



Lesson Plan

ICOVA Conference: Use Your Volunteers to Train Each Other

Date: August 13, 2015

Time: 10:15 – 11:45

Location: Metcalf Bldg, 77 W. Jackson

Limited to 180 attendees; expect 20-30. Many will have less than three years of experience in volunteer management.

Learning Objectives:

After having attended this session, attendees will be able to:

- Establish a clear vision for their training program
- List the learning gaps between what volunteers know and need to know to perform their duties
- Establish a faculty made up of volunteers
- Evaluate and improve training program; assure continuous learning

Outline

Time	Minutes	Topic	Technique	Who	Materials
10:15	5	Introduction	Review Learning Objectives; compare to expectations Introduce presenters	Geo, all	
10:20	5	Overview of ESC program	Introduce ESC, Our Mission and ESC training program; make point that all 38 training sessions for 200 consultants are coordinated by <u>one</u> staff member.	Geo	ESC Mission List of ESC training sessions
10:25	10	Diagnostic for this session	Show hands: who has job descriptions? Volunteer manual? What type of volunteers, skilled, one-shot, continuing volunteer? Youth volunteers vs seniors? Who has	Mike	Survey Monkey Results

			established training program? E-learning? [Survey to participants? Use volunteer program benchmark assessment. Mike to do; 10 questions]		
10:35	10	Mission and Vision	Organization Mission; how it leads to Training Vision and Objectives. Group exercise: List your own organization's Mission and Vision. Discuss with your neighbor: What is the aim of your training program? Do you have a training vision? Share with the group.	Geo	ESC Faculty Mission, Vision and objectives
10:45	20	Learning Needs	Skills needed vs what they have	Mike	ESC Consultant Position Description Skills gap document example
11:05	10	Who will do this?	Management of program – staff Trainers – senior volunteers?	Geo	ESC Faculty Org Chart
11:15	20	Training Techniques	Curriculum Development Lesson planning Advantages/Disadvantages of different training techniques Procedure manuals Classroom training OJT E-Learning Coaching/Mentoring	MJ	Inventory of Skills Training Techniques This lesson plan
11:35	10	Evaluation	Evaluation of training sessions. Does anyone here have a client feedback system? Checking volunteer performance; acting on issues. Are they correctable through training ? Continuing education	Geo	ESC training session eval sheet. Volunteer Benchmark Assessment Form ESC Client feedback form.

Equipment Needs/Supply Requests:

Ability to show a PowerPoint presentation
Microphones
Head table with chairs (3-4)??
Whiteboard and markers

Laser pointer