

## **Volunteer Management and Motivation**

Volunteer Management and Motivation, is intended for volunteer based organizations. This course introduces participants to basic principles of communication and motivation and describes the role of the Volunteer Manager in supervising volunteers.

### **Course Objectives**

The main purpose of the course is to recognize the various ways that “Volunteer Manager” duties can be assigned within an organization. An understanding of the purpose of a Performance Evaluation, how to conduct an effective evaluation and how to be an “active listener” are established. Strategies for effective communication including body language and tone are explained. The importance of cross-cultural communication, the effects of learning styles on communication and establishing rapport is included. The course identifies the needs of off-site volunteers, how digital communication benefits the volunteer, the importance of feedback and the role of awards and rewards.

### **Evaluation Process**

At the end of this course, there is a quiz that each course participant must successfully challenge with a passing grade to complete the course.

### **Course Duration:**

The course is self paced so course duration will depend on the individual participant and their prior knowledge base with the course subject matter. On average, the course will take between 0.5 - 2 hours to complete.

### **Who Should Take the Course?**

The course is intended for volunteer-based organizations and the managers or supervisors of the volunteers with in an organization.