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## Infographic: 4 ways to build better relationships with your volunteers

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# VOLUNTEER MANAGEMENT

4 ways to build better relationships with your volunteers

## 1. PLAN YOUR VOLUNTEER REQUIREMENTS

Why does your event need volunteers and what role/s will they fill? A clear description will help both the volunteer manager and volunteers understand exactly what is required. It clarifies expectations and makes the process of recruitment and selection easier.



## 2. PROVIDE VOLUNTEER INDUCTION TRAINING

All new volunteers should be provided with an induction on their first day. An induction shows volunteers where they fit into the organisation and gives them the practical information they need to complete the role effectively. Volunteers may also need role-specific training in a one-to-one or group setting. When planning an induction process, revert back to the role description, reiterate the tasks and outline your expectations.



## 3. DESIGNATE A VOLUNTEER MANAGER

Volunteer managers are often central to an organisations success in recruiting and retaining volunteers. In addition, volunteer managers understand the motivation behind volunteering and are committed to its ethos. Successful volunteer management ensures that the organisation benefits as much as possible from volunteer involvement but equally the volunteer benefits by being part of it.



## 4. SAY THANK YOU

This is perhaps the easiest and most important way to show your appreciation. At the end of the day, thank each volunteer for their contribution. Acknowledging and appreciating the work that volunteers do ensures they stay motivated and continue to work for you. Awards, certificates, organizing social events are just some of the ways organisations can recognise the effort and service of volunteers. Remember if you treat your volunteers well they will come back



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