

Booklet from the training course



Supported by the programme



What is the booklet about?

Main topic: Volunteering management



Dear readers, you can find information about the training course itself, practical tools and instruments to support volunteer management in processes and personal stories how the training course influenced participants.

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Introduction to the training course

The training course Volunteer Boost was based on need of the NGOs from 9 European countries to get the necessary knowledge and skills for professional volunteer management. The project had two phases, first phase was organized between 6.10. – 14.10.2017 in Bartošovice, Czech Republic. The second phase was dedicated for the evaluation of the progress of youth workers and volunteer coordinators and it was organized in Brno. This project will provide the necessary tools and instruments to support volunteer management processes in 9 youth organisations (recruitment, assessment, monitoring, evaluation, motivation and recognition and certification of competencies developed through volunteering activities). The project is organized by the NGO Brno for you. The training course is led by the two highly experienced and professional trainers from Romania, Cosmin Catana and Sorin Berbecar.

Participating organizations:

- Brno for you (Czech Republic)
- Sdrujenie "Nadejda-CRD" (Bulgaria)
- Municipality of Karditsa (Greece)
- Fondazione Istituto Morcelliano (Italy)
- HEureka Generator (Poland)
- ASOCIATIA CURBA DE CULTURA (Romania)
- YOUTHFULLY YOURS SR (Slovakia)
- Örebro Kommun Gymnasieförvaltningen, Kommunala aktivitetsansvaret (Sweden)
- TEATRO METAPHORA - ASSOCIACAO DE AMIGOS DAS ARTES (Portugal)

Day 1: Jump into the topic

The first day of the project was targeted mainly on getting to know each other and preparing our group for getting deeper into the topic in the upcoming days. Finally, we were complete on our venue and ready to start to work hard. We started outside with an energizer facilitated by Sorin. We were jumping in the



circle front and back according to the fruits, that Sorin was saying. Then we continued in the conference room with an introduction of the trainers and of the organizational team, as well as the brief introduction of the background of our project. We went through the timing during the project and we learn more about the agenda for the next two days. Our other task was to think about our fears, contributions, and expectations. We summarized them on colorful post-its and we stuck them to the flipchart. At the end of the project, we'll come back to this flipchart to see if our expectations were reached, fears broken etc. Just before the coffee break, we created our paper "Facebook profiles", including some general information about ourselves. Then we could take a look at the profiles of the others and thus to find some topics in common to talk about during the upcoming free time.

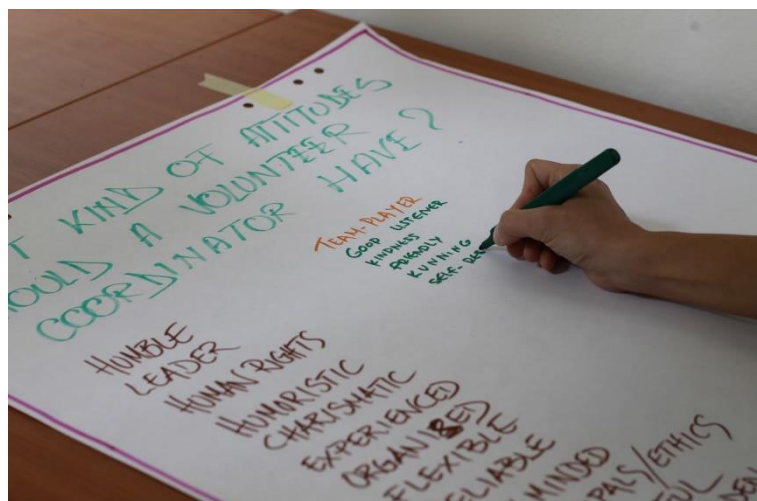
After the coffee break, it was necessary to go through some basic rules, both organizational regarding the venue, but also those ensuring the peaceful and respectful environment within our group. Another introduced tool was a chart of tasks (Ubuntu), where all of us signed up for certain responsibilities, such as for energizers, timekeeping, evening programs, cleaning, reports or taking photos. Last activity of the morning block was rather ice breaking, we divided into six groups, in which we spent rest of the time until the lunch. Some of us went for a short walk to the park, some of us stayed inside. Meanwhile, we were talking about various topics according to the set of questions, e.g. about our top moment of our volunteer experience, about people we go to for an advice in our lives, our most embarrassing moment from school, etc. In the afternoon, we started with a teambuilding activity, during which we supposed save ourselves from the catastrophic island by getting over the wall under the electricity.

The whole team had to get over the wall without any single touch within 30 minutes. We were trying different tactics, but we didn't manage to finish the task. Afterwards, we properly debriefed the whole activity. After the lunch, Berka started with a name game. The presentation of the Erasmus+ Programme, YouthPass, and the personal competencies followed. Then we divided into the reflection groups, which we'll hold every day before the dinner to evaluate the whole day. After the dinner, teams from Poland, Sweden, Slovakia, and Bulgaria presented their countries in different ways. They also brought delicious food to taste.

