### Sample Volunteer Training Agenda

### January 2017

**Effective Volunteer Training:**

There are many ways to approach delivering an effective and enjoyable volunteer training session. The following agenda is just one example of a strong framework. Some key goals to keep in mind:

* Commit to starting and finishing on time. A 90-minute session is usually long enough to cover a variety of material and short enough to maintain focus.
* Use multiple presenters. It keeps the audience’s attention, provides a variety of perspectives and gets more people involved in meaningful ways.
* Do not simply walk through printed materials or read slides. Try to focus on stories and interactive discussion as much as possible (acknowledging that this may be difficult with some kinds of material).
* Encourage questions, discussion and having experienced solicitors share their own stories throughout the session.

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| **Time** | **Agenda Item** | **Comments** |
| 10 minutes | **Introduction and Welcome** | - Welcome from senior YMCA staff and volunteer leadership - Explain the goals for the session and provide context for the Pilot Project*- Time for questions* |
| 10 minutes | **Case for Support** | - Introduce the case(s) for support- Discuss key elements including need, track record of success, plans and impact*- Time for questions* |
| 10 minutes | **Case-related Speaker(s)** | - Personal testimonials/stories from front-line program staff and/or people who have benefited from programs that are part of the selected case(s) for support*- Time for questions* |
| 20 minutes | **Asking for More** | - Cygnus “Asking for More” presentation with adaptations to your context- Likely delivered by fundraising staff leader, possibly in concert with a campaign volunteer leader*- Time for questions* |
| 10 minutes | **Processes and Procedures** | - Details that solicitors need to know for tracking and reporting key information, timelines, etc.*- Time for questions* |
| 20 minutes | **Case Studies & Volunteer Stories** | - Opportunities for interactive discussion about common solicitor scenarios – both in case study format and in the form of stories/scenarios from veteran solicitors |
| 10 minutes | **Thank you and Wrap up** | - Expressing gratitude, inspire the troops and provide key documents/information the solicitors need to take home |