



**Training Busy Staff to Succeed with Volunteers**  
*The 55-Minute Training Series – Designing a Staff Training Program*

## Assessment of Volunteer Program and Staff Training Needs

### *Staff Input*

*This survey is part of the agency plan to enhance our organization's delivery of services to our clients. The information you share will assist in the design of an in-service training for staff and lead volunteers who work directly with volunteers to carry out our mission. Your thoughtful and honest response will allow us to design the training as specific and useful to your concerns and issues as possible. The individual information will be kept confidential but collective themes and recommendations will be utilized in proposing training topics and methods. Thank you for your assistance.*

***Agree***

***Disagree***

1. The time and effort I invest in supervising volunteers is well worth it because of the benefits accrued from volunteer service.
2. Volunteer participation enables me to perform activities/tasks I would not otherwise be able to do.
3. Volunteers are well oriented towards an understanding of my priorities, concerns, frustrations, etc., as a staff person.
4. In general, volunteers are qualified for their positions in our organization.
5. I feel recognized and rewarded by the organization for my efforts with volunteers.
6. I think that I possess the necessary skills to manage volunteers.
7. I would feel more competent in my involvement with volunteers if I received:

stronger orientation to the  
volunteer program

written information on the  
volunteer program

other (list):

\_\_\_\_\_

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**Rate Your Proficiency with these Skill Areas  
in Managing Volunteers**

**Strong**

**Weak**

Interviewing

\_\_\_\_\_

Supervision

\_\_\_\_\_

Delegation

\_\_\_\_\_

Volunteer Evaluation

\_\_\_\_\_

Risk Management

\_\_\_\_\_

Volunteer Motivation

\_\_\_\_\_

Volunteer Recognition

\_\_\_\_\_

Volunteer Job Design

\_\_\_\_\_

Volunteer Recruitment

\_\_\_\_\_

Orientation & Training

\_\_\_\_\_

Performance Problems

\_\_\_\_\_

Performance Reviews

\_\_\_\_\_

What do you see as the major problems or barriers to utilizing volunteers more effectively in our organization?

Please elaborate on any specific concerns/requests that you would like to see addressed in volunteer management training for staff and volunteer leaders in our organization.

Name \_\_\_\_\_

Position \_\_\_\_\_



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### *Administration Input*

*It is important in designing a staff training program in volunteer management that we have your perspective, commitment, and thoughts to guide us. I look forward to discussing these questions with you at a convenient time or, if you prefer, you can answer the questions in writing prior to our meeting. Thank you for your leadership in ensuring high quality services to our clientele through our staff/volunteer teams.*

1. When hiring staff, is consideration given to their experience, motivation and skills in working with volunteers?
2. Do you think that the role of staff in supervising volunteers is clearly defined in our organization? If yes, how is this accomplished?
3. Are staff evaluated as to their work with volunteers in the organization? If yes, how is this accomplished?
4. In what ways are staff rewarded for excellence in working with volunteers? Any new ideas?
5. Do you think that staff training in volunteer management principles is important to enhancing our readiness to effectively utilize volunteers?



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### **Administration Input**

(continued)

6. How could we enhance our orientation to new staff in order to give more information and review expectations about our volunteer program?
  
  
  
  
  
  
  
  
  
  
7. What is your philosophy on training of staff, board, and lead volunteers to be better equipped to work with volunteers?
  
  
  
  
  
  
  
  
  
  
8. In your opinion, is the Board of Directors given adequate orientation and updates on the volunteer program of our organization?
  
  
  
  
  
  
  
  
  
  
9. What is a realistic expectation of the level of support for staff training in working with volunteers (e.g., resources such as books and tapes on volunteer management, access to staff for training, time for volunteer manager to prepare and deliver the training)?

Name \_\_\_\_\_ Position \_\_\_\_\_



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## Assessment of Volunteer Program

### *Volunteer Input*

*This survey is part of the agency plan to enhance our organization's delivery of services to our clients. The information you share will assist in the design of in-service training for staff and leadership volunteers who work directly with volunteers to carry out our mission. We would appreciate your thoughtful and honest response. Your individual information will be kept confidential but collective themes and recommendations will help guide efforts towards a new training program. Thank you for your assistance.*

Name (optional)\_\_\_\_\_

1. In what positions have you volunteered at our organization?
  
2. Have you found your volunteer work to be interesting, challenging, fun? Comments:
  
3. Did you receive sufficient orientation prior to volunteering with us? Comments:
  
4. How would you characterize the supervision given to you by staff or leadership volunteers at our organization?
  
5. Do you think that your time and talents are well suited to the volunteer position that you hold (held)? Comments:



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**Assessment of Volunteer Program**

***Volunteer Input***

(continued)

6. Do (did) you feel sufficiently trained/coached in your volunteer job? Comments:

7. Do you feel well appreciated by the organization, staff, clients, other volunteers?  
Comments:

8. What are the volunteer program's greatest strengths/weaknesses?

Strengths:

Weaknesses:

9. What suggestions do you have for improving the volunteer program?