Day 2: The position of the volunteer coordinator and organization

During the second day of the training course we started with the topic "Job Description". We addressed the importance of making a good and informative job description when looking for volunteers. That way we minimize the chance of misunderstanding what we are looking for in a volunteer. We followed this with an active role play on how to conduct interviews. We got divided into groups and were set up with the task to conduct an interview. The groups simulated different situations, mostly complicated characters, as they then tried to tackle. Note to self: when interviewing volunteers, remember that they are out of their comfort zone. Questions should be open and DO NOT FORGET to make the person feel appreciated and welcomed.

Then we moved on to how to properly welcome volunteers into the receiving organization. The important lesson here was the induction/orientation of the volunteers. It's also important to have a procedure regarding the expectations of the volunteer. That way the hosting organisations get a

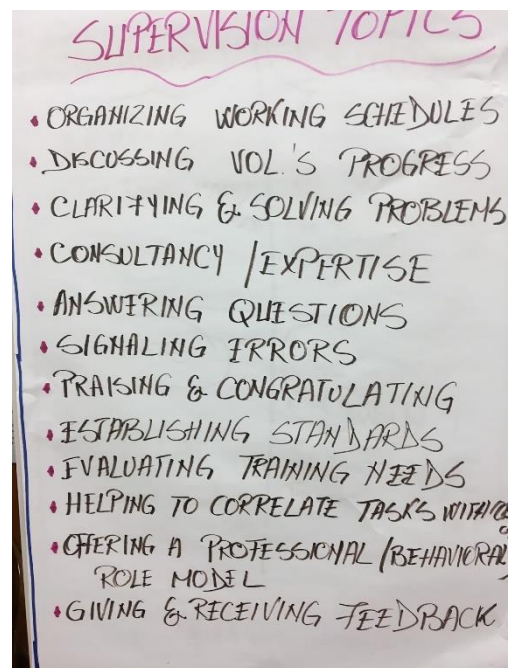


sense of direction and can early modify tasks so it fits the volunteer's and the organisations needs. After this, we learned about the principles of the Johari Window, where individuals got to know themselves and their communicative characterizations. The test is used for self-awareness and optimizes the cooperation within a group of people and or organisations. We strongly recommend that you implement this test within your organisations.

We then learned about the importance of policies in regards of volunteer work: e.g. not to interfere with a volunteer's personal life and personal/free time. Without a set of policies it will be hard remaining professional in different matters with the volunteers. In time the risk is that one will be consumed of all the things that pop up during the period. Note to self : Always stay professional, professional and empathic.

Day 3: Recruiting the volunteers, supervision

We started our third day with a game of energizers activities, to be well awake :). The game consisted of our ability to act quickly and accurately. We went on to the subject of **recruiting and selecting** where we learned the basic way of interviewing someone and what is important to keep in mind when interviewing a volunteer. After this first period we had our pause for coffee . After the break we were divided into groups and each one was given a task, in which we would somehow have to put up an advertisement for the hiring of a volunteer (newspaper, radio, Facebook etc). Before lunch each group presented their work.



At one we had our lunch break . In the afternoon, and after our announcements we prepared ourselves to interview our candidates with real interviews. After all groups were done Cosmin gave us his feedback, with tips to improve the way we interview our volunteers. Before the afternoon break each of us had to wright down on a piece of paper what was our opinion of each other in the group, we were given a helping hand with some adjectives. this was **Induction and Training**. It's important for each person to have a feedback our her or himself, so that we know what to improve. After our break we talked about **Support for volunteers**. We ended our working day at 7 pm . Then we divided into the reflection groups, which we'll hold every day before the dinner to evaluate the whole day. Our reflection time took place at a half past six. After the dinner, we had our second intercultural evening everyone brought delicious food to taste, and we learned a lot about each other's countries and traditions. The evening ended with good mood and music.

Day 4: Study visit in Ostrava + results from the research

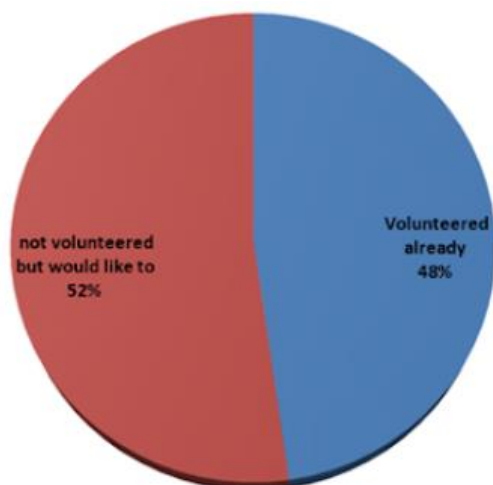
The group departed for Ostrava for a study visit and a bit of city exploration. We were separated in 5 teams and we were assigned to interview random local people from different ages groups, asking them 3 questions regarding volunteering to find out if they were familiar with the term or if they had volunteered by any chance. Each group had an extra different task like visiting a hospital, a local NGO etc. and ask if they need volunteers to cover their activities. Every unique group had different experiences and their own challenges. We also had free time to enjoy a decent cup of coffee. The bad weather didn't distract our great mood and we continued enjoying our trip. Getting back to the venue, the majority was exhausted while other took the advantage of the free evening to play board games.

