for volunteers
- understanding of the key practical skills volunteer managers need to manage volunteers effectively
- knowledge of ways you can reward and recognise your volunteers
• explored how to resolve difficult situations should they arise
• clarified where to find further practical support for volunteer management.

At the end of the course, you can find resources on our web pages to help you with different aspects of volunteer management.

So let’s get started.