**TRAINING YOUR VOLUNTEERS**

Training can be conducted in-house or outsourced. Training can be conducted by any staff or volunteer but it is important that they:

* Understand the information they are giving and what they are training
* Are comfortable speaking to a group
* Have a friendly and approachable manner
* Understand the importance of training and the volunteer program

**Mentoring**

A key element of training is mentoring. Mentoring provides a learning and development partnership between someone with vast experience and someone who wants to learn.

Here are some ways you can use mentoring:

* Partner up a long term volunteer with a new volunteer. This will not only provide great training to the new volunteer but ensure the long term volunteer feels valued.
* If a volunteer is no longer able to fulfil their role but is still useful, partner them up with volunteers that need extra training.
* Invite a volunteer from another organisation who has particularly excelled in an area, to mentor your volunteers.

**Succession Planning and Sharing of Knowledge**

When you are planning your training, it is important to think about succession planning to ensure sustainability. Think about:

* If your volunteer left suddenly, who else could fill the role?
* If your volunteer left suddenly, who else could access the information and documents?
* If your volunteer was no longer available, who else knows what the role involves?
* If your volunteer retired, do you have someone with the skills and experience to take their role?