

Volunteer
Scotland



Interactive Learning Bite

Managing Difficult Situations

Welcome



Volunteer
Scotland

Disclosure
Services



**Thinking about
volunteering**



**Building
on success**



**Getting
started**



**Making a
difference**







Hearing the Practitioners Voice

We truly believe in the importance of Volunteer Practice and bringing volunteer practitioners together. Why don't you join in this exciting conversation!

Click this link to join us

<https://www.volunteerscotland.net/about-us/contact-us/tick-to-hear-from-us/>



The Scottish Government “Volunteering for All – Our National Framework”

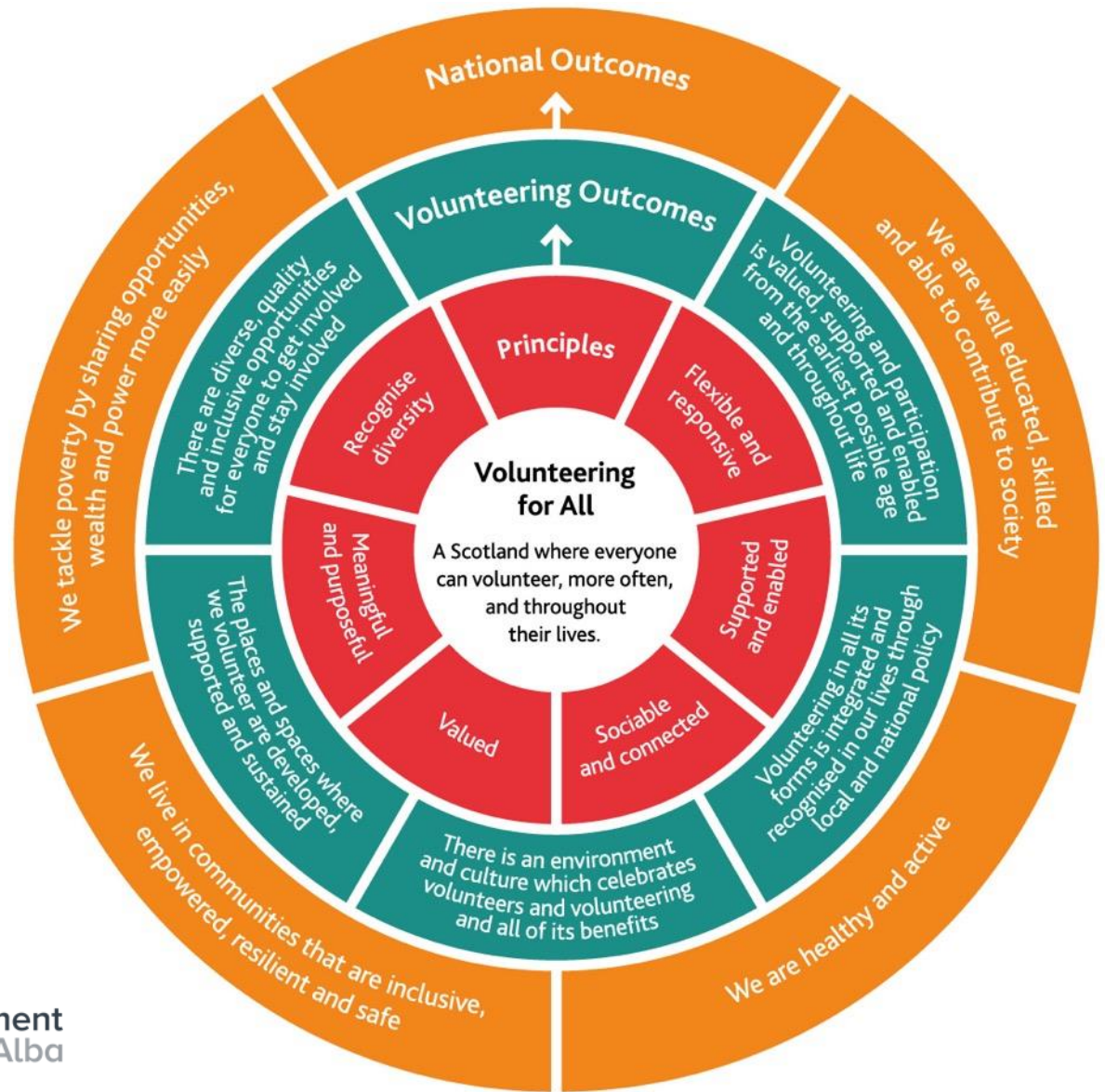
The Scottish Government recognises that volunteering matters and its all about new experiences, feeling good and making a difference. The evidence base is clear on the benefits of volunteering, in terms of:

- **Physical Health Benefits** – the evidence suggests that volunteering can promote healthy lifestyle and improve self-rated health;
- **Social Benefits** – research finds that volunteering can improve companionship, tackle social isolation and increase social capital;
- **Mental Wellbeing** – evidence shows that volunteering can improve confidence, purpose and life satisfaction; and,
- **Instrumental Benefits** – volunteering can help people to develop new skills, gain knowledge, develop attitudes and increase employability.



