



Training Busy Staff to Succeed with Volunteers:
The 55-Minute Training Series

Handling Volunteer Performance Problems

Table of Contents

How to Use *The 55-Minute Training Series* to Train Staff

A Unique Perspective	1
The Module Design	1
The Module Components	1
Using the Trainer's Guide for Presenting the Topic.....	2
Using the PowerPoint® Slides.....	3
Using the Handouts.....	4
Using the Participant Evaluation Form	4

Trainer's Guide for Presenting the *Handling Volunteer Performance Problems* Module

Introduction to Handling Volunteer Performance Problems.....	G-1
Learning Objectives	G-2
General Notes to Trainer.....	G-2
Presentation Overview.....	G-4
Presentation Script, with Keys to Slides/Handouts, Timing	G-5
"Thumbnail" View of Slides	G-14
Suggestions for Expanded Activities.....	G-17
Suggested Resources	G-18

Participant Handouts

Key Concepts of Handling Volunteer Performance Problems.....	H-1
Link Between Volunteer Program Elements and Performance Problems	H-2
Range and Types of Volunteer Performance Problems	H-3
Rules of Constructive Confrontation.....	H-4
Procedure for Releasing a Volunteer.....	H-5
Participant Evaluation Form.....	H-6