

# CAPABLE CLUBS SNIPPETS

## VOLUNTEER TRAINING AND RECOGNITION

### Overview

Finding people to volunteer at your club is only the beginning. To enable them to be successful they will need support and guidance. Recognising their contribution and making them feel valued will also be an important factor in retaining their help, as well as provide a good platform for continuing to bring new volunteers in by building a great volunteering culture at your club.

### Brief Summary

1. Organise an induction process for new volunteers and committee members. This may be annually for new committee members joining following an AGM, or ad hoc for new people doing volunteer roles such as manning the bar or helping with tournaments
2. The induction may be a face-to-face session, or a Welcome letter, email, or pack
3. If specific training is required (i.e. iSquash) arrange this with an experienced committee member. You can also ask them to complete the relevant SNZ online learning modules
4. Clubs should develop formal procedures for key tasks to ensure continuity and easy transition to new volunteers
5. Create a Volunteer Recognition Scheme, keeping in mind volunteer have different motivators for wanting to help



### Linked Resources

- [Volunteer Welcome Letter](#)
- [Volunteer Welcome Pack](#)
- [Volunteer Seminar Template](#)
- [Volunteer Feedback Survey](#)
- [Active Volunteer Management Toolkit](#)
- [Volunteering Culture case study](#)

### Key Points

1. An induction should include information such as how the club is committed to looking after it's volunteers, the responsibility volunteers have to the club, and what volunteers can expect from the club. Also include relevant information about the club so your volunteers can become fantastic club ambassadors
2. Develop a club manual which includes process and procedures for key club functions which makes it easy for new volunteers to quickly learn how the club operates. Having good training processes will give new volunteers confidence they can be successful
3. Your district may be able to assist with training for things like iSquash, otherwise the SNZ Online Learning Centre has great volunteer resources to get them up to speed
4. Make sure you get feedback from volunteer so you can continually improve their experience
5. Recognition is an important part in the volunteer life cycle, however be aware volunteers can have different motivators. Some will appreciate formal recognition in front of their peers, while others prefer to be appreciated privately
6. Some ways to recognise volunteers include; saying thanks, reduced membership fees, gifting clothing or vouchers, hosting a volunteer party, annual club volunteer awards, nominating for district or RST volunteer awards