

# Managing Shop Volunteers

## Course Outline

This training day explores how to manage shop volunteers and associated issues within a trading environment, which can be time consuming, and costly. It is designed to cover key elements of volunteer management (including retention) and is for retail staff who manage, supervise or co-ordinate volunteers. Whether you are new to working with volunteers or not, there is something here for everyone.

### Course aims

This course will help you to:

- Establish key principles of volunteer management
- Understand the benefits of good supervision
- Recognise the benefits and difficulties associated with volunteers
- Value and reward volunteers

### Course objectives

How will we achieve the aims?

- Examine the status of volunteers and recognise ways of reducing associated risks
- Identify good practice
- Discuss ways to manage common issues with shop volunteers (including personal & professional boundaries)
- Consider why volunteers leave and establish simple ways to retain them

### Course programme

Welcomes and housekeeping  
Participant introductions  
Volunteering culture  
Volunteer status  
Pro's & con's of volunteers  
Personal & professional boundaries  
Support and supervision  
Managing problems  
Management - good practice  
Suspension of volunteers  
Volunteer retention