



VOLUNTEER MANAGEMENT TRAINING COURSES 2010

INCREASING VOLUNTEERS' POTENTIAL AND PRODUCTIVITY

Why You Should Attend

Having put in place a good volunteer management system, Volunteer Programme Managers/Coordinators of NPOs must continue to ensure that the system works for them. This course aims to discuss the supervisory tools that Volunteer Programme Managers/Coordinators can use to be effective volunteer supervisors and help volunteers work to their fullest potential.

Learning Objectives

By the end of the course, you will learn supervisory techniques that can help you to:

- Understand the rationale for conducting performance evaluation
- Assess the input and output of volunteers
- Check the needs and interests of volunteers
- Ascertain the growth potential of keen volunteers

Course Outline

- Setting up methods of evaluation and assessment
- Developing the evaluation interview
- Creating checklists for evaluation interviews
- Conducting evaluation interviews
- Evaluating problematic behaviour

Format

- Case study, role play and group discussions

Target Participants

- Volunteer Programme Managers/ Coordinators
- Other staff members with responsibilities for volunteers or a volunteer programme in their organisations

About the Trainer:

Michael Loh is currently General Manager of Heartware Network, a charitable youth organization that engages Singaporean youths in meaningful community work to equip them with the social 'heartware' to be active citizens. Prior to his current appointment, he was the Volunteer Coordinator for Dover Park Hospice. It was during his tenure that the Hospice won the Inaugural NVPC National Volunteerism Award for Best Volunteer Management System (2001) and the President's Social Service Award for Best Volunteer Informal Group (2002).

Michael has extensive experience in training, having conducted a series of courses in volunteer management at the National Volunteer & Philanthropy Centre and SSTI since 2005. He has also been invited as conference speaker and workshop leader by organisations such as NVPC, SIF, the Central Singapore CDC and other non-profit organisations.

Michael has presented original research papers in volunteer management at international conferences including the IAHP World Congress in Osaka (2003), IAVE World Conference in Barcelona (2004) and IAVE Regional Conference in Hong Kong (2005). In 2006, he became the first Singaporean to publish an original paper in IJOVA (International Journal of Volunteer Administration, USA). Early this year (2008), he was invited to represent the Asian perspective in an on-line roundtable discussion on engaging Generation-Y in active volunteerism. This was published in the March 2008 edition of e-volunteerism, an on-line volunteer management journal by Energize Inc.

Michael is co-founder of MOVE (Managing and Organising Volunteer Efforts) and currently holds the position of Chairman.

Date	2 runs: 29 Jun 2010 (Tuesday)/ 21 Sep 2010 (Tuesday)
Duration	9 am – 5 pm
Venue	National Volunteer & Philanthropy Centre 6, Eu Tong Sen Street #04-88, The Central Singapore 059817
Course Fee	\$250 per pax (before funding) <u>Nett fee (after VCF funding):</u> For Singaporean and Permanent Resident Staff/Volunteer: \$50 per pax (after 80% VCF funding) For Employment Pass Holder / Work Permit Holder/Volunteer: \$100 per pax (after 60% VCF funding)
Registration Deadline	1 week before course commencement
Enquiries	Please contact MOVE at 6227 6812 or training@move.org.sg