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## VOLUNTEER MANAGEMENT TRAINING COURSES 2009

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### **MOTIVATING AND RETAINING VOLUNTEERS**

#### **Why You Should Attend**

After an organisation has invested resources to recruit, train and develop volunteers, it would want to retain as many volunteers as possible. As a volunteer programme manager, what can you do to retain volunteers? How do you sustain the interests of volunteers and help volunteers grow with your organisation?

This workshop seeks to provide participants with a comprehensive understanding of volunteer motivation, retention factors and strategies for volunteer programmes. Participants will be able to apply the knowledge gained through this course towards designing volunteer recognition and retention strategies so as to retain volunteers effectively in their organisations.

#### **Learning Objectives**

By the end of the course, you will learn to:

- ❖ Differentiate the types of motivational need of volunteers
- ❖ Build a volunteer-friendly culture in your organisation
- ❖ Apply the recognition and retention strategies for your volunteer programmes

#### **Course Outline**

- ❖ Volunteer life cycle and motivation
- ❖ Motivational paycheck for volunteering
- ❖ Volunteer recognition
- ❖ Retention factors for your organisation
- ❖ Retention strategies for your organisation
- ❖ Creating meaningful volunteer experience
- ❖ Creating volunteer growth path
- ❖ Building a volunteer-friendly organisation

#### **Target Participants**

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

#### **About the Trainer:**

Moy Yin is a trainer and consultant specialising in volunteer management. Through numerous trainings she conducted with the National Volunteer & Philanthropy Centre since 2004, she has trained more than 600 persons from non-profit organisations and corporations in volunteer management, helping their organisations to manage volunteers in a professional way. Her previous experience in working and managing volunteers in non-profit organisations has led her to understand many complex and delicate issues in volunteer management.

With her extensive knowledge and experience in volunteer management, Moy Yin has provided volunteer management consultancy services for Singapore Sports Council (SSC), which organises the Standard Chartered Singapore Marathon in 2003, 2004 and 2007. Moy Yin designed the volunteer management system, which enables SSC to mobilise and manage 3000 volunteers efficiently in the Singapore Marathon. She designed the volunteer management system for the 117<sup>th</sup> International Olympics Committee Session held in Singapore, July 2005. Her experience has led her to provide volunteer management consultancy for the National Arts Council, which organised the inaugural contemporary art exhibition Singapore Biennale 2006. In 2008, Moy Yin provided training for the staff and volunteers of the Beijing Olympic Games in volunteer management and risk management in preparation of the Olympic Games which mobilises 500,000 volunteers.

Moy Yin specialises in assisting various organisations to design volunteer management system with best practices in vision creation, job design, policies drafting, risk management, recruitment, screening, supervision, motivation, retention and programme review.

Moy Yin has trained many non-profit organisations, government agencies and corporations like ABN AMRO, National Library Board, National Parks Board, NTUC Club, SAFRA, and SMRT Corporation Ltd. She has also conducted training in Beijing, South Africa and Thailand.

To professionalise the position of volunteer programme managers in Singapore, Moy Yin has co-founded MOVE (Managing & Organising Volunteer Efforts), [www.move.org.sg](http://www.move.org.sg), the national professional body for volunteer programme managers.

<b>Date</b>	3 runs : 11 March 2010 (Thursday)/ 6 May 2010 (Thursday) / 2 Sept 2010 (Thursday)
<b>Duration</b>	9.00 am – 5.00 pm
<b>Venue</b>	National Volunteer & Philanthropy Centre 6, Eu Tong Sen Street #04-88, The Central Singapore 059817
<b>Course Fee</b>	\$250 per pax (before funding)  <u>Nett fee (after VCF funding):</u> For <b>Singaporean and Permanent Resident Staff/Volunteer:</b> \$50 per pax (after 80% VCF funding)  For <b>Employment Pass Holder / Work Permit Holder/Volunteer:</b> \$100 per pax (after 60% VCF funding)
<b>Enquiries</b>	Please contact MOVE at 6227 6812 or <a href="mailto:training@move.org.sg">training@move.org.sg</a>