

Managing volunteers for line managers



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

Managing volunteers for line managers - blended learning (Open programme)

WHO: A course to support line managers in an organisation, where a part - but not all - of their work is managing volunteers.

WHAT: Enables line managers to understand how volunteer management relates to their role, and how best to engage volunteers. The workshop and supporting activities will encourage learners to consider supporting volunteers, preparing and planning tasks, recognising their contribution and managing any problems.

HOW, WHEN AND WHERE: The programme commences with a one-day in-house workshop, tailored to your own organisation's context.

Following the workshop, each learner is provided with an interactive workbook, where they can reflect on the workshop discussions, and relate these to the general frameworks for managing volunteers. The workbook encourages the learner identify how they could develop their own thinking and management practice as a result.

Each learner submits then submits a reflective account, to their programme facilitator, who then arranges a 1-1 professional discussion with the learner. This discussion will last around 30 minutes, and will take the structure of a coaching conversation.

APPROVAL: Managing Volunteers for Line Managers is a Recognised Programme approved by the Institute of Leadership and Management.

One-day workshop 09.30 – 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 what would indicate success for their volunteering engagement
- Establish what their own role is in managing volunteers and be able to fulfil this in the following areas:
 - Designing roles that suit volunteers
 - Recruiting volunteers
 - Matching volunteers to roles
 - Volunteer induction
 - Supporting volunteers in their activities
 - Reviewing progress with volunteers
 - Recognising volunteers' contribution
 - Managing conflict involving volunteers

Outline agenda

- 09.15 **Registration and coffee**
- 09.30 Welcome, housekeeping and introductions
- 09.45 The ILM Managing Volunteers for Line Managers programme
- 09.55 The volunteering context
- 10.15 What success would look like for volunteering
- 10.40 Our own role in volunteer management
- 11.00 **Break**
- 11.10 Approaches to volunteer resourcing
- 11.20 Designing roles that suit volunteers
- 12.00 Recruiting volunteers
- 12.30 Matching volunteers to roles
- 13.00 **Lunch**
- 13.45 Volunteer induction
- 14.15 Supporting volunteers in their activities
- 14.35 Reviewing progress with volunteers
- 15.00 **Break**
- 15.10 Recognising volunteers' contribution
- 15.40 Managing conflict involving volunteers
- 16.15 Summary, review and next steps
- 16.30 **Close**