Volunteer Training Strategies
WRMC - 2018

Claire Nelson - The Mazamas
Holly Barrass - Colorado Mountain Club
Let's get to know each other...

Find 2 other people you don’t know:

○ Share about your organization and how volunteers are involved
○ And, your favorite smell and why
○ Name a real life challenge you’ve experienced with volunteers

Then: Text poll
Fundamentals of Volunteer Training

- Role clarity, expectations, consequences
- Standards
- Volunteer engagement with organizational oversight
- Short, succinct, and creative
- Feedback
CMC Technical Climbing Schools instructor training

- Volunteer committee convened
- Curriculum drafting
- Pilot training program
- Generating feedback to continuously improve content
Why was this a success story?

**Fundamentals of Volunteer Training:**
- Support from organizational structure
- Staff oversight
- Volunteer engagement
- Creating systems and standards

**Future:**
- Remote learning tools
- Training from 3rd party groups
- Volunteer summit
Additional Considerations for Youth

What additional components do you add to your training if your volunteers work with youth? Why?
Steps to Protect Youth and Volunteers

- Additional screening of volunteers
- Supervision ratios
- Behavior Management
- Mandatory Reporting
- Photo Release
- Documentation!
Success Story - Considerations for Youth

Youth Outreach Climbing at the Mazamas

- Ongoing background checks (expire every three years)
- Document “training” required to learn Youth Policies, appropriate behavior, and supervision
- Cultural considerations: What population(s) are we working with?
- Skills check!
- Practice with games, get to know yous
Action Step Creation

Split in to groups:

1) Mountain clubs
2) College programs
3) Community organizations
4) Other
Action Step Creation

Discuss among yourselves:

○ How can you turn your biggest challenges with volunteers into an asset or strength? How do you capitalize on those assets? Or how are they learning opportunities?

○ How could you use this to improve your training to address risk?
Action Step Creation

Generate an action step to improve your volunteer training and enter into Text Poll.
Thank you!

hollybarrass@cmc.org
clairenelson@mazamas.org