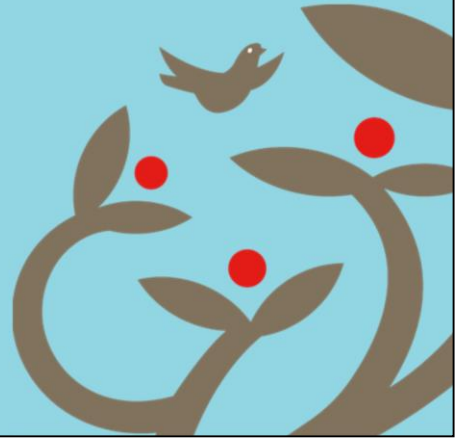




advice and support for older age
**Independent
Age**

Independent Age

Training Volunteer

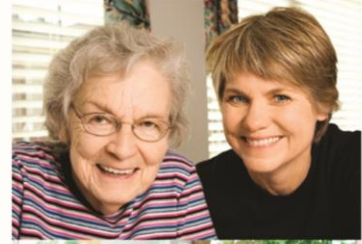


Welcome, introductions and objectives

- An overview of your role as a Training Volunteer
- Be confident in following Independent Age's approach to training
- Plan and prepare for a training session
- Explore how to get your message across effectively
- Understand the Volunteer Visitor role
- Identify key tactics for engaging your audience and dealing with different people

Pre-read - Quiz

- "What we do" presentation
- Older people's needs
- The Training Volunteer role
- The Volunteer Visitor role
- Policies and processes
- Organisational set-up



Workshop preparation



Feeling confident on the day



Inner Dialogues

Situation



Positive thinking



Productive feelings



**Confident assertive
Behaviour**

Negative thinking



Unproductive feelings



Passive
Behaviour



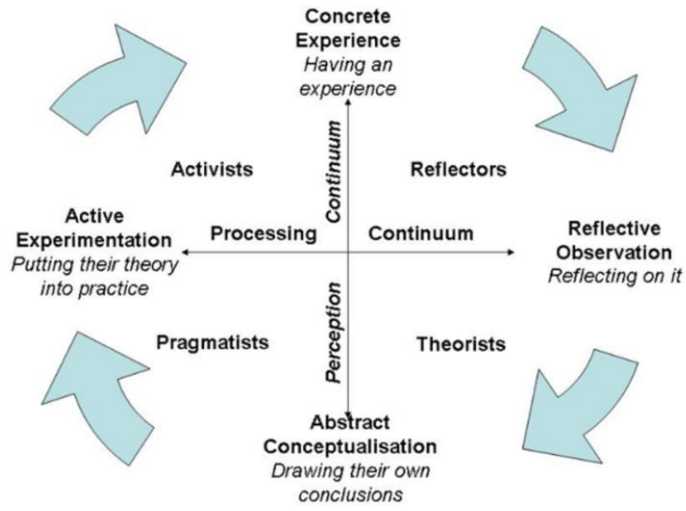
Aggressive
Behaviour

Getting your message across

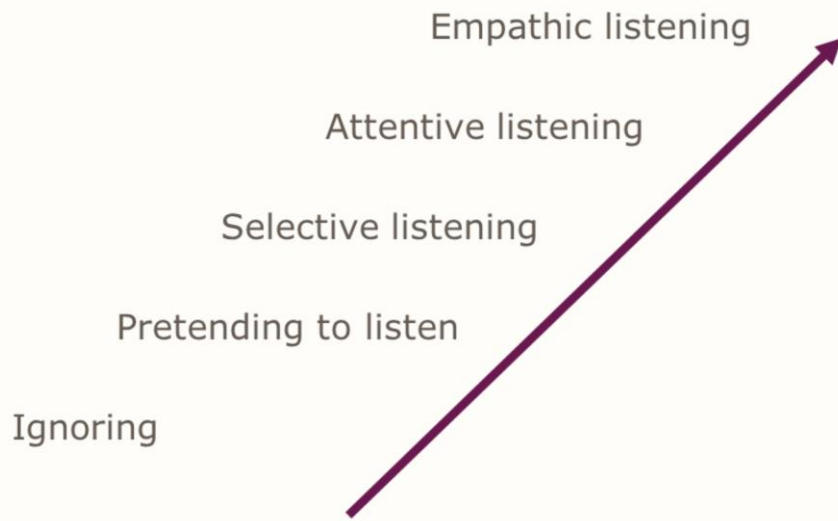


- Body Language vs Tone of Voice and Words
- Tone exercise
- Body language techniques
- Facilitation tips

Learning styles



Levels of listening



Engaging your audience



Dealing with different people



The Volunteer Visitor role



Practical next steps

Induction Checklist

Confidentiality and
data protection forms

Expenses forms and
diary sheets

Catch up sessions

Monthly reports



Thank you!



Ask them if they have any questions which haven't been answered. Revisit their initial expectations and challenges and check if everything has been covered.

Encourage them to anonymously complete the online feedback form so we can hear directly from them what they think of the content and session:

<https://www.surveymonkey.co.uk/r/VoIVisTraining>

Finish by reinforcing them in their role and skills. And thank them for their time 😊