



buddle.

**Maximising Your
Volunteers
Experience**



Welcome.

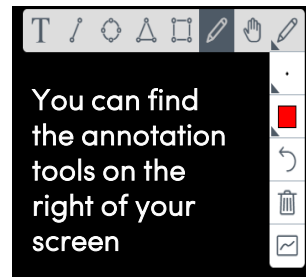
Your session will

begin shortly.

If you are using social media, please tag:
#Buddle, @SportEngland @SportStructures



Use this doodle box to try the annotation tools whilst you wait.



Before we start, please ensure that:

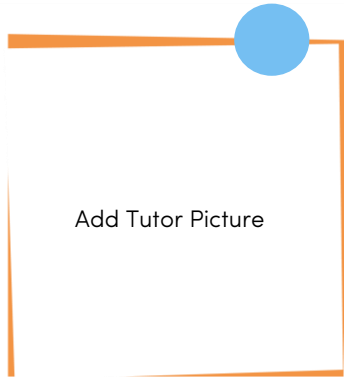


Your microphone is muted



You can see and use the chat box

A little about me...



- Insert name
- Insert Experience
- My favourite ...

... and you!

Add some info about you in the chat box:

- Your Club/Organisation Name
- Where you are based
- What you would like to gain from this workshop?

Learning Agreement

- Respect everybody
- Participate actively
- Use technology responsibly
- Be engaged
- Challenge each other positively
- Put phones on silent and return calls at an appropriate time
- Avoid sharing any personal/sensitive information outside of the session



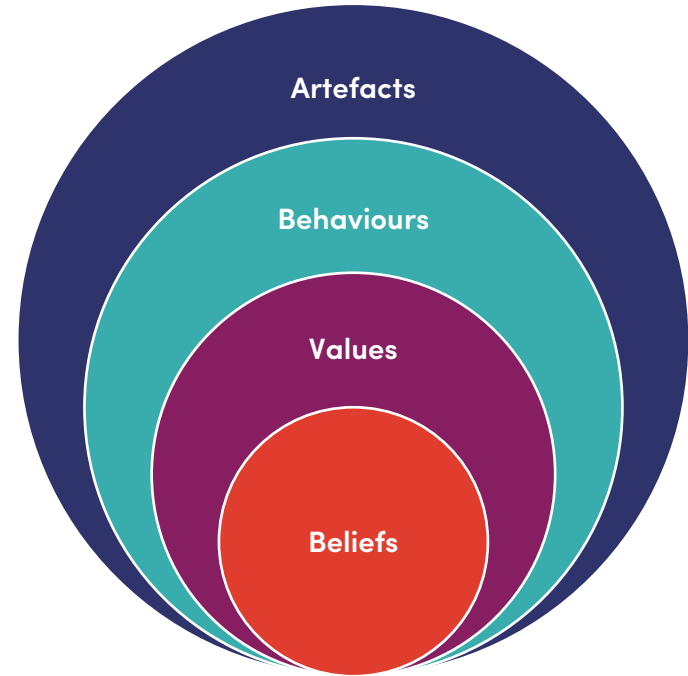
What we will cover

By the end of this workshop, delegates will be able to:

- Develop a positive culture of volunteering within your organisation's environment
- Identify how to develop the volunteer's experience
- Identify top tips in recruiting, retaining and rewarding volunteers
- Develop an action plan to improve their volunteer's experience
- Understand how to access further information to help improve the volunteer experience.

Culture

- What is your volunteering culture?
- What sort of experience do you provide to your volunteers?



How would your volunteers describe their experience?

One definition...

“Understanding how an organisation **interacts** with its **volunteers** and how it **motivates** them to volunteer within the organisation”

What do we mean by volunteer experience?

How would your volunteers describe it?



Have you thought about?

How open your messaging is?



How welcoming are you?



What your volunteers' motivations are?



How inclusive you are?



What your volunteers need?



