

## Planning Steps for Volunteer Training

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These basic planning steps will help you to identify the information and skills your volunteers need, to organize efficient training sessions and to evaluate and make improvements. (Adapted from James Jorgensen, Ph.D.)

**1. Identify the volunteer tasks to be performed.**

Use your volunteer service descriptions as a guide. Make a complete list of the duties your volunteers are expected to perform.

**2. List the knowledge and skills needed to carry out the tasks.**

Again, refer to volunteer service descriptions.

**3. Consider the best ways to deliver the needed knowledge and skills - and who in the community can help.**

Talks, prepared hand-outs, and videos are all good ways of communicating information. Demonstrations and “hands-on” practice are useful methods for teaching specific skills. Choose the best methods to match the particular training objectives. And make good use of existing community resources and training programs. Community partners can often provide special expertise and/or offer space for training. Religious leaders, professionals, staff members of healthcare agencies and community service organizations are usually willing to share their particular knowledge or skills. And representatives from the community’s ethnic/cultural groups can offer invaluable help to plan and deliver culturally-relevant training.

**4. Decide what training materials will be needed (hand-outs, audio-visual materials and equipment, flip charts, paper & pencils).**

Plan ahead to gather materials you need (videos, manuals, pamphlets, etc.)

**5. Identify a reasonable schedule, times and locations.**

Take into account the needs of your volunteers. Vary times and locations to allow more people to attend. Evenings and weekends may be best for volunteers who work.

**6. Decide on the ways to evaluate the training.**

Ideally, each training session is evaluated as it occurs. Any suggestions for changes and improvements can be incorporated into future segments. Evaluation should be seen as a useful training tool and approached with that mind-set. The most commonly used form of evaluation is a questionnaire that participants fill out before leaving the session. The trainer should also do his/her own evaluation before reading the comments of others. This helps to interpret the group’s comments.