Participants of the training course made the research focusing on the finding the situation about volunteering. In the text you can see the results from the small research.

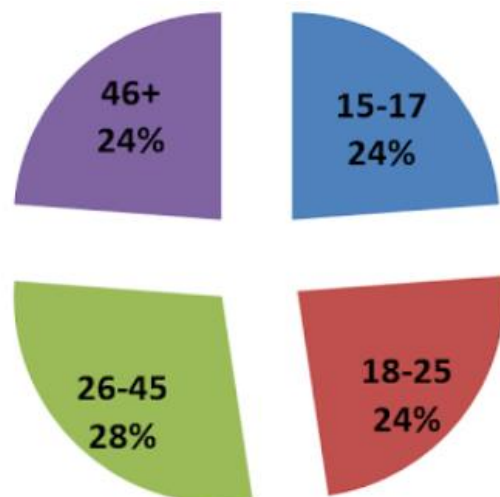
Date of the research: October 10th 2017

Methodology:

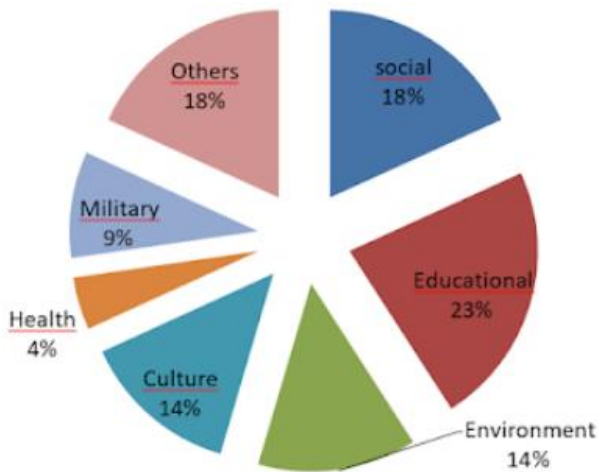
- Questionnaires
- 44 Random respondents
- Age categories
- Closed-ended questions



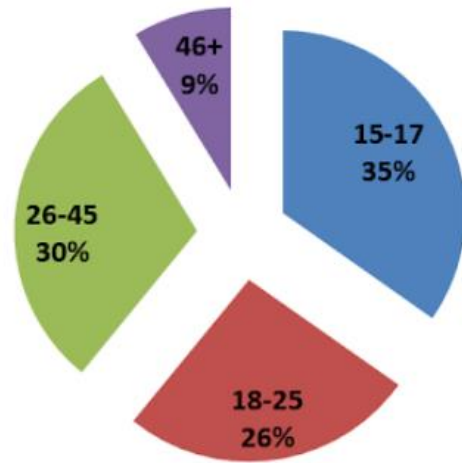
Volunteers vs. Non volunteers



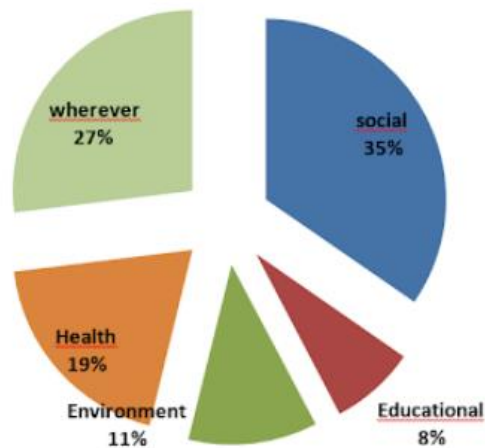
Already volunteered



Volunteered in:



Did not volunteer but would like to



Did not volunteer yet but would like to to volunteer in

Day 5: Good practice from the NGO S.T.O.P. and volunteer management expectations

The day started with review of previous day. The previous day was field activity which includes study visit of Ostrava. People were divided in group of 4/5 and asked to explore city. Couple of groups was given a task to explore and visit local NGOs and municipal services. The trainer Cosmin asked about local nonprofit Organization NGO named ADRA, Alessandro and Beston explained the objectives and activity of ADRA. From this review the next activity was pretty much related. A successful local NGO named **S.T.O.P** was invited as Guest to share the idea and experience of their organization

Mgr. Ivona represented her Organization S.T.O.P. and talked about basic ideas of freedom/tolerance/equality/opportunity which makes the basis of their organization. She explained the projects which includes lectures/Education for children of socially unstable/poor conditioned families. The



volunteers visit their homes and with consent of parents and STOP officials, start helping in subjects of socializing/science/language/mathematics/music and sports etc. Anything which can improve the learning process of kids and providing the material to make it happen. The annual Budget of organization started from 10,000/ euros in 2001 and is around 80000/euros now. Most of Budget comes from government/Ministry of Interior. Outdoor activities and travelling for kids are also added on monthly basis. The 2nd part of the day was dedicated to conflict management and expectation management. The idea was made adventurous and interesting by trainers Cosmin/Suren by simulating conflict situations in lack of communication scenarios (chair acquisition/tasks conflicts). Participants were told about real life situations and stages of conflicts, when and where to intervene as volunteer coordinator and avoid/stop conflicts. The day ended on high note by a thought provoking talk on art of listening. This day was awesome and informative in all possible ways. From real life story of STOP to challenges of conflict.

