



Working with Volunteers—Training Plan

Use this Training to Go training plan with the PowerPoint to lead a staff training. Customize it to fit you, the time and setting, and the participants. Break it into shorter parts, delete or add sections, change the activities, or expand on topics. All handouts referenced are available on the Y4Y portal. If participants don't know each other, you may want to add a warm-up or icebreaker, or go around with introductions.

TRAINING TO GO	
Training Plan	
Working with Partner Volunteers	
Time: 70 minutes	Materials: <ul style="list-style-type: none"> • Sample Volunteers Skills Grid • Volunteer Job Description • Volunteer Coaching Scenarios
Prep: <ul style="list-style-type: none"> • Print handouts for all participants • Prepare chart paper for Slide 1 activity • Arrange the space for group and pair work 	

Slide Number and Title	Timing	Notes and Talking Points
1. Working with Partner Volunteers	4 min	<p>Activity:</p> <ul style="list-style-type: none"> • Post flip chart sheets around the room, one with each heading: <ul style="list-style-type: none"> - Planning Time - Snack Time - Activity Time - Homework Time - Fundraising - School/Community Partnerships - Other • As staff enter, ask them to list tasks under each heading that could be done with or by volunteers <p>Explain: Partner volunteers can add depth and richness to the program, but it takes work to make it work! It's up to all of us to make volunteering work for the partner volunteers, so they'll stay. And our top priority is making it work for youth.</p>
2. Objectives	1 min	<p>Explain: We want to make sure that we are recruiting the right people for the right jobs. Then we need to provide them with meaningful experiences that will make them want to keep engaging with youth. This is a responsibility we all share.</p> <p>So today's session focuses on maximizing partner volunteers' skills and contributions, having staff support them with on-the-job coaching and direction, and ensuring that partner volunteers improve experiences for youth.</p>
3. Determining Partner Volunteer Roles and Responsibilities	10 min	<p>List and Discuss:</p> <ul style="list-style-type: none"> • Look at the posted lists of tasks as a group. Do they all have something? • Quickly brainstorm additions, especially if some staff didn't have time to post ideas. • Discuss what motivates volunteers. What makes them feel that they are really contributing to the program or to lives of youth? What generates the satisfaction that keeps them coming back?





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		<ul style="list-style-type: none"> Go down the lists. Put a “1” next to items that individuals feel will be meaningful to volunteers. Put a “3” next to those volunteers may see as trivial. Give in-betweens a “2.” Can any “1’s” be combined with “2’s” or “3’s” to make a stronger package?
4. Partner Volunteers: The Benefits and Challenges	10 min	<p>Explain: While we’re working to see that volunteers have a good experience, we need to make sure we do too! Staff can’t be left with the “dirty work” while volunteers do the fun stuff. At the same time, volunteers need to be more than just another pair of hands to clean up.</p> <p>Activity:</p> <ul style="list-style-type: none"> Form pairs. Take one minute to brainstorm the benefits to having partner volunteers in the program. Take another minute to list challenges. Ask each pair to pick no more than two challenges. Allow five minutes to discuss why they happen, and how they can be overcome. Report out from each group. Ask the group what can be done to best integrate volunteers meaningfully into the program in ways that work for the volunteer, the staff, and youth. Should any new roles be developed for staff with respect to volunteers?
5. Matching Volunteers with Responsibilities	10 min	<p>Explain: When we’re pressed for help, it can be tempting to take anyone that comes along. If we aren’t careful to match skills to the work that needs to be done, partner volunteers and staff can get frustrated, and the youth are shortchanged.</p> <p>Activity:</p> <ul style="list-style-type: none"> Divide into small groups. Give the <i>Sample Volunteer Skills Grid</i> to each group. Explain that this is an imaginary volunteer who contacted the program. In groups, look at the lists of tasks that were generated earlier. Note on the grid which tasks would be a good fit for this applicant. Ask the group whether you should take this person into the program. What should they be given to do in the first few weeks? What kind of support might they need?
6. Clarifying Roles and Responsibilities	15 min	<p>Explain: Defining roles and tasks clearly for volunteers is key to getting the right people and to smooth operations for everyone.</p> <p>Activity:</p> <ul style="list-style-type: none"> Divide staff into groups of two or three. Hand out the <i>Volunteer Job Description</i> worksheet. Ask each group to complete it for one of the tasks on the brainstorm list. Post them and discuss





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7. On-the-Job Coaching	5 min	<p>Explain: Partner volunteers are usually supervised by one person on staff. (Note: Say who has this responsibility, if there is someone.) However, all staff contribute to supporting volunteers. The role is more that of coach: providing encouragement, tips, and sounding board.</p> <p>Activity:</p> <ul style="list-style-type: none"> • Ask staff if they ever had a coach or mentor. What kinds of phrases or approaches worked well? Make a list. • Ask: What similar phrases might an afterschool teaching coach use? Answers might include: Have you tried it this way? Can I help you with that? What have you tried so far? • Ask what kinds of phrases don't work. Answers may include: You're not supposed to do it like that. You can't do that. Why don't you just let me. You don't understand. • Ask: How can we be helpful to partner volunteers, while helping them develop their skills? • Possible answers: Show them how things are done, ask if they need help, share your experiences in similar situations.
8. Coaching Scenarios	10 min	<p>Role Play:</p> <ul style="list-style-type: none"> • Divide into pairs or small groups. • Have small groups choose one or two of the scenarios from the <i>Volunteer Coaching Scenarios</i>. • Read the scenario and practice coaching with one person as the volunteer, the other as staff. • Allow about five minutes. • Ask "volunteers" how it felt to be coached. What was the most supportive? How did the coach make you feel about your job? • Ask "coaches" what worked well. Any challenges?
9. Next Steps and Closing	5 min	<p>Ask: Do you feel more prepared to coach volunteers? What challenges do you see associated with taking on a coaching role?</p> <p>Encourage individuals to buddy up with others who feel more comfortable coaching and/or who have strengths to complement other's perceived shortcomings.</p>

Thank everyone for participating, and move on to next steps!