Your communications

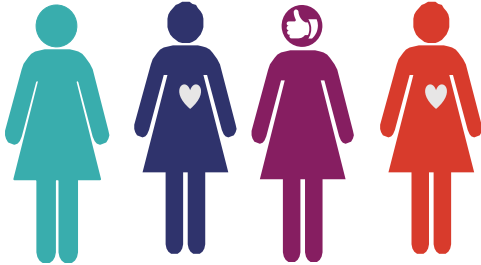


Why different people volunteer

- Passionate about the sport
- Meet new people
- Put existing skills into practice or learn new skills
- Step out of comfort zone and try something new
- Enjoyment
- Their children play in the team
- Part of a University course

Organisation Culture

- How do you create a welcoming and inclusive environment for your volunteers?
- Is your approach organisation centric or volunteer centric?

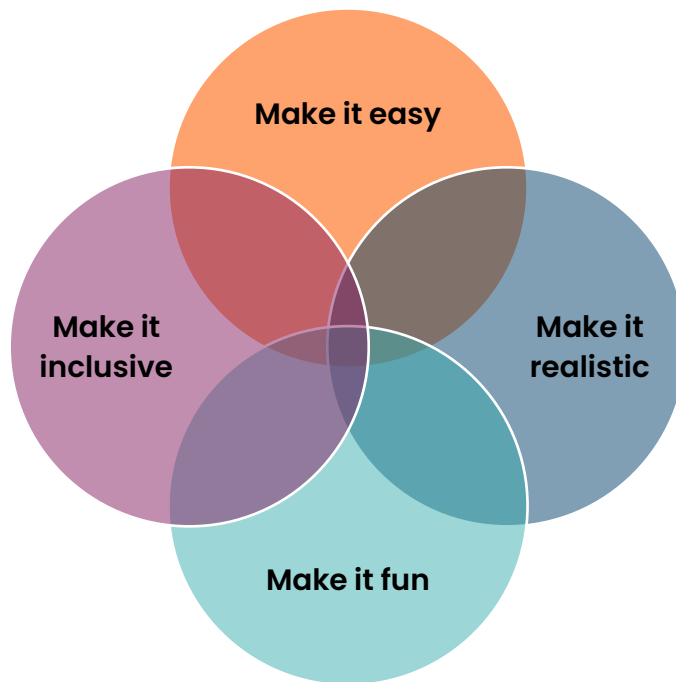


Employed vs. Volunteer

Employed	Volunteer
Paid	Unpaid (may include expenses)
Job Description	Role Description
Contract of Employment	No Contract of Employment
Holiday & Sick pay	Can go on holiday whenever

Should volunteers be treated differently to employees?

When developing your volunteer culture...



Break for 10 min Did you know...

