



Community & Voluntary Service

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LOTTERY FUNDED

Serving the Voluntary and Community Sector



Volunteer Centre
Bedford



Being an Even Better Volunteer Manager

A One-Day Workshop

Trainer: Pam McNay

Thursday 15th March 2012

9.45am to 4.00pm

at 43 Bromham Road, Bedford

From £12 per delegate
(includes course hand-outs, buffet lunch, tea/coffee)

Priority will be given to voluntary organisations

Serving the Voluntary and Community Sector

Being an Even Better Volunteer Manager

Being an Even Better Volunteer Manager

This workshop is aimed at those who:

- have some experience of managing volunteers
- may have attended the “Volunteer Management” course
- wish to improve their understanding and practice further

Programme:

- 09.45 Coffee and Registration
- 10.00 Introduction to the day and each other

Participants will be asked to send their responses to a couple of questions before the course. These will be sent out with joining instructions a couple of weeks before the course

By the end of the workshop, participants will:

- have a greater understanding of the impact of their own style on the performance of volunteers
- be better able to avoid or to manage difficult situations
- have a clear action plan to improve practice in their own organisation

About the trainer:

Pam McNay is well-known to our local voluntary sector and has worked as a freelance trainer/consultant for over 20 years, primarily with voluntary groups. In training, she draws on the skills and understandings of those involved, while offering new perspectives and ways of looking at things.

She uses a range of approaches: to meet diverse needs, to value varying experiences and to match the specific work most appropriately.

During the day we will look at:

- from first contact to induction of volunteers
- the importance of relevant policies and procedures
- legal obligations relating to volunteers
- having a clear focus and policies in the organisation
- dealing with difficult situations
- volunteer agreements
- your personal management style and its impact

4.00 Close

There will be breaks for tea and coffee during the morning and afternoon sessions, and a buffet lunch will be served.

The organisers reserve the right to modify the content of the programme