



Factsheet/Advice Sheet

Training Volunteers

This is one of a series of factsheets for voluntary and community groups issued by West Norfolk Voluntary and Community Action, WNVCA.

Training and developing volunteers benefits both the volunteer and the organisation. It can help ensure work is done correctly and to a high standard. It can also help keep volunteers motivated.

It is important to establish existing skills and look if any further skills are needed. Ask both yourself and the volunteer what information, skills, behaviours and attitudes does the volunteer need to successfully carry out their role.

An induction is a good way of training new volunteers. Use the time to discuss their role and meet other people in the organisation. Provide a volunteer handbook and ask them to read key policies. Shadowing other volunteers can be useful.

Discussion about training and development should be ongoing and should be talked about at the recruitment stage and as part of the supervision process.

There are many different methods of training and developing volunteers and ideally this should be tailored to each individual volunteer. Some people prefer to learn online or one to one, others may prefer group sessions. Look at the objectives that need to be met and consider all the different options.

It may be cheaper to pool resources with other organisations and run shared training for your volunteers.

Giving feedback is also an important way of helping volunteers to continually improve and aids motivation. Keep it positive and constructive!

Other training and development options include:

- Getting consultants in
- Asking local businesses if they can help
- Using role playing exercises
- Peer to peer support sessions
- In-house training sessions
- Volunteers training each other
- Written procedures

- Shadowing
- Using case studies
- Attending external training
- Attending meetings, conferences etc

This information has been produced by West Norfolk Voluntary and Community Action set up and owned by local groups to support, promote and develop local voluntary and community action.

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For resources, books, ideas and useful information please contact West Norfolk VCA or email info@westnorfolkvca.org.