Day 6: Motivate, recognize, monitore, evaluate the volunteers!

Day 6 started with an administrative announcement about lunch. Afterwards we went outside to take a group photo in a sunny place. Everyone will have really small eyes we did an energizer with Sona who made us move a lot, we really woke up a little bit. We were energized enough for the next task: we split in order to prioritize the reasons why people are volunteering. After gathering back in the big room and talking about it, we had the MCCLELLAND'S test for finding out what our motivation is. Marty energized us with the house song and I think everyone woke up after those really loud screams.

After this, Sorin got the floor talking about the recognition of the volunteers and grouping us to find out our ideas of recognition. Sorin's beautiful assistant Cosmin is now having the floor showing us videos with EVS volunteers. The other beautiful assistant, Sorin, is now back on the stage explaining us how the monitoring is working. And now Romania is having the floor because of this cool program only available nationally called "Volunteer360". The next thing I know is that everyone hated Allisson because she was in an impossible situation. After a long time we found out how we could solve the situation without killing anyone. The



session ended and we have checked to see if our expectations were achieved and we went to dinner.

Day 7: Evaluation, follow-up planning

Unfortunately this is the last day of the project, the last day in Bartošovice. We started the day with a small group session about European voluntary service, training courses and youth exchanged .Each participant had the opportunity to write down on a sheet of paper ideas about a future project that he/she would like to coordinate and participate. Then we continued the day with one last sessions about Follow up and dissemination.. We tried various methods of spreading the result of the projects – we spilt in groups about video recording, brochure and press release translated in several languages. After this we all completed the evaluation of the project and we have the chance to speak into circle what we like to bring home and to make some suggestions to the future projects. We ended the day with youthpass certificates awarding. It's a pity that the time was so short and it was a really pleasure to meet and colaborate with all of you and we will really miss you but we can't never know what the future will bring to you but I hope that it will give us the chance to meet again so we won't say goodbye because we don't want to , all i will say is "see you soon" :)

Practical tools of the volunteer management

During the training, different tools and methods were introduced.

The working group, composed by the volunteer coordinators, have met on evaluation meeting two months after the project and revised the tools.

Thus, three tools were chosen: these three tools are introduced in the booklet as the ones that the organisations qualified as the most relevant.

Tool 1: Monthly report

One of the most relevant tools for volunteer project monitoring is the volunteers monthly report form. This form is introduced to the volunteer's coordinators as a way of measuring their volunteers' acknowledgment and evaluation on each month activity. The tool helps to put a certain importance on each activity and makes the volunteer to run through the activities they have been doing for the whole month. Besides volunteer is asked to give an evaluation both on his/her work and on the activity. They are also asked to introduce new ideas for improving the activity through this tool. The volunteer coordinators have started to use this tool immediately after the project and it has met the expectations. Using this tool with the volunteers the coordinator takes also the chance to better prepare for the final report, based on each volunteers' monthly report. **Find the monthly report here:** <https://goo.gl/9qLd2i>.

Tool 2: Top tips to Recognize Volunteers

Another important instrument is 101 Top Tips to Recognize Volunteers. Volunteers should be recognized for their efforts. Each of the volunteer can have different expectations of the recognition. Some of the volunteers can appreciate the certificate, T-shirts or awards. During the training course, we have found out that we need to analyse which recognitions volunteers can appreciate. The instrument helped our organizations to develop the volunteer recognition strategies according to the preferences of the volunteers. This tool can also help your organizations to find the ways how to appreciate volunteers without spending a lot of money.

Find the 100 Tips here: <https://goo.gl/KTrKpW>.

Tool 4: Needs assessment questionnaire

During the project, we also learned, that it is very important to recognize the needs of our volunteers, so they can benefit from their volunteering program, to grow personally gain new competences, such as communication, administration, manager, IT and other skills.

We received two versions of questionnaire assessing the current needs of surveyed people. One of them was designed directly for the volunteers, while the second one was intended for the professional volunteer coordinators. However, we found out, that it could be also used for the volunteers, we like it a lot, and therefore we decided to include it between the tools published in this booklet. **Find the tool here:** <https://goo.gl/9DE7co>.

The project has introduced other different tools to the coordinators. Some of them, such as the Motivation Inventory, is considered a very useful tool for the coordinators to measure the volunteers' motivation. This tool will probably be used after some time, when the organisation's run long-term volunteering projects.

