

## Volunteer Solutions - A summary of available training resources

Title	Brief Description	Price
Pack 1 Recruiting Volunteers	The ideal pack to deliver to volunteer co-ordinators, with new ideas for recruiting.	£22.00
Pack 2 Motivating & Retaining Volunteers	This training will give volunteer co-ordinators an insight on why volunteers join the organisation and why they leave, plus it will help them to retain volunteers.	£22.00
Pack 3 Supporting & Supervising Volunteers	Effective support and supervision of volunteers helps to forestall any problems, this training is ideal for new volunteer co-ordinators or as a refresher for the more experienced.	£22.00
Pack 4 An Introduction to Working with the Organisation	If you only have one pack – make it this one. It will ensure volunteers know the aims of the organisation and the benefits their involvement will bring. They will have understood their role and have relevant information about any paperwork they will need to complete.	£22.00
Pack 5 Working Safely	Essential training for all volunteers will not only help them to remain safe but also covers other aspects such as emotional safety and maintaining their personal integrity. An introduction to get volunteers to think 'safe'.	£22.00
Pack 6 Working in Groups	It can be a difficult and complex thing being a group member and your volunteers may need a bit of help. This training pack will do just that.	£22.00
Pack 7 Exits & Endings	Volunteers working in a one-to-one volunteer/client relationship can find the end of that relationship difficult. Help to prepare them for the end of the role and move on. A positive training session.	£22.00
Pack 8 Dealing with Difficult Behaviour	Every organisation has its share of 'difficult' clients, if your volunteers are not trained to cope, you could lose them. Help them identify the reasons behind the difficult behaviour and give them strategies to deal with it.	£22.00
Pack 9 Confidentiality	Most voluntary sector workers understand this well, but not all volunteers are clear about this complex subject. Breaches of confidentiality can have serious implications for the organisation; ensure your volunteers get this vital training.	£22.00
Pack 10 Volunteer Development	Three separate training activities to support volunteers' personal development. Supporting Diversity – how volunteers can help; Having Your Say – communication skills for volunteers; Assertiveness – a beginning.	£30.00
Pack 11 Befrienders' Training Pack	This pack will ensure your Befrienders are ready for their role. Covers all befriending roles. Includes a Workpack Befrienders can use if you cannot deliver the training session immediately.	£25.00
Pack 12 Managing Time	Not a high powered Time Management course. This two hour session is designed to help your volunteers and staff cope with the many demands on their time. How to say 'no' gracefully and prioritise their tasks.	£22.00
Pack 13 Managing Change	Voluntary organisations go through many changes from funding to new Management Committees. This pack will help both volunteers and staff deal with these changes.	£22.00
Pack 14 Customer Care	Charity Shops, Support Groups , Befriending Services - in fact all voluntary organisations have customers. This pack will ensure that all volunteers and staff are equipped to give the best possible service.	£22.00
Pack 15 Organising an AGM	An introduction to organizing and running an AGM.	£22.00
Pack 16 Adult Protection	Working with vulnerable adults or their carers places greater responsibility on your volunteers and can have implications for the organisation. Ensure your volunteers are equipped to deal with this client group	£22.00

Pack 17 Volunteer Management	Three separate training sessions around managing volunteers. Difficult Volunteer Situations, Reducing Barriers to Volunteering for people with disabilities, Assessing the Risk to Your Volunteers.	£30.00
Pack 18 Youth Volunteering	Reducing Barriers and ensuring Good Practice. Ideal to deliver to organisations contemplating involving more young people as volunteers.	£22.00
Pack 19 Confidence Building for Volunteers	A pack that will continue to build volunteers' personal development by increasing their self-confidence and self-esteem.	£22.00
Pack 20 Volunteers & the Law	A course for those managing or working with volunteers, designed to give an overview of the current legislation relating to volunteers.	£22.00
Pack 21 Policies & Procedures	A course giving information on policies & procedures needed for new groups or groups that want to operate more formally.	£22.00
WORKBOOK	A self-study induction book for volunteers to work through at their own pace with or without support. Ensures your volunteers have adequate induction even if you cannot put on group training sessions.	£15.00
WORKBOOK on CD	For those organisations needing multiple copies of the workbook for their volunteers, the workbook is available on CD with unlimited printing rights. This option includes one hard copy and CD.	£40.00
Fundraiser	A resource for your fundraising volunteers. – p&p included	£5.00

Postage and packing £3.25 per pack

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[Professional Affordable Training Resources for the Voluntary Sector](http://www.volunteer-solutions.co.uk)