Only 30% of people are looking for regular volunteering opportunities

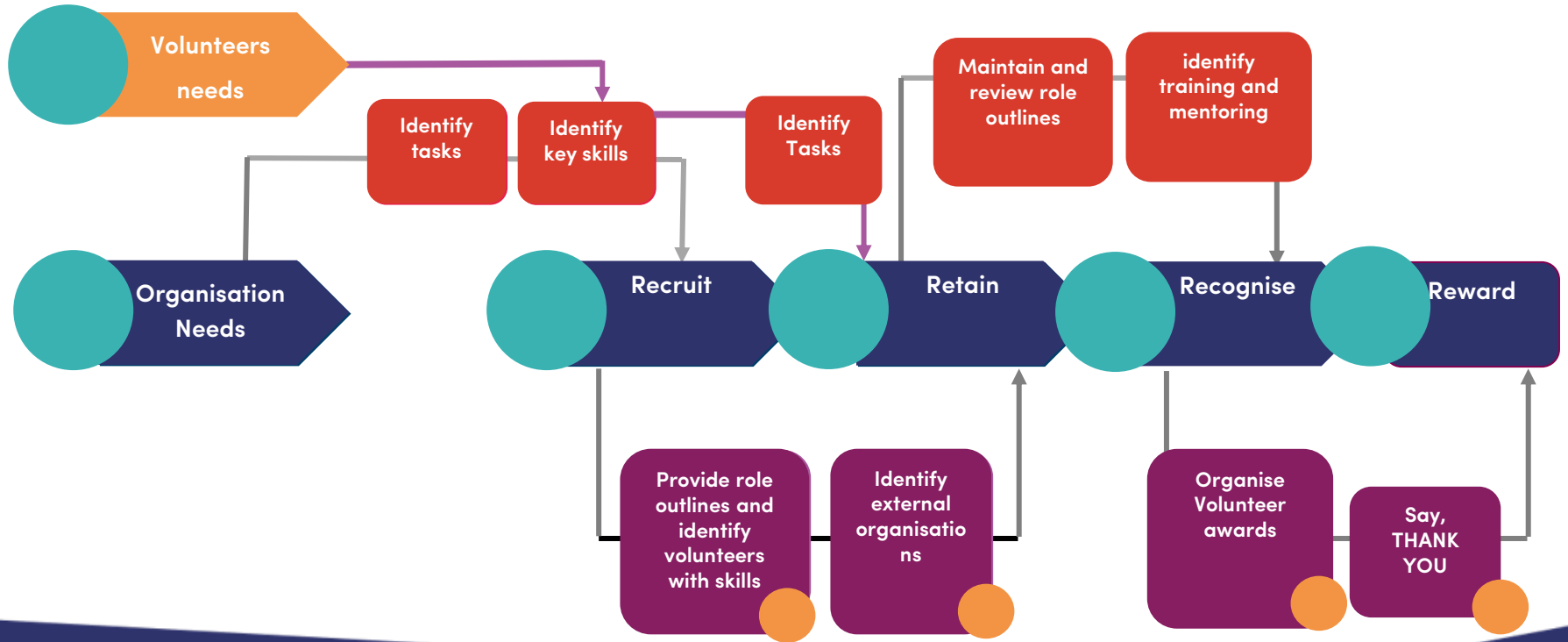
Role of technology- this has changed, especially since the pandemic, with more organisations now using tech to support their operations and volunteers.

Volunteers in sport are more likely to quit than in other sectors because they don't feel valued

Volunteer numbers in sport have dropped by more than 500,000 in last few years

We live in a fast-paced, demanding society - people are looking for opportunities which can fit with their lives, on the go.

The volunteer experience Journey



Recruit, retain, recognise and reward

If you're in a Breakout room that is an odd number, discuss...



If you're in a Breakout room that is an even number, discuss...