Stories from the participants

The story of volunteering in rural areas

The training course Volunteer Boost means a lot for me. When I am thinking about the moment where I have told myself “that's it”, it came during one coffee breaks...Our two trainers from Romania were sharing experience about their youth centre Curba de Cultura, in the little village. I grow up in the village, where the kids and young people did not have so much to do. There were a school, but what about free time activities? To spend the time in the nature, to hang around with friends. If I looked back to my childhood, I would appreciate some place, the safety area where I can share my thoughts, ideas, just socialize without judging. In this age I would call it youth centre, the safety place for the personal development and for making new friends. Back in the home, 2017 - the situation is almost the same. There is no place for kids and youngsters where they can meet, just chat or do the activities together. But there is something what is different... If I am walking on the streets, I am thinking...where the young people are? The population is increasing in my hometown and I could not see kids and young people there. Where are they? Maybe sitting in their rooms and playing computer games, maybe being at home because parents are afraid to let them out. As one of the part of my job, I am doing the preventional programme at school. I see how many kids are really interested in spending time at computer and not outside. Some years ago it was more common to see young people outside in the villages than in the bigger towns. Right now, it is the same. You can connect almost everywhere without any limitation. Young people needs to step from their home and start socializing differently, face to face. Back to the coffee breaks at the training course Volunteer Boost, when I heard the story of Curba de Cultura. The story, how they are empowering community with their activities, amazed me. And then so many questions came to my mind...“Why the youth centres are usually situated in a bigger cities? What can be difference between the youth work in village and bigger cities? Is there different impact on locals? Would it work in my home village?

Would youngsters participate in the activities there?” These questions followed me during the whole training course and I could not take it from my head. Then another breaking point came, the training course took place in Bartošovice, little village. Participants coming from different countries were meeting locals on a daily basis.

I really loved observing how the locals behaved. For some of them it was probably the first contact with somebody from abroad...I can not forget some faces where the locals heard different language than their native one. I remember local kids where they were saying still hello and wanted to make the conversation with participants. This feeling made me feel great. I was so happy, that we have chose this village for the training course. But there were locals who were also observing our participants in different eyes than happy kids. Maybe, they could have some prejudices...which coming to their mind if they see somebody from different country. During the training course I learned a lot how to do our youth work better, which instruments should we use in order to increase the quality of volunteer management.

I am planning to use these gained knowledge in two ways, in Brno for you and in our upcoming new youth centre in my hometown.... To create the place for the community.

Author: Marie (CZ)

Andy's AHA moment

There was a moment during the project, when Sorin said, that the volunteers have to like their task, to find it interesting, funny, worthy to spend their free time with. And this made me think. Maybe it is the reason, why our volunteers barely finished their tasks, maybe they just didn't like it. Of course, there was lack of monitoring from our side, too. But I see this problem of liking or not liking the task more essential. Because I want them to feel the satisfaction and sense from the work for our organization, especially because they do it for free in the time they could spent in 1000 other ways. However, I've never realized it, but on the training. Not from their point of view, neither from mine. And of course, this leads me to other questions: which activities they might like? How to find out? Do they even know? How can we support them to identify it? Can we provide the background for such activities and are we even willing to do so? Will it work then? That is also why we are working on brand new structure of the organization, and especially, why we want to focus more on the local activities than before, as the potential for self- realization might be much higher, less limited. We have the youth centre now, we'd like to make it alive through organizing regular events, maybe even some courses on the voluntary base (e.g. movie nights, tandem language learning, reading club, creative workshops, whatever).

The ideal scenario then would be if our volunteers would be leading these events, but only those they really want.

And I think that the procedure is following: we have to prepare everything for the volunteer management, such as volunteer job descriptions, contracts, reports, supporting tools. Afterwards we should organize a meeting for our volunteers, more or less in January 2018, properly introduce the new vision and strategy, and let them decide if they want to stay with us or not. And finally, to provide them with some ideas for the activities, on which they might work, and also give them space to come up with their own. This is the idea I got, and I keep thinking of it. And I truly hope it might help. Maybe it will not be working perfectly, but it cannot be worse than now, anyway. We can only get better.

Author: Andy (CZ)

Marty's story

Volunteer boost, that was something what start to answering questions, but also asking new. What I want and what I can do in my voluntary time in Brno for you. During this project I learned lot of from voluntary possibilities. I start to realized, what volunteer, member in NGO is. What is the roles, what they can do. I remember activity where we learned differences between volunteers and members in NGO's. I know, that volunteer is important but doesn't have rights as a member. What I learned is, that volunteer can help with activities in international or national projects as well. During the mobility I learned nice tool, which I really wanna use. The program volunteer 360 is amazing tool where I can do everything. I can have there my agenda, I can control from every place in the world, because is online. What I need is internet. In Brno for you, we are using lot of tools and from my point we are a bit lost. Volunteer 360 can help us a lot with daily work. The others what I learned is table where volunteer write daily what they did and also the same on monthly base. For me is something what can help us but volunteers as well. After this project I know, that I wanna do something with Brno for you but still I'm finding myself what I can do and how.

