

# Working with volunteers

## Best Practice 3 Developing volunteer management skills

### Who's in charge of your group's volunteer program?

If your group really wants to effectively involve volunteers in your work, you can't just wing it. It's important that someone pays attention to how to get and keep your volunteers.

The responsible person or committee needs to develop a core set of skills. They need to be able to write recruitment messages, design volunteer jobs, provide feedback to volunteers, creatively recognize volunteer contributions, resolve conflicts, avoid risks, develop orientation and training materials, and motivate others to help out! They should also be a voice for volunteer interests within your group.

To build these skills within your group, visit the Yukon Volunteer Bureau website or its library for access to great resources. Look for training workshops in your area. Ask people who work well with volunteers for tips. Most importantly, ask the volunteers you work with for feedback on how you're doing!



This is one of a series of ten best practices on volunteer management based on the Canadian Code for Volunteer Involvement (CCVI).

Call 456-4304 or email [info@volunteerbureau.yk.ca](mailto:info@volunteerbureau.yk.ca) for more information.