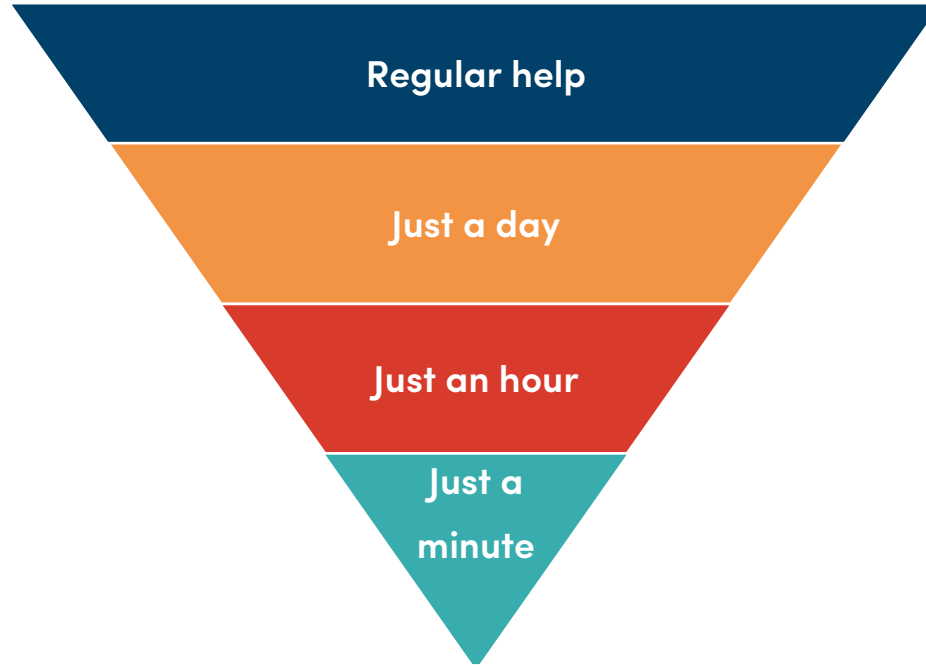


Recruit, retain, recognise and reward

What is the difference
between...



Rethink volunteering roles

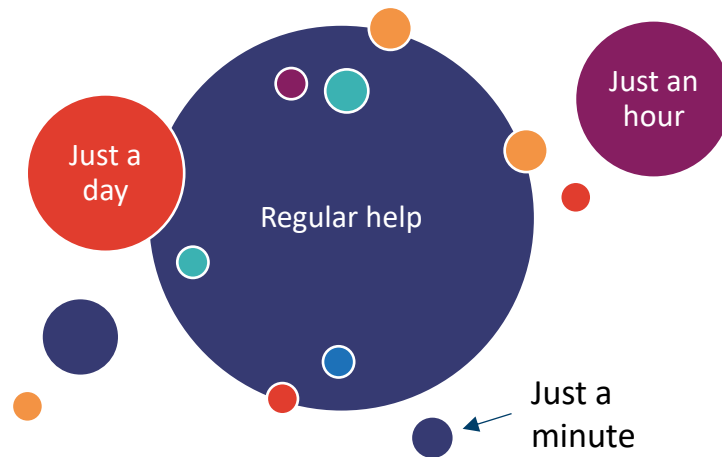




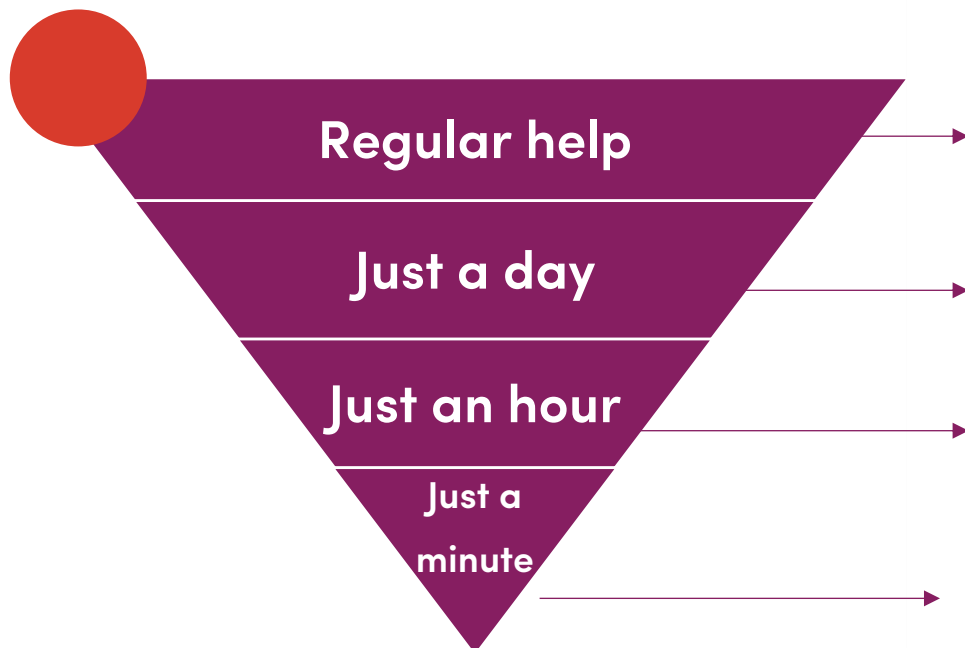
Developing and promoting the future of the organisation

Roles and Tasks

- Select **one** role from the previous slide and break them down into just a minute, just an hour, just a day and regular help tasks.
- How could three volunteers do one role?



