**Planning to Train Volunteers**

Training volunteers can range from teaching volunteers a completely new skill to enable them to be able to work in a role, to running refresher training to keep your volunteers’ skills up-to-date.

There are many benefits associated with training volunteers:

* It improves the quality and consistency of the service your club or association provides to your members and/or the community.
* It helps new volunteers become familiar with their role and your club or association, which leads to greater satisfaction and improved retention rates.
* Training is seen as a benefit and makes your club or association look more appealing to potential volunteers, making recruitment easier.
* Can be beneficial when applying for grants or funding.

Training doesn’t have to mean you send volunteers away on an expensive training day. You can provide training on the job, conducted by yourself or a volunteer who is experienced in the area. Training could be included as part of the induction process for new volunteers, or could be implemented as an upskilling program for existing volunteers.

How do you identify whether training is needed?

Consider these questions:

* What level of performance does the volunteer role require?
  + Are your volunteers performing at this level?
* What skills do your volunteers need to achieve this level of performance?
* What skills are they lacking?
  + Do they need to learn a new skill, or improve an existing one?
* Is training the best way to improve performance?
  + Perhaps new equipment or different management is the solution.

Make sure after you provide training to volunteers you are evaluating whether the training met the objectives you identified using the questions on the next page. Use the following questions to help start creating a training plan for your volunteers.

**Pre-training planning**

What skill gap exists, and how will training address this?

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How will you measure if the training is successful?

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Where and how will the training be delivered?

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What information needs to be covered to teach your volunteers the skills they need?

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Will you need to convince volunteers to complete the training? If so, how?

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Do you need to accommodate for different skill levels or learning requirements?

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**Post-training evaluation**

Have your volunteers successfully completed the training?

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Did the training successfully address the skill gap, and how? If not, why not?

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Has the training improved the performance of your volunteers?

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Was the delivery method of the training appropriate?

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Do you need to schedule follow up or refresher training? If so, when?

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Is any other training required, and if so what needs to be covered?

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