Author: Marty (SK)

Berka's story

One of the purpose with the TC was to find partners for new (mutual) projects. For me that was not a main purpose but it was one of the best things that came out of it. In Sweden it is hard to find youths that wants to do voluntary service abroad. Why it is like that is hard to explain briefly, but there are some things that is possible to identify. One thing is that many of them is afraid of leaving their comfort zone, another one is that many of them has got the possibility to travel anyway. At the TC I was asked to find a volunteer from Sweden for a long-term project in Italy and it made me really focused to find a "solution". I made a real good presentation of the project and the possibility to go Italy for one year when I attended a seminar at the unemployment agency in Orebro which got me in touch with one girl who showed interest. I met her and the her father personally and presented the project once again and she decided that she would like to go. I contacted Sona in Chiari, Italy and informed her about the fact that I actually had found a volunteer. After a Skype interview she was accepted by the hosting organisation. The organisation in Italy arranged all the paper work with their NA really fast (they had to change partner etc) and three weeks after the TC the volunteer started her long-term EVS. Things happens when you meet new people (for example at a TC), in this case it changes life and opening minds for a lot of people, not just for the volunteer herself.

Author: Berka (SWE)

Sona's story

I have been working with the EVS volunteering programme in its all possible roles, despite the evaluator of the volunteering projects. Firstly being an EVS volunteer I was totally involved in volunteering activities of the organization and comfortable with my role. Secondly I became volunteers' mentor, where I started to learn how to motivate and monitor volunteer's learning moments and how to support them in the most difficult situations (both organizational and psychological difficulties).

And finally it has been three years I am running volunteers' coordinator's role which is the one with more responsibilities I guess. However my growing path through various roles guided me to be the coordinator of already five EVS projects, I had never stopped to think about specific point of my role. This is how the organization I represent became part



of Volunteer boost project, meant to raise organizational and mentoring methods for NGO's working with volunteer. I must confess that the 7 days activity in Czech Republic actually did taught me new measure of my role for running a quality volunteering project and for better monitoring it. One of the main things I realized was the <<NON MOTHER's>> role for the volunteers, one thing that very often took me to different tough situations with the volunteers. In this case I realizes that different qualities can be given to a volunteer coordinator and to the work in all its frames, but the one quality is being well prepared within the organization before hosting a project.

In this experience we (as a really new organization in volunteering projects with youngster) had the chance to take different tools and ideas to how better manage our projects and put our volunteers leaning moment on the top of organizational needs. This thing actually happened when on my way back home; we discussed within the staff and put some important moments for improving the ongoing project. Thus we started to use monthly report form, asking the volunteers to both evaluate their work and ours, and the activities of each month. Moreover, each volunteer is given the opportunity to realize their personal project within the local community. Here they will find the opportunity to self-expression and self-organization. The TC was also a good chance to find new partners for future projects. Actually we got immediately the Swedish partner and a new Swedish volunteer a week after the project. Now we are organizing two new projects within the Erasmus plus framework. Despite cultural, personal and professional enrichment, this was a good chance to keep the right path for volunteering organizations. Even if we came from different backgrounds and various issues can be tackled for each of us, in the project we found a common language of mentoring and making volunteer work more recognized as a first step by us and then on a local or even on international level.

Different tools, ideas and tests have been shared which enrich my professional work and make me feel more comfortable with my role in the organization.

Author: Sona (IT)

Sylwia's story

My story will be very personal. Please forgive me every grammar mistakes because my English isn't perfect but I still try to improve it. So let's start. Whole my life I was very quiet person. I didn't speak too much because I didn't hear a lot. Probably all you know that I lost my hearing in childhood because I'm not ashamed of that but it was different before. I changed myself freshly 3 years ago when I started my studies and I met different people with every kind of disabilities. I joined to students organisation for disabled people and I took part in very big meeting with people from all Poland. They all have healthy disfunction and are very happy, very motivated and very hardworking. This show me that I can be the same like them. I met there a girl from other city (Lublin) and she inspired me to do something in my students organisation. I start collect people and we all wanted to help others so we start going to orphanages and spend time with children. That is the start of my volunteering.

Next the same girl ask me to join her organisation HEureka Generation. I did it in September so I was really nervous and surprised when I had to go to the Czech Republic and take part in international meeti after one month :) I was really terrified when I meet people from that many countries. Everyone has different accent and pronunciation so it was really hard to understand everyone with my hearing problem. I still try to read from your mouth but it is not so easy. But I didn't give up and I tried to go through this project with all motivation I had. And I had problem with public speaking too but it is changing still. This training helped me to find out myself better then before. Now I feel that I'm more open person. As you probably see I'm not crying anymore when I have to say something in group.

