

Group Training

Training new volunteers in a group can be an effective and time efficient way to bring new volunteers on board.

Benefits:

- Staff is time is used more efficiently
- Create days and times for training each month
- Volunteers may build relationship with others
- May be less intimidating to train with others
- Volunteers will help each other learn a new process
- Volunteers can adjust their schedule to attend a onetime training not scheduled for their regular shift

Challenges:

- Individual may be hesitant to ask questions in a group setting
- Individuals may talk with others in the group and not pay full attention
- May be difficult for the trainer to identify processes that need further review with volunteers
- Trainer needs to develop a method to check group work for accuracy

Engaging volunteers as mentors and trainers:

- This can be a way to recognize a volunteer's knowledge, experience and skills
- Develop training for the volunteers that will train others on their role and confirm current processes
- Confirm that a volunteer wants this type of role
- Evaluate which volunteers are suited for the role
- Observe volunteer trainers as they train
- Schedule regular check-ins to determine if training is working with trainers
- Be sure to update lead volunteer trainers on new policies and procedures
- Volunteer trainers may have more time to spend with trainees which can result in better trained volunteers