Example



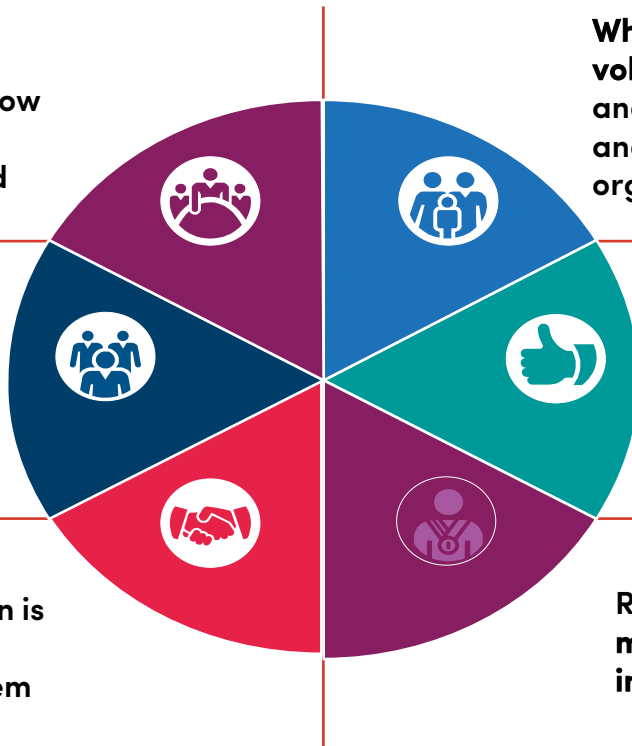
Web site coordinator	Team managers
Maintain website with up to date content.	Weekly communication regarding selection lists and games.
Make a induction pack for volunteers and new members	Collect money to give to treasurer. Keep up to date team files
Design a logo	Arrange transport/ drive people to games
Take a photo of the team for the organisation website.	Collect kit and balls at the end of match/practice.

Some Tips

Keep rewarding your volunteers. No matter how small or big the role, appreciate the time and effort they have given.

Ensure you recognise the **hard work your volunteers** have been doing by saying thank you.

Keep offering feedback. Two-way communication is key. Offer CPD opportunities and let them make decisions.



When recruiting volunteers, match skills and roles to the person and think about your organisation culture.

Ensure volunteers are retained by inducting them properly and supporting them throughout their journey.

Remember, keep it simple, make it realistic, make it inclusive and make it fun

Action Planning

What is our
volunteer
experience like
now?

What do we
want our
volunteer
experience to
look like?

How are we
going to do it?

What will you take away from this session?



Any questions?



Please complete the evaluation



Good luck!

Feedback



Please take the time to fill in the evaluation survey by scanning the QR code.

Alternatively, the tutor will put the link in the chat box for you.

- Thanks in advance, the Buddle Team.



Recap:

By the end of this workshop, Learners will be able to:

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- Identify how to develop the volunteer's experience
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Getting Organised	Inclusion	Getting Help From People	Money Matters	Develop and Grow
Leadership and Your People	Your Culture and Values In Your Organisation	Maximising Your Volunteers Experience	Raising Money to Sustain Your Organisation	Promoting Your Offer Using Social Media
Exploring Legal Structures	Engaging different People		Financial Management	Creating a Marketing Strategy
Simply Planning	Positive Experiences For All People		Dealing With Increasing Costs	Engaging your community

See future dates at www.Buddle.co

