

How do you train your volunteers?

Top answers:

1. Provide volunteers with explicit, written directions.
2. Create shadowing or mentoring opportunities for new volunteers to learn from seasoned helpers.
3. Ensure that a two-way feedback mechanism is in place so that needs of organizers and volunteers are heard.

If you don't train them, they have a lousy time and don't do it again

“Monkey see monkey do”

Shortstop apprentice approach, give a document afterwards

Shadowing

Information sheet that outlines specific duties and expectations

In person clarification of tasks: “does that seem clear?”

Creating a feedback mechanism (so people know what they think they need to know)

Appoint a floor manager to train

Verbal instruction

Organizing a local workshop and making it free to volunteers

Mentoring

On the spot training

Partner volunteers with a more experienced person

Written instructions... but no one reads them... but the organizer creates them and that can give them peace of mind

Potluck party and socializing

Repeated opportunities

Written list, task list for an event, checklist

Feedback and evaluation

Workshop for sound

Explain the culture of group to volunteers

Sink or swim - “not recommended, but common!”

Explain why the task is important

A consistent committee member handles communication with, and training of, volunteers