I was motivated to improve my language skills after meeting you that I decided to start new faculty (English) and I would like to go abroad to be volunteer. Today I'm really sad because that news that EVS is cutted. I really was interested to do something like this next year.

This meeting gave me a lot power and motivation to do more and more than I did it before. My reflection group and you all showed me different way for life and I'm really glad that I could be part of this. You all are amazing and you are my authority because of things you do. I know that I will try to do the same. I'm not hiding anymore and I act. I know that for you there are only words but for me it is very emotional confession :) Thank you all. You all are great.

Author: Sylwia (PL)

Genoveva's story

From my experience and after our training course in October, I have noticed the work that I

have been doing with the volunteers has been correct the forms of action with them as well, I have learned to develop new strategies of action with the groups, adapt new rules and regulations. I also discovered with this training that my dilemmas and doubts are transversal to other countries, such as how to motivate



groups, how to build up a good coordinator, how to coordinate teams, and how to host projects. I feel that I am better able to convey my ideas in a more conscious and safe way because I know that I am on the right path, it makes me self-conscious of the importance of my work and what I have to give the others, I have to do the right things because others trust my judgment, so the way I bring them up even the most difficult topics as to be in a secure way, I have to be sure that what I am saying has already been confirmed by others who have been true the same and it worked out fine, this has been the best part of the training. The work that we done so far in my organization has been good, now I have to improve procedures. I feel more secure in my leadership abilities.

