VOLUNTEER PROGRAMME MANAGER RETREAT 2009

Why You Should Attend

This retreat aims to bring advanced learning to volunteer programme managers (VPMs). So if you think you are past the basics of volunteer management and feel the need to advance in the field, come and join us for 3 days of exhilarating and interactive learning with local specialists and foreign experts. Our invited *guru*, Mr Rob Jackson, will share from his vast experience in managing volunteers. Take this opportunity to widen our perspectives into volunteer management and transform our job from everyday grind and routine into fervor and passion for motivating and nurturing a new breed of volunteers who would serve with heart.

Learning Objectives

- Examine core philosophical issues of volunteerism that VPMs need to consider as they grow their role and influence within their organisations.
- Explore and understand good work ethics VPMs should adopt and its implications on their work
- Learn about innovation volunteer recruitment and retention
- Learn how to lead effective teams using action learning
- Gain fresh perspectives and ideas how to create a strategic position for VPM in their own organisation

Highlights of the retreat:

The retreat programme is designed to give you an extended time to think through complex issues on volunteer management. You can expect an exciting mix of sessions in the form of workshops, small group discussions and reflections to enhance learning and sharing.

- ***Support Circles***

A time for peer consultation where you share your problems in volunteer management work in small groups and learn how your peers have handled similar issues.

- ***Facilitated Discussions***

A time for VPMs to voice their concerns and opinions in volunteer management. The end result of these sessions is to create awareness on various issues that matter to VPMs and explore solutions and strategies

- ***Social Event***

A time to let VPMs have fun and relax. Chill out time!

Target Participants

- Volunteer Programme Managers/ Coordinators , with at least one year's experience
- Other staff members with responsibilities for volunteers or a volunteer programme in their organisations, with at least one year's experience

Programme:

Time/ Date	25 Mar 2009	26 Mar 2009	27 Mar 2009
8.00 - 9.00	Registration	Breakfast	Breakfast
9.00 -10.00	Welcome Programme	**Topic 1: Philosophy of Volunteer Management**	**Topic 3: Innovative Recruitment**
10.00 -11.00	Be Present		
11.00 -11.30	Tea Break	Tea Break	Tea Break
11.30 - 1.00	**Keynote: Understanding the Volunteerism Landscape in Singapore and its Implications for VPMs**	**Topic 2: Ethics in Volunteer Management**	**Topic 4: Innovative Retention**
1.00 - 2.00	Lunch	Lunch	Lunch
2.00 - 3.15	**Facilitated Discussion 1: Upcoming Challenges in Volunteer Management**	**Facilitated Discussion 2: How to Create Management/ Staff Support for Volunteer Programmes**	Moving Forward: Career Path & Professional Development
3.15 - 3.45	Support Circle	Support Circle	Support Circle
3.45 - 4.00	Tea Break	Tea Break	
4.00 – 5.30	**Workshop 1: Leading Effective Volunteer Teams Using The Power Of Action Learning**	**Workshop 2: Finding the Strategic Position in My Organisation**	
5.30 - 7.00	Rest & Relax	Rest & Relax	
7.00 – 9.00	Dinner	Social Event	

Keynote: Understanding the Volunteerism Landscape in Singapore and its Implications for Volunteer Programme Managers (VPMs)

Understanding the volunteerism landscape is vital for VPMs to create effective volunteer programmes for organisations. What are the trends and phenomenon in Singapore? What are the profiles of volunteers? What are the barriers they face when volunteering? What is the current state of volunteer management in the non-profit sector? Based on the findings from the Individual Giving Survey and Barriers to Volunteer Management Survey 2008, VPMs will consider the implications on their volunteer management and their volunteer programmes.

- **Advanced Volunteer Management by Rob Jackson (U.K)**

Topic 1: Philosophy of Volunteer Management
This session will explore some of the core philosophical issues of volunteerism that VPMs need to consider as they grow their role and influence within their organisations. VPMs will examine the reasons why organisations might work with volunteers in the first place and how such thinking can help them clarify their roles & responsibilities and become more strategic in their approach. This session also helps VPMs think about the values of volunteer management, clarifying their own personal philosophies of volunteerism and apply these by looking at different scenarios to explore what it means by volunteering & what this might mean for their role as VPMs. VPMs will be briefly introduced to the role and place of volunteer management in the UK and what this might mean for volunteering.

Topic 2: Ethics in Volunteer Management
Building on the session on the philosophy of volunteer management, this session will explore some of the practical implications of this thinking on VPMs' work. If VPMs know why they and their organisations work with volunteers, then what does this mean for them in the way they approach volunteer management? What structures could they use to effectively engage & support volunteers? How might they need to approach some difficult topics such as firing volunteers, confidentiality, VPM/volunteer relations, risk analysis and so on. Finally, VPMs will get to look to the UK and explore some of the ethical issues being faced by VPMs.

Topic 3: Innovative Recruitment
In this session, VPMs will look at a five-step process to effectively engage volunteers in your organisation's work. They will examine at the importance of designing meaningful work for volunteers, identifying prospective volunteers and where they might find them, choosing the right recruitment method to reach them and how to construct and inspiring recruitment message.

Topic 4: Innovative Retention
Getting volunteers is one thing, keeping them is sometimes an even bigger challenge. In this session, VPMs will explore some of the key issues to consider about how volunteering is changing in the 21st century and what this might mean for the way they attract and keep volunteers. This new approach to retention will help VPMs consider about volunteers' motivations and respond accordingly and will be different from a lot of traditional approaches. VPMs will consider the place of retention in a well-managed volunteer programme and explore how they can bring elements of all four advanced topic sessions together to improve the attractiveness of their organisations to volunteers.

