Teaching in the Moment; Volunteer Training Never Ends

A Little Bit About Us

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Something to keep in mind…

… You were once a

What We Will Cover

- Challenge 1: How to get your volunteer more engaged and keep them there

- Challenge 2: Volunteering in Different Environments

- Challenge 3: How does a volunteer evolve as your program grows

- Challenge 4: Too many lines of communication!

Challenge 1: How to get your volunteer more engaged?
Two Types of Volunteers

THOSE WHO ASK QUESTIONS

THOSE WHO DON'T

Solution 1: How to get your volunteer more engaged?

Encourage Volunteers to Ask Questions

- There is a chance someone else is wondering the same thing.

- Instructor led effort

During Class – In the Moment

- When you see something, address is right away.
  - Provide your instructors with the tools and language that can help prevent hurt feelings
  - "I know how difficult it can be to work with different horses and this is what's worked for me…"
  - If possible, address the entire class. "Here's a great learning opportunity…"

Solution 1: How to get your volunteer more engaged?
Outside of Class

- Pre-ride warm up

- Barn maintenance

- Maintaining welcome center

Inside the Arena

- Can the volunteers hear the instructor?

- Do they understand the objective/activity that is part of the lesson?

- Do they feel comfortable speaking up if there's an issue?

Challenge 2: Volunteering in Different Environments

Offsite Events

- [ ] Horse Shows

- [ ] Trail Rides

Solution 2: Volunteering in Different Environments

- Volunteer Show Team

Challenge 3: How does a volunteer evolve as your program grows?

- ☐ Staff to volunteer ratio increases

- ☐ How to keep the family style environment as you become a large center

Solution 3: How does a volunteer evolve as your program grows?
Continued Education Opportunities

- Workshops/Clinics

- Extended side walker and/or leader training

- Videos

Solution 3: How does a volunteer evolve as your program grows?

- Volunteer Appreciation

- Volunteer Hour Awards

- Volunteer of the Month

Challange 4: Too many lines of communication!

- Email

- Calling/Voicemail

- Through the grapevine

- Texting

- CRM System

- Volunteer Hub

- Too many "chiefs"

Solution 4: Too many lines of communication!

- Volunteer Management Database

- Volunteer Hub

Questions?

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