

One Hour VISTA Training Session

- I. Topic:
- II. Two or three sentence description of this session:

- III. Three things the participant will have learned as a result of this session:
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- IV. Content of workshop (include presenter script, time for each segment, description of participatory activities, and indication of when handouts are used). **Please provide this section as a separate Word document.**

- V. List of handouts (also provide electronic or scanned versions of these handouts with this report):

Example for a session on “When Things Don’t Go Well”

IV. Content of Workshop

(15 minutes)

Script:

These situations don’t happen very often, but there are several things we can do to make sure we’re able to handle difficult situations.

Be clear from the beginning about what the volunteer’s responsibilities are. Review the Responsibilities of Volunteers sheet with each volunteer.

Be familiar with the project’s policies and procedures...and ask questions of the coords when in doubt.

Document inappropriate behavior and concerns and keep in a confidential file.

Steps to take when things don’t go well:

(Display on flipchart)

- \$ communicate!
- \$ make sure expectations are clear
- \$ address issues as soon as possible
- \$ keep the principal and co-directors informed
- \$ describe corrective behavior needed to continue volunteering
- \$ document the situation and how it was handled
- \$ consider corrections/improvements you can make: re-enforce the rules, re-assign, re-train, re-direct, retire.

Small Groups: What Would You Do If...?

(40 minutes)

Directions to Facilitator: Divide participants into small groups of 3-4 people. Distribute the “What Would You Do If...” handout with 12 scenarios listed. Assign a scenario to each group. Give groups 6-7 minutes to discuss a scenario and then report back to group; then assign next scenarios and repeat process. Repeat 3 times.

Directions to Group: Talk about the situation you’ve been given. When reporting back, have one person in group describe the situation and tell how they would handle it. Then we’ll get feedback from the larger group.

Questions and Answers

(5 minutes)