

## VOLUNTEER MANAGEMENT

Volunteers are the lifeblood of the nonprofit sector. Without the multitude of people and the thousands of hours volunteers donate, many nonprofits would close their doors.

As such, skillful recruitment, management, reward and retention of this valuable asset are musts. Volunteers provide nonprofits with valuable resources to fill gaps in skills, experiences, and people power. Volunteer managers and others involved with the voluntary components of their nonprofit organizations will find courses that lead to volunteer health and well-being.

### Preventing Volunteer Management Nightmares

**Carol Pate**

*cupate@nc.rr.com*

Volunteers can be real assets to nonprofit agencies, while volunteer issues can be a real challenge as well as liability. Nightmare situations that can arise include improper internet use, inappropriate dress, disruptive and irresponsible behavior, or even soliciting funds for personal use. You will learn how to write policies and plan training to prevent potential problems and how to approach unanticipated issues when they do arise. This course will include how to plan for special situations involving youth, older adults, and volunteers with disabilities.

\$98 | 6 hours

Materials fee: \$5, due at start of course (exact amount please)

**ELON | ID: 12502**

**Wednesday, September 23**

9 AM to 3 PM

(Working lunch; bring a bag lunch)  
Elon University, Belk Library, Room 206

**DURHAM | ID: 12548**

**Wednesday, November 11**

9 AM to 3 PM

(Working lunch; bring a bag lunch)  
Duke University, Erwin Mill Building,  
Bay C, Room 103C

### Recruiting and Retaining Volunteers

**Ann Fritschner**

*annieme@bellsouth.net*

This day long course will focus on practical tips and techniques you can use for Board volunteers, Administrative volunteers and program volunteers. Our time together will be divided into these three subject areas because each has its own unique challenges and opportunities. The course is designed for newcomers who want to create a great system and for mid level/long timers who want a fresh approach and/or reaffirmation that their volunteer programs are the highest quality possible.

\$82 | 5 hours

Materials fee: \$7, due at start of course (exact amount please)

**SPARTANBURG, SC | ID: 12512**

**Tuesday, September 29**

10 AM to 4 PM

(1 hour networking lunch)

Spartanburg Community College,  
Central Campus, Health Sciences Bldg,  
HSB 115

### Volunteers: The Other Resource

**Sally Burnett**

*211volunteer@tuw.org*

Just as great care, expertise and experience are needed to manage a nonprofit's financial assets, so too should the same consideration be given to managing the human assets—volunteers. Thankfully, the idea of volunteers as “free labor” is being replaced with the concept of carefully recruited, prepared, and supported ambassadors. Participants will examine trends and best practices for recruitment, training, retention, recognition and much more.

\$82 | 5 hours

Materials fee: \$3, due at start of course (exact amount please)

**CHARLESTON, SC | ID: 12492**

**Tuesday, October 20**

9:30 AM to 3:30 PM

(1 hour networking lunch)

St. Francis Hospital, Mall Classroom 2

**CHARLESTON, SC | ID: 12493**

**Tuesday, November 17**

9:30 AM to 3:30 PM

(1 hour networking lunch)

St. Francis Hospital, Mall Classroom 2