

Good Practice in Volunteer Management: Improving Recruitment & Retention

[1 America Square, 17 Crosswall, London, EC3N 2LB](#) | Thursday 17th May 2018

10.15	Registration & Morning Refreshments
11.00	Chair's Introduction ⇒ <i>Cameron Fitzwilliam-Grey, Chair, Greater London Volunteering</i>
11.05	Policy Context <ul style="list-style-type: none">• Latest Government measures to support volunteering and social action• Development of the Civil Society Strategy• Independent Review of Full-Time Social Action
11.45	Recruiting Volunteers <ul style="list-style-type: none">• Doing more to engage people who may be interested in volunteering• Raising awareness about volunteering• Making your organisation a more attractive place to volunteer• Improving the diversity of volunteers in your organisation• Matching potential volunteers with appropriate opportunities
13.15	Networking Lunch
14.00	Retaining Volunteers <ul style="list-style-type: none">• Identifying common reasons why people stop volunