

The Essentials of Managing Volunteers Online Course.

Professional development training for future or newly appointed Team Leaders, Coordinators and Managers.



Flexible

Available when you are - no set times, participate when it suits you during the week.



Convenient

Get online from home, work, or with a mobile device between other commitments.



Community

Join in with people who have similar roles and discover how other organisations do things.

With ongoing tutor support throughout and access to a wide range of learning materials enabling you to complete the training, gain skills and knowledge, and develop your volunteering program.

We will encourage and support you as you learn, and answer your questions so you develop further. Plus you will also be able to connect with the wider Volunteer Management community, providing an opportunity to broaden your knowledge and networks.

Presented by Xperts Ltd in consultation with Volunteering New Zealand and the Australasian Association of Managers of Volunteers



We are specialists in designing learning, our tutors are very experienced in managing volunteers. Together we will teach you all you need to know to be effective as a Team Leader, Coordinator or Manager.

Written especially for potential or newly appointed Volunteer Managers, this course focuses on the key aspects of the role. Incorporating six weeks of real-world learning (up to 2 hours per week), completion of brief weekly assignments plus an online test.



- Volunteer motivations and expectations.
- The legal aspects of involving volunteers.
- Key systems, processes and documents to have in place.
- Recruitment methods.
- Ways to interview and screen volunteers.
- Orientation & training options.
- Team dynamics and personality traits.
- Useful communication skills.
- How to lead and supervise volunteers.
- How to manage challenging behaviours.
- Ways to resolve conflict.
- The professional manager of volunteers.



It was an amazing course, I have really appreciated the vast amount of valuable information. It has been a huge timesaver.



Want the course for your organisation?

We can adapt the course to suit your systems and approaches plus offer supported co-tutoring opportunities.

Speak to a Course Manager or get further information.

Call us: (04) 902 0160

Email us: admin@xperts.co.nz

The course website: www.volunteer.xperts.co.nz

Associated food safety training course for volunteer carers and food service team members. Understanding & Supporting Special Dietary Needs. www.specialdiets.xperts.co.nz