- **Workshops by MOVE Trainers, Michael Loh and Lam Moy Yin**

Workshop 1: Leading Effective Volunteer Teams Using the Power of Action Learning (Lam Moy Yin)
One of the critical roles performed by VPMs is to lead volunteer taskforces or working committees to achieve project goals and outcomes. Volunteer teams are usually made up of people with diverse skills and personalities. While leading, VPMs often face with the challenge how to lead these volunteer teams to solve problems and overcome barriers successfully.

Action Learning is a problem-based learning process which the members learn how to see a problem from different perspectives and devise actions and strategies using the power of questions. Action Learning is method of choice for global companies, government agencies, and non-profit organisations that want to improve quality, create new services, and change the cultures of their organisations. In this workshop, VPMs will learn how to use Action Learning to lead teams to learn better and become more effective.

Workshop 2: Finding the Strategic Position in My Organisation (Michael Loh)
One of the reasons for the high turnover in VPMs in Singapore is the lack of vision for the profession. The concept of the designated VPM is still uncommon amongst volunteer-hosting organisations. This lack of emphasis on the importance of the VPM's role has resulted in the VPM themselves feeling lost, demoralized and directionless. This workshop discusses ways that the motivated VPM may advance himself within the organisation and will explore possible lateral advancements. After attending this workshop, VPMs will learn to be more creative in the way they operate within their own organisations with an increased level of renewed interest and vision for themselves.

- **Facilitated Discussion:**

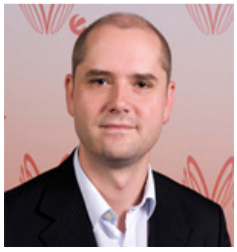
VPMs can share their concerns of their jobs in these discussion sessions. It is a platform created for them to voice their views and opinions. The end result of these sessions is to create awareness on various issues that matter to VPMs and explore solutions and strategies. A close-knitted fraternity of VPMs can be created through this process.

Discussion Topic 1: Upcoming Challenges in Volunteer Management
The issues that will be discussed are some upcoming challenges in volunteer management in the next two years. What is the impact of episodic and senior volunteers on volunteer programmes? How to engage CIP students and youths more meaningfully? With the economy recession, when funding for volunteer programmes diminish, how can they do more with less funding and support? How to cope with volunteers who are more sophisticated? What is the future of volunteer management in Singapore?

Discussion Topic 2: How to Create Management/ Staff Support for Volunteer Programmes
VPMs often operate 'in silo', feeling isolated from the rest of the organisation. This session will look at how VPMs can make themselves more involved and connected to management and their colleagues. Some of the issues that will be discussed include volunteer needs analysis, representation at management meetings, regular reporting of the volunteer programme to management, the annual report, and orientation of new employees, staff training and briefing on working with volunteers etc.

(Information is correct at the time of publication, programme subject to change)

About the Trainer:



Rob Jackson has worked in the Volunteering sector since July 1994. During that time he has managed volunteers and volunteer programmes in education, advice, fundraising and children's services settings at local, regional and national levels.

Between 1999 and 2005 Rob led the development of volunteer fundraising at the Royal National Institute of the Blind (RNIB). During this time Rob chaired the Institute of Fundraising working party that developed the UK's first code of good practice on volunteer fundraising. Rob also spent nine months running the Fundraising (Strategy) Department at RNIB, with responsibility for volunteering development, fundraising development, training and development, strategy and planning & business and market development research.

In April 2005 Rob joined Volunteering England (www.volunteering.org.uk) as Regional Volunteering Development Manager, a role he held until he was appointed Director of Development & Innovation in September 2006.

Rob has also previously run his own training company providing volunteer management training for, amongst others, the Directory of Social Change, Wales Council for Voluntary Action, The Imperial War Museum North, NCH, the Metropolitan Police, Volunteer Bureaux and The Samaritans.

Rob writes, speaks and trains on volunteer programme management internationally and is active in a variety of ways within the UK volunteering sector, including serving as a volunteer governor at his son's school and as a member of the editorial team for www.e-volunteerism.com.

Rob also pioneers the use of the Internet as a means of networking amongst managers of volunteers and volunteer programmes in the UK through UKVPMs, the first email networking resource for UK based Volunteer Programme Managers.

Date	25 - 27 March 2009 (Wednesday - Friday)
Duration	9.00 am – 5.00 pm
Venue	Garden Hotel Singapore 14 Balmoral Road Singapore 259800
Course Fee	• Twin-sharing: $800* per pax • Single : $950* per pax ** includes 2-night hotel accommodation, all meals, training sessions and course materials* Nett Fee (after NTG funding) ***Non profit organisations:*** For ***Singaporean and Permanent Resident***: • Twin-sharing: $350 per pax (after $450 NTG funding) • Single : $500 per pax ((after $450 NTG funding) For ***Employment Pass Holder / Work Permit Holder:*** • Twin-sharing: $440 per pax (after $360 NTG funding) • Single : $590 per pax ((after $360 NTG funding) • ***Government/ Government-affiliated organisations:*** For ***Singaporean and Permanent Resident***: • Twin-sharing: $440 per pax (after $360 NTG funding) • Single : $590 per pax ((after $360 NTG funding) For ***Employment Pass Holder / Work Permit Holder:*** • Twin-sharing: $560 per pax (after $240 NTG funding) • Single : $665 per pax (after $285 NTG funding)
Members' Discount	Not Applicable
Registration Closing Date:	20 March 2009
Enquiries	Please contact Susan at 6227 6812 or susan@move.org.sg