

## “Looking after your Volunteers”

Tuesday 4<sup>th</sup> November – 10.00am to 3.30pm  
Elliott House, above Elliott's Store, 27 Lower Fore Street, Saltash, PL12 6JQ

To be led by Rachel Ackerman – Volunteer Co-ordinator – Royal Albert Memorial Museum - Exeter

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These days, nearly all museums rely heavily on their volunteers for the smooth running of their museums. Providing effective support for them is one of the most crucial elements in ensuring your volunteers remain motivated and enthusiastic.

This course is aimed at those responsible for managing volunteers. The day will concentrate on how to work with your current volunteers, from support and supervision to motivation and recognition. It will aim to get you thinking about how you may better manage your volunteers now and give you some tools to take away and use in the future.

The day will also give you an opportunity to share issues, skills and ideas with your colleagues from other museums.

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### **FREE to anyone working or volunteering in a museum in the South West**

If you are interested in attending the work-day, please contact the Federation Co-ordinator (details below) to book a place by the 28<sup>th</sup> October 2008. To keep this workshop really hands-on, we have to keep the numbers low, so please do book your place as soon as possible. It is hoped to provide a light lunch with the training.

This workshop is part of a series of Skill-sharing Workdays, on a range of topics, throughout the region brought to you by the South Western Federation of Museums & Art Galleries.

With kind support from MLA South West and made possible with Renaissance Funding.

For more information on this workday, please contact:

**Ed Bremner** (Federation Co-ordinator) on [co-ordinator@swfed.org.uk](mailto:co-ordinator@swfed.org.uk) – 01822 832574

**Rachel Ackerman** (Volunteer Co-ordinator - RAMM) on [rachel.ackerman@exeter.gov.uk](mailto:rachel.ackerman@exeter.gov.uk)

# “Looking after your Volunteers”

**4th November 2008 – 10.00 to 15.30**  
Elliott House, above Elliott's Grocery shop,  
27, Lower Fore Street, Saltash, PL12 6JQ

- 10:00     **Tea & coffee**
- 10:30     **Session A – Looking after your volunteers**  
Introduction and review of the aims and objectives for the day.
- 11:00     Identifying issues facing *your* museum (small group discussion and brainstorming)
- 11:30     **Session B – Supporting & Motivating Volunteers – Practical Steps and Ideas Sharing**
- How to support and motivate volunteers-tips (getting feedback, meetings, events etc) and group discussion
  - Providing challenging and rewarding volunteering opportunities (Small group work putting together a rewarding role profile)
  - Recognition (brainstorm ideas of recognition schemes – award vs reward)
- 12:45     **Lunch (provided)**
- 13:30     **Session C – Developing a Volunteer Support Process**  
Policies and procedures from ‘hello’ to ‘goodbye’ – including small group discussions. To include: volunteer handbooks, planning a review session and identifying training and development needs.
- 14:45     **Session D – Ideas & Tools**  
Identifying useful ideas and tools that can be taken away to help you work with your volunteers
- 15:00     **Tea & Coffee**  
Including final discussions
- 15:30     **Close**

**Further information from:**

**Ed Bremner** (Federation Co-ordinator) on [co-ordinator@swfed.org.uk](mailto:co-ordinator@swfed.org.uk) – 01822 832574

**Rachel Ackerman** (Volunteer Co-ordinator - RAMM) on [rachel.ackerman@exeter.gov.uk](mailto:rachel.ackerman@exeter.gov.uk)