



## Virtual Volunteer Training Plan

Developing a virtual volunteer training plan helps you to identify:

1. What volunteers need to know to be successful.
2. Effective and efficient ways to communicate this information and build the necessary skills.
3. How to put these pieces together into an effective training program.

Answer these questions as part of your training planning. This training plan can be designed for virtual volunteers, onsite volunteers, or both.

### 1. What do volunteers need to know to be successful?

- **General Orientation for all Volunteers**

Brainstorm and list the core information every volunteer needs to know. Consider information about your organization's mission and vision, history, leadership, and basic policies and procedures.

- **Role-Specific Training**

What information and skills does this particular volunteer position require? What skills and information would help volunteers in this role fulfill their responsibilities? What gaps in knowledge would impede their success?

**2. What is the most effective and efficient way to communicate this information and build the necessary skills?**

Complete this chart for each of the skills and information generated listed on the previous page.

| <b>Vital Skill and/or Knowledge</b> | <b>How can this information or skill be effectively imparted?</b><br><br>In writing or video? Through lecture or demonstration? By mentoring and on-the-job training? | <b>What is the best way to transmit the information and build the skill?</b><br><br>Online lecture? Participatory convening? A written document? | <b>Who should present this or facilitate the learning?</b><br><br>A volunteer? Staff member? Guest specialist? | <b>How long will it take?</b><br><br>In minutes or hours? How long will it take for a trainee to learn and apply the skills and information? | <b>Notes and requirements for training.</b><br><br>Specialized software? Experts? Equipment? |
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### 3. What is the best way to put these pieces together into an effective training program?

Use the chart below to design a training plan that will effectively build all the above knowledge and skills.

| Training Module        | Method of Delivery                                  | Developer(s)   | Presenter(s)                                     | Key Content                                  | Timeline for Development                     | Evaluation   |
|------------------------|---|--|--|--|--|--|
| Name and Primary Topic | In person?<br>Online?<br>Handbook?<br>Video? Other? | Who is responsible for developing, writing, creating the module? | Who is responsible for delivering or presenting? | Primary messages and topics to be addressed? | Deadline for having module ready to deliver? | How will you ensure participants have learned the information and can move on? |
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