

*Expand your knowledge; earn a certificate of completion!*

- ✓ Leverage resources by engaging volunteers as strategic assets!
- ✓ Develop a comprehensive volunteer program!
- ✓ Learn leading practices and latest in volunteer resource management!

Developed by Points of Light Foundation, led by faculty Certified in Volunteer Administration, and presented by



**COURSE 1** Understanding Volunteering

- ✓ Characteristics of effective volunteer programs
- ✓ Volunteer trends in the U.S.
- ✓ Volunteer motivation models

**COURSE 2** Planning a Volunteer Program

- ✓ Conducting basic needs assessments
- ✓ Creating volunteer position descriptions
- ✓ Developing a purpose statement, policies and budget

**COURSE 3** Recruiting & Placing Volunteers

- ✓ Developing volunteer recruitment strategies and messages
- ✓ Accessing underutilized volunteers
- ✓ Interviewing volunteers for optimal placement

**COURSE 4** Orienting & Training Volunteers

- ✓ Identifying training needs
- ✓ Building a training session
- ✓ Effective training delivery

**COURSE 5** Supervising Volunteers

- ✓ Defining and communicating expectations
- ✓ Supervising and recognizing people with different motivations
- ✓ Developing a recognition plan

**COURSE 6** Evaluating a Volunteer Program

- ✓ Deciding what to evaluate
- ✓ Assessing volunteer satisfaction, management, impacts and outcomes
- ✓ Using evaluation information



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