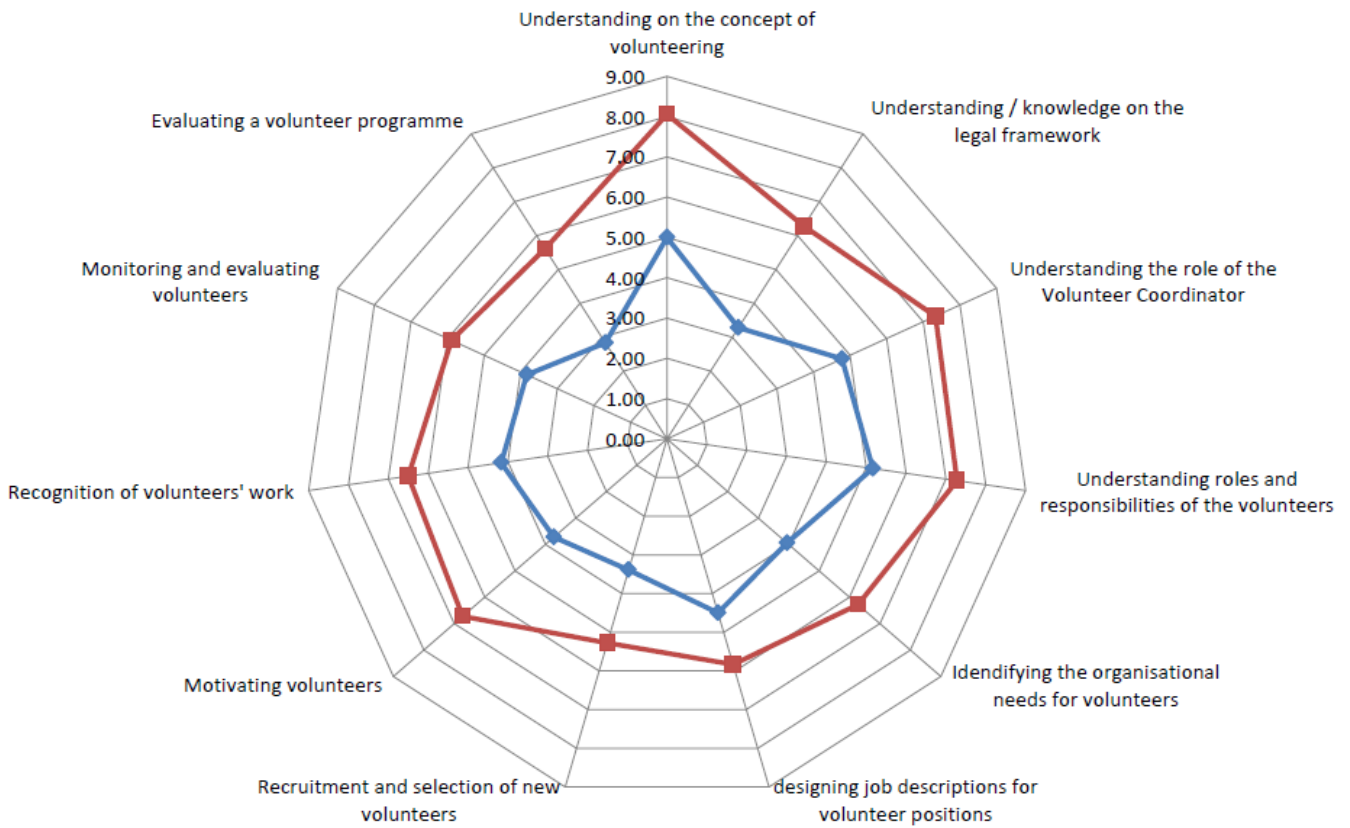
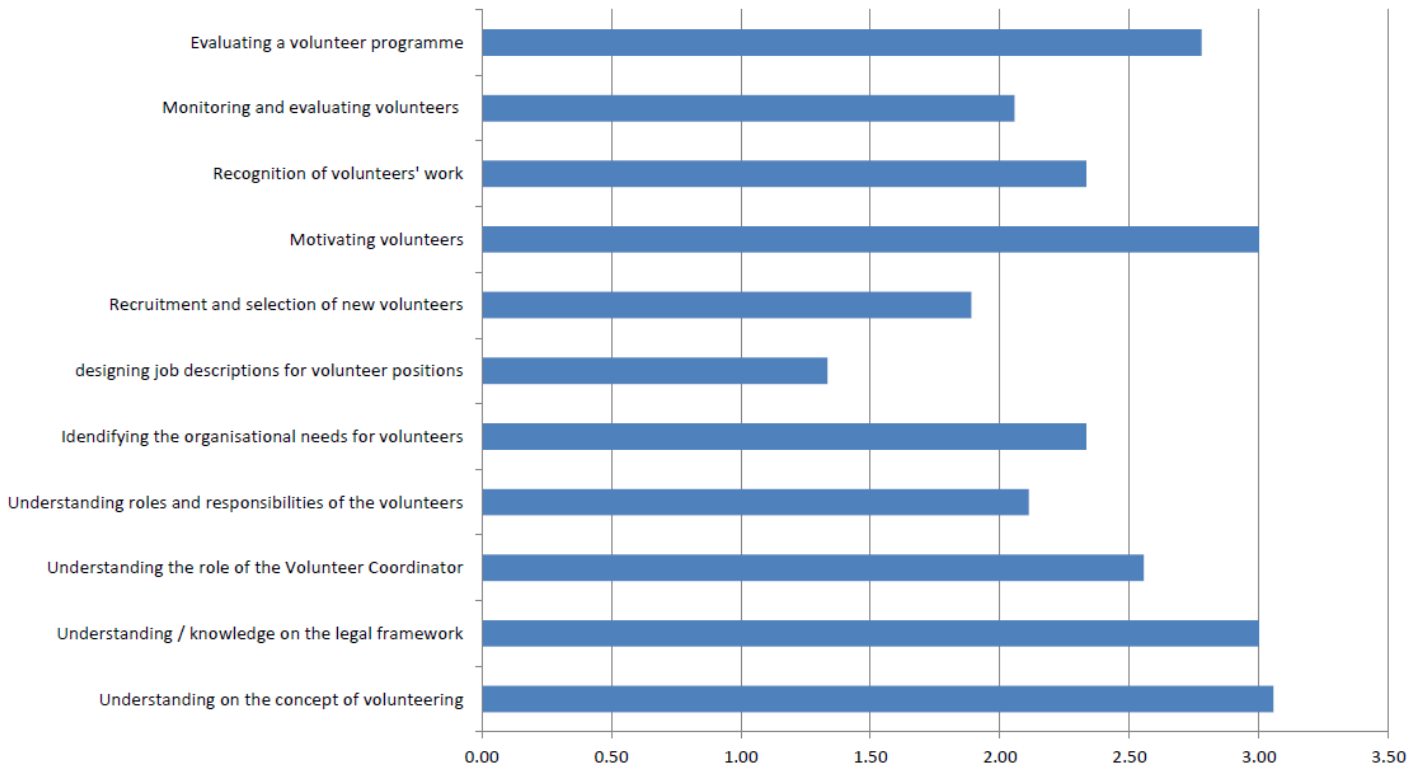
Author: Genoveva (PT)

Evaluation meeting, evaluation of the project

Maybe you remember, that in November we spent some time at the castle in Bartošovice. During the Volunteer Boost training course, we dealt with the topic of volunteer management and coordination.

Since that time, two months passed, so we met again in the middle of December with 12 of our lovely participants and trainers to evaluate our progress in given field, this time in Brno. The evaluation meeting lasted two days, during which we found out the impact of the training on our daily work within our organizations while using various non-formal methods of learning. Nevertheless, it was not the only task we had. As we created very well working team, it would be a pity to not continue in this cooperation. That is why we spent one whole afternoon by follow-up planning of future projects. Moreover, you can expect the booklet full of advice and tricks on how to effectively work with volunteers, which is coming very soon, also via our Facebook page. The official program took place in our still brand new youth centre, which, therefore, experienced real non-formal boost for the very first time!

Besides the hard work, we also showed to our sweet visitors some of the Brno beauties additionally improved by Christmas atmosphere. However, not only the Czech traditions got the space to shine. Thanks to one of the participants, we could “enjoy” unbelievably stinking Swedish fish delicacy – Surströmming. And finally, how does the evaluation of our work ended up? **Here are the results of the progress and gained competences** 😊.



Contact us

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