Volunteer Training Plan

Developing a volunteer engagement training plan helps you to identify:

1. What volunteers need to know to be successful.
2. Effective and efficient way to communicate this information and build the necessary skills.
1. How to put these pieces together into an effective training program.

Answer these questions as part of your training planning!

1) What do volunteers need to know to be successful?

GENERAL ORIENTATION FOR ALL VOLUNTEERS

Brainstorm and list the core information every volunteer needs to know. Consider information about the organization's mission and vision, history, leadership, contacts, and basic policies and procedures.

ROLE-SPECIFIC TRAINING

What information and skills do particular volunteer positions require? What skills and information would help volunteers in this role fulfill their responsibilities? What gaps in knowledge would impede their success?

- SKILLS (e.g., skills in public speaking, database management, event management, animal handling, counseling, driving a bus or forklift, etc.)

- INFORMATION (e.g., background on the clients served, how to sign in as a volunteer when working remotely, where to find additional supplies, the schedule of the event, etc.)

2) What is the most effective and efficient way to communicate this information and build the necessary skills?

Complete this chart for each of the items on the skills and information list generated above.

Vital Skill and/or Knowledge	How can this information or skill be effectively imparted? In writing or video? Through lecture or demonstration? By mentoring and on-the-job training?	What is the best way to transmit the information and build the skill? In-person? Online A written document?	Who should present this or facilitate the learning? A volunteer? Staff member? Guest specialist?	How long should it take? In minutes or hours? How long will it take for a trainee to learn and apply the skills and information?	Notes and Requirements for Training Specialized software? Experts? Equipment?

3) What is the best way to put these pieces together into an effective training program?

Use the chart below to design a training plan that will effectively build all the above knowledge and skills.

Training Plan

Training Module Name and Primary Topic	Method of Delivery In person? Online? Handbook? Video? Other?	Developer(s) Who is responsible for developing, writing, creating the module?	Presenter(s) Who is responsible for delivering or presenting?	Key Content Primary messages and topics to be addressed	Timeline for Development Deadline for having module ready to deliver	Evaluation How will you ensure participants have learned the information and are ready to move on?