Scottish Government
Riaghaltas na h-Alba
gov.scot

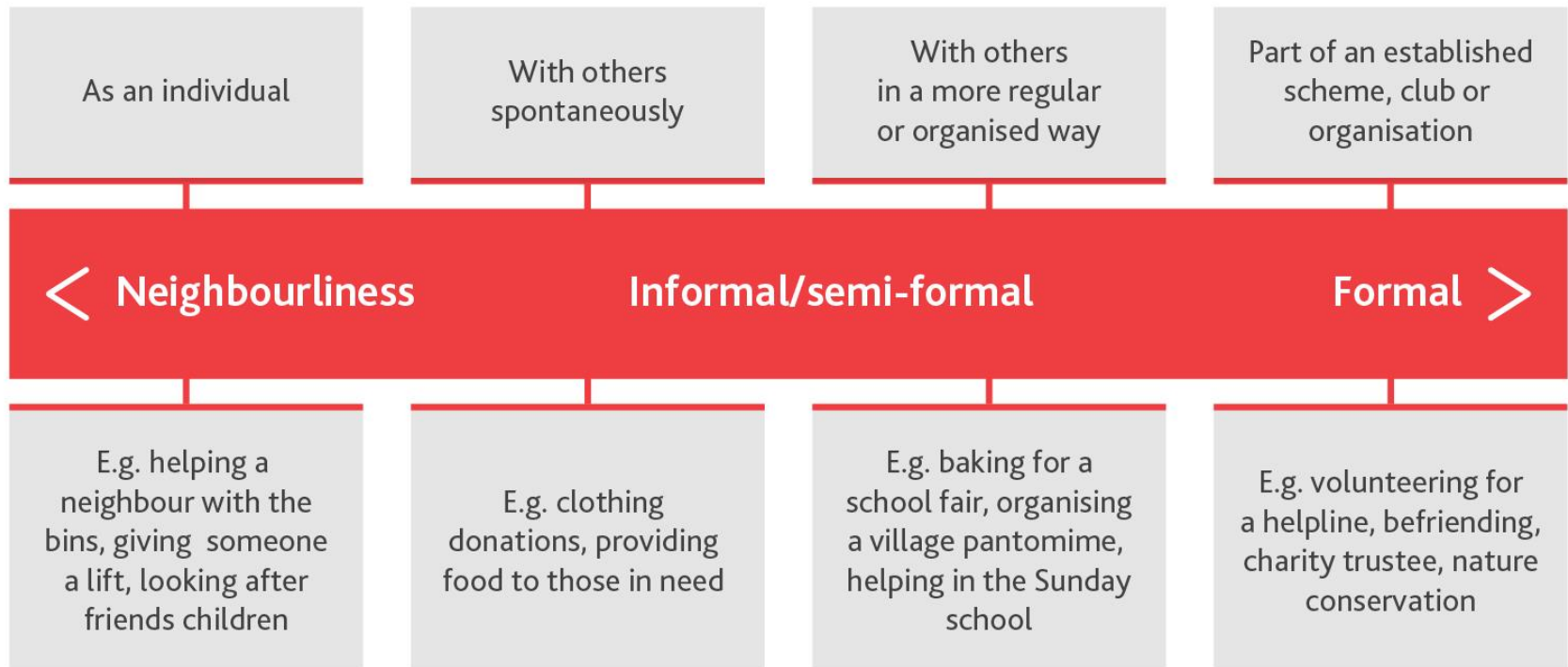
Our National Framework



What is Volunteering?

The Scottish Government's Volunteering for All – Our National Framework defines volunteering as a choice.

“A choice to give time or energy, a choice undertaken of one’s own free will and a choice not motivated for financial gain or for a wage or salary”



Session Objectives

- Identify and apply the right support and communication methods for your volunteers.
- Effectively manage challenging volunteer situations.

Supporting Volunteers



Importance of Support

- It helps to understand the culture and ethos of the organisation
- Shows that the organisation values volunteers
- Helps to motivate volunteers
- Stops volunteers from feeling isolated

Importance of Support

- Helps volunteers to carry out their role
- Can help volunteers cope with the demands of the role
- Can help with commitment and retention
- Can make sure volunteers have a great experience

Supporting your Volunteers

- The personal approach
- Group and peer support
- Training and learning
- From the organisation

Volunteers Motivation



Motivation

Let's have a chat

What motivates you to do your job?



Video – Dealing with Difficult Volunteers

project helping
[healing with purpose]

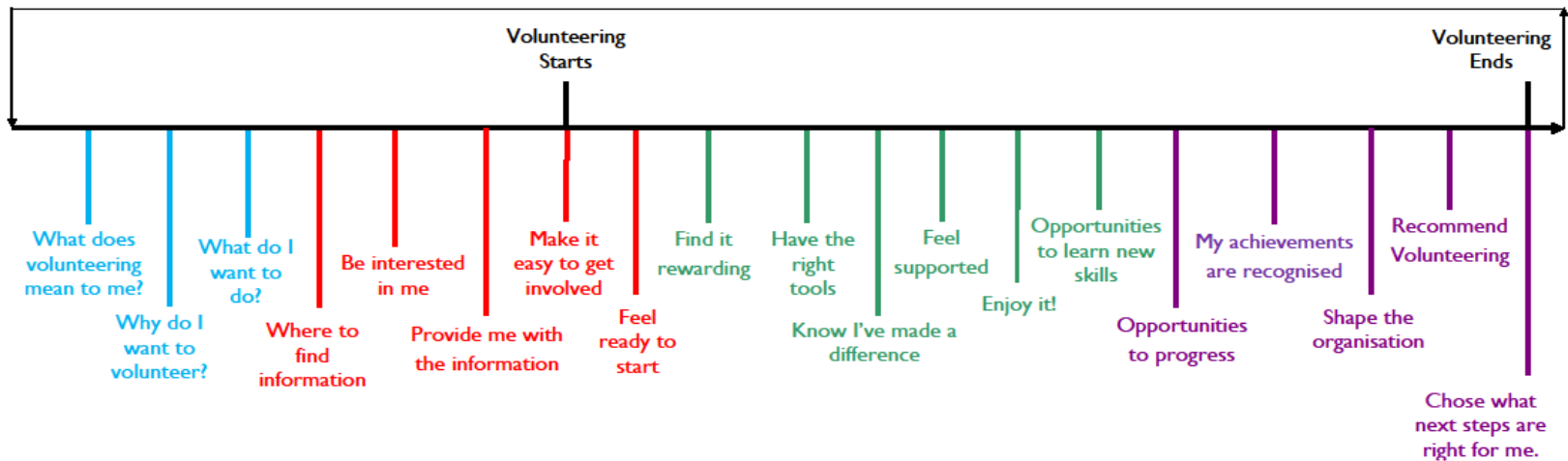
Volunteer Life Cycle



Volunteer Life Cycle

Colour code:

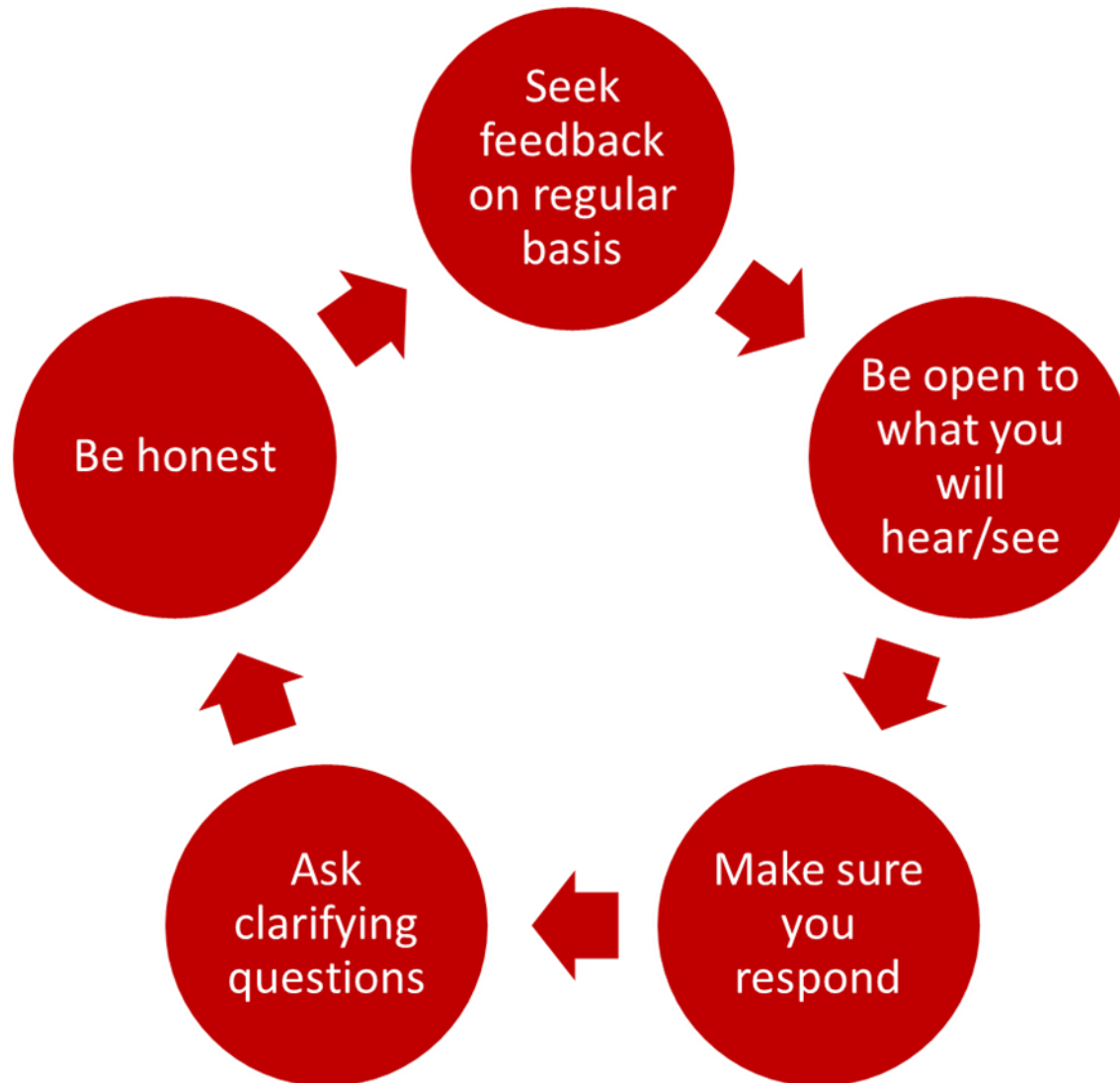
- Thinking about volunteering
- Getting started
- Making a difference
- Building on success



Giving Feedback to Volunteers

- What is feedback?
- In what circumstances would it be important to give people feedback?
- What are some of the challenges to giving feedback?

Receiving Feedback



Volunteering – We are all happy



Dealing with Difficult Situations

Let's have a chat

What is a difficult situation?



Video - How to Deal With Difficult People



Dealing with Difficult Situations

- Focus on the facts
- Ask questions
- Listen without judgement (Active Listening)
- Keep it profession not personal

Dealing with Difficult Situations

- What the best solution for all (win/win)
- What are your procedures/process
- Negotiate a position as one size approach is not always best

Dealing with Difficult Behaviour

- Accept that conflict is normal
- Don't react to the conflict
- Beware and manage your feelings
- Deal with the issue and don't attack the person

Dealing with Difficult Behaviour

- Seek direct communication
- Deal with the cause not the symptom
- Be solution focused

Alternatives to Dismissal

- Regular meetings
- Re-assign
- Re-train
- Re-vitalise
- Refer on
- Retire/Release



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Your Learning Journey

- We aim to help you develop your knowledge, understanding and skills so that you can support your **volunteer development** and volunteers, giving them the best volunteer experience.
- We ask you to **allocate dedicated time** to learn both during and after the course, we have developed a wide range of learning opportunities including different tools for people to learn both individually and as a group.
- Your **learning journal** has been created as one of our tools to support you after all courses.
- You will also be invited to a **continuous learning development day** after each course, to allow you to reflect on your learning and to support your continuous learning journey.

“A **learner** is someone who is learning about a particular subject or how to do something.”

Collins Dictionary

Learning Journal

Volunteer
Scotland



Interactive Learning Bite

Managing Difficult Situations

Online Learning Journal

Learning Bite Evaluation

- Thank you for attending this Interactive Learning Bite, we hope you enjoyed it!
- We will send you copies of these slides and a short evaluation survey. We'd really appreciate if you could find the time to complete it (it should take less than 5 minutes).
- Remember, your voice helps us to shape our training delivery and ensures that we keep it relevant to you, our customer.



Volunteerscotland.net



[@volscotland](https://twitter.com/volscotland)