



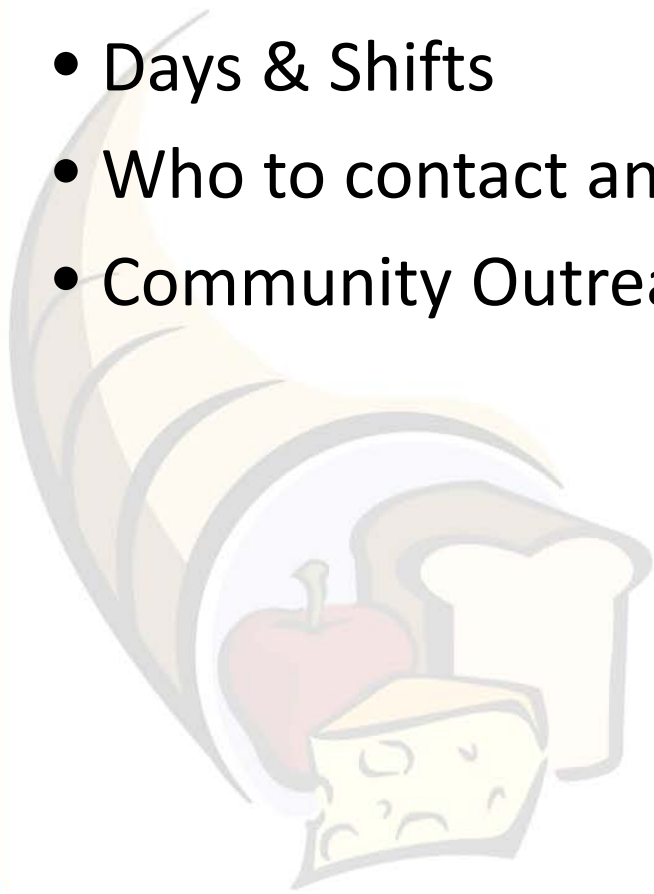
Volunteer Management Training



THE WORLD'S FIRST FOOD BANK
PROVIDING MORE THAN FOOD — *hope.*

Recruitment Plan

- Knowing your needs (details)
- Volunteer Activities/Projects
- Days & Shifts
- Who to contact and when
- Community Outreach (make a list)



Building a Contact List (Programs)

- DES, AARP, Maximus, VA (regulars)
- Schools (all levels)
- Trade Schools
- Faith Based Organizations
- Corporate Groups
- Retirees
- Know your community



Where to Post

- Volunteer Match
- United Way
- Community/Universities
- ASU (interns)
- Court Houses (list of charges)
- Benevity
- Make Google your best friend



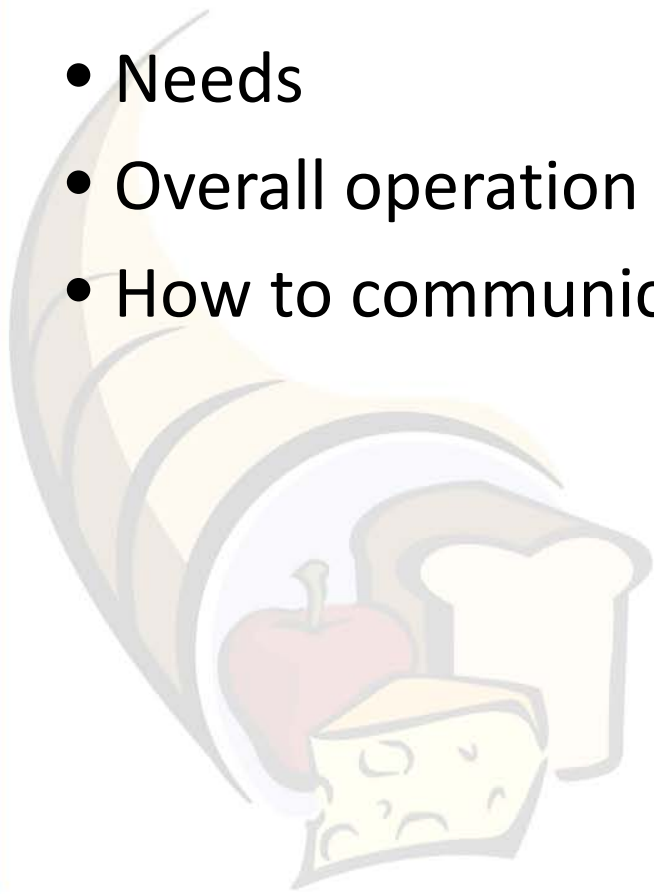
Build a list of “Go Getters”

- Saving contacts (how to save)
- Social butterflies
- How to utilize
- When to communicate/ create campaign



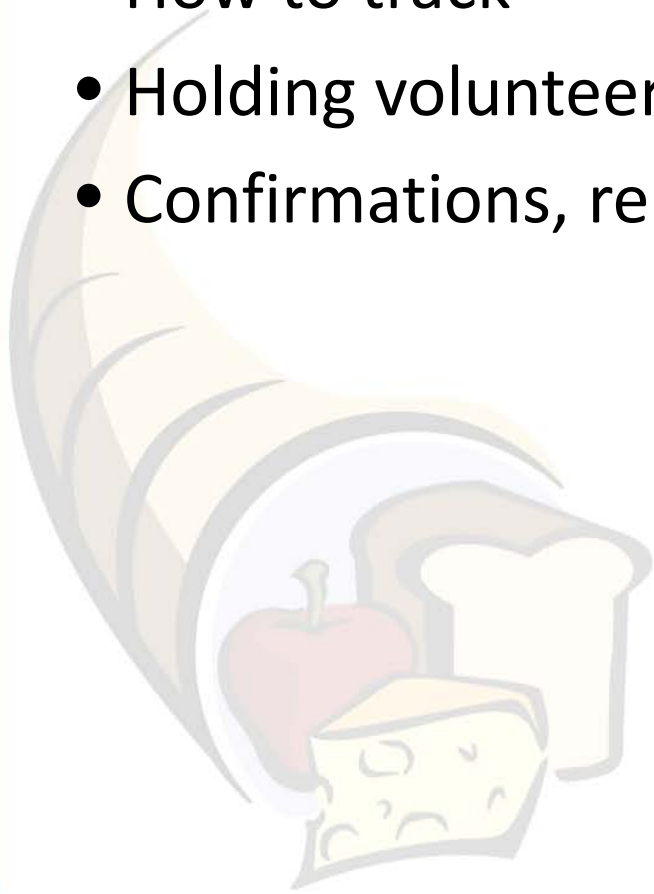
What is your Mission?

- Mission
- Goals
- Needs
- Overall operation
- How to communicate to volunteers



Scheduling

- How to schedule
- How to track
- Holding volunteers accountable
- Confirmations, reminders, thank you' s



Volunteer Engagement (day of)

- Waivers and Sign In Process
- Orientation
- Safety
- Training
- Tracking
- Understanding different generations & Knowing your volunteers
- Placing volunteers (building a positive connection)



Share Information (5 W's)

- Who
- What
- When
- Where
- Why



Creating an Ongoing Positive Vibe

- Welcome
- Orientation
- Training
- Goals
- Share successes
- Thank you' s
- Recognition
- Recommendation Letters
- Build a partnership



*positive
vibes
only*

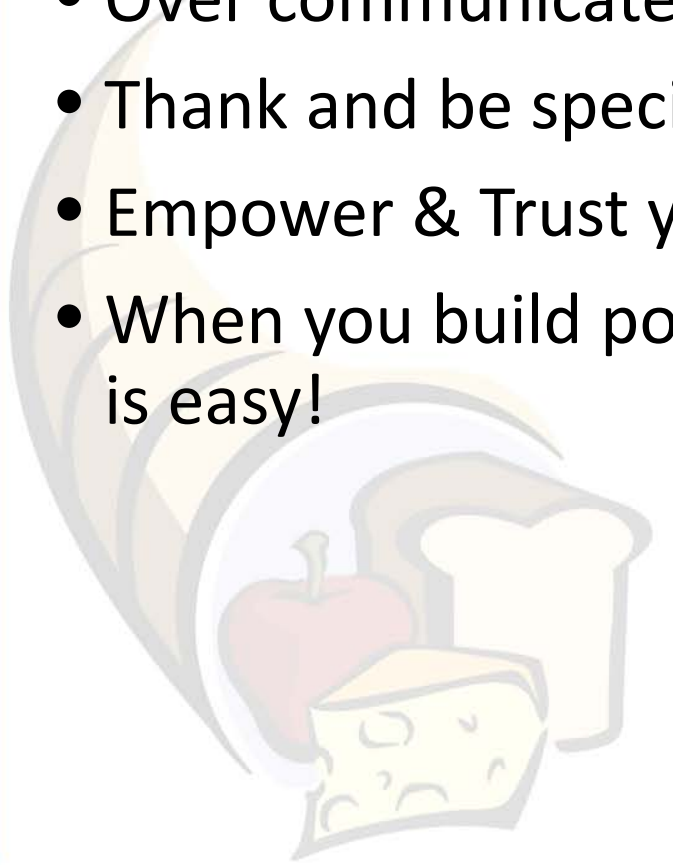
Dealing with Conflict

- Different Personalities
- Encouraging problem solving
- No Ego Zone
- Forging Hours
- Theft
- Chances (verbal & written)
- Importance of Communication



Volunteer Retention

- Thank you notes
- Building a team atmosphere
- Over communicate goals/needs
- Thank and be specific (face to face)
- Empower & Trust your volunteers
- When you build positive relationships, retention is easy!

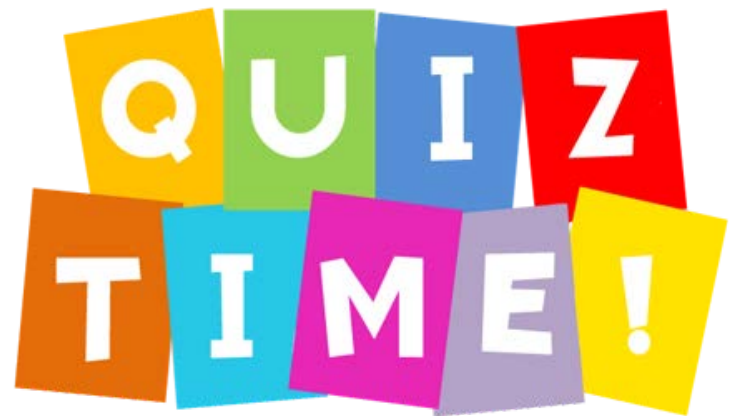


"Give the ones you love
wings to fly,
roots to come back
and reasons to stay"

Dalai Lama

Recruit, Engage & Retain (re-cap)

- Where to recruit volunteers?
- How to engage volunteers?
- How to retain volunteer?





Thank you for attending!

Questions?

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