

Youth Cultural Center – Bitola

Advanced Volunteer Management Training, 01- 09 October 2012 Bitola, Macedonia

Day 1 01.10.2012		
AM	Arrival of participants	
PM	Introduction to the training - presentation of Youth in Action program	To introduce participants, partners, team, aims, programme and methodology of training and YiA program To inform participants about logistic details (accommodation, travel, costs, free time possibilities...) - Presentation, discussion
	Group building activity	To initiate group dynamic and warm up for learning experience - Exercise, reflection
	Expectations, Self-directed learning	To support participants to create personal learning aims and learning plan for this training course - small group work, presentation, individual work, coaching
	Reflection groups (every day except visit to city day)	To reflect on learning needs and to share feelings and needs - Small group work, reflection
	Welcome party	To get to know each other
Day 2 02.10.2012		
AM	Trends of volunteering in Europe and realities on local level	To get an overview of development of volunteering in Europe, to understand the specifics of local volunteer realities from participating countries - Presentation, discussion, small group work, reflection
PM	Volunteer management system - Need analysis of volunteer programs	To understand the volunteer management system cycle, to provide tools for need analysis of volunteering programs and how to collect and extract relevant data - Presentation, small group work, presentation
	Organizational fair	To get to know each other programmes and activities - Fair
Day 3 03.10.2012		
AM	Steps in design and planning of volunteer programs	To identify steps in planning volunteering programs and to realize importance of quality standards in volunteering activities - Simulation, reflection, presentation, discussion
PM	Recruitment and selection of volunteers	To learn how to recruit and select volunteers and to learn how to promote volunteering - Exercise, presentation, small group work, coaching, reflection

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	Intercultural evening	To provide space to present and learn about each other cultures - Theatre play, presentations
Day 4 04.10.2012		
AM	Preparation, orientation and training	To raise awareness of importance of adequate preparation of volunteers and to identify relation between volunteering and non formal education - Exercise, presentation, small group work, reflection
PM	Supervision, monitoring and support	To understand what is and how to provide adequate task oriented support and to understand why it is necessary and how to provide personal support to volunteers - Small group work, presentation, reflection
	Volunteering and social media evening	To share best practice on how to use social media in promotion of volunteering, creation of Facebook group of the training
Day 5 05.10.2012		
AM	Motivation, retention and recognition	To learn how to support volunteers in their personal development To understand how to re – motivate and retain volunteers To learn how to recognize and award volunteers - Presentation, case studies, small group work, reflection
PM	Visit to local volunteering projects	To experience reality of volunteering projects and to discover host community - study tour, visit to local organizations, discussion
	Dinner out	To discover local traditional food specialities and local traditional music
Day 6 06.10.2012		
AM	Introduction to working groups - Working groups on volunteer programs	To give instructions for task of working groups, to choose 6 volunteer programs for development - presentations, small group work
PM	Working groups - continue 1	To practically experience work on planning and design of volunteer programs - small group work, coaching
	Movie evening on volunteering	To present best practices through movies on volunteering - Presentation
Day 7 07.10.2012		

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AM	Working groups - continue 2	To practically experience work on planning and design of volunteer programs - small group work, coaching
PM	Working groups - continue 3	To practically experience work on planning and design of volunteer programs - small group work, coaching
	Free evening	
Day 8 08.10.2012		
AM	Presentation of volunteer programs of working groups	To present the designed volunteer programmes - Presentation, discussion, reflection
PM	Reflection on learning process -Youthpass, evaluation and closure of training	To provide participants space to reflect on learning process, learning outcomes and new learning objectives , To prepare information for Youthpass for participants, To evaluate outcomes of the training course - individual work, coaching, questionnaires, group discussion.
	Farewell party	
Day 9 09.10.2012	Departure of participants	