

MULTIMEDIA TRAINING KIT

Trainers' notes: Involving Volunteers: Essential for Community Technology Initiatives

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Introduction	Information on why volunteer involvement is essential to community technology initiatives, and basics on how to involve volunteers effectively.
Timing/duration	Two hours (120 minutes); can be expanded for more questions and answers, if the trainer feels responsible answering questions about volunteer management.
Content outline and main topics covered	Introduction: purpose of this unit and basic definitions (10 - 15 minutes); Part 1: Why Involve Volunteers (20 minutes), Part 2: Defining Tasks (20-25 minutes); Part 3: Keys to success in involng volunteers (20 minutes); Part 4: The volunteer manager (15 minutes); Part 5: Recruitment of volunteers (15 minutes); Part 6: Other Resources (5 minutes); Part 7: Closing (5 minutes).
Target audience	For those working in or otherwise supporting community technology initiatives, such as telecentres or community radio stations.
Prerequisite skills/knowledge	Trainers need to have experience managing volunteers for a community technology initiative, even if they never had the title "volunteer manager." They should enjoy working with and training others, in formal or informal settings, and believe that a key to success in community technology initiatives is the PEOPLE involved, as much, if not more, than the tech.
Unit objectives/expected outcomes	Participants will know how to get started with a, or augment an existing, volunteer involvement program, and should know where to find additional resources to further increase their knowledge. They should understand the components of volunteer retainment as much, if not more, than volunteer recruitment.
Pre-workshop activities	The trainer should read the presentation and notes carefully, and should visit all of the web sites listed in the resources. He or she should rehearse this presentation at least once before presenting. The key to this presentation is that it is lively and that the presenter feels confident in presenting.
Notes on using exercises	Exercises need to be kept strictly on the time limit indicated.
Resources included with unit	Presentation, exercises, handouts for further info.
Additional trainer resources	

Equipment needed	A computer connected to an LCD projector, and a screen that provides excellent viewing for all participants; and a white board or flip chart paper and markers.
Comments	This unit is based on presentations done by staff with the United Nations InformationTechnology Service (UNITeS) initiative, by the UN Volunteers programme. The presentations have always been very popular and audience comments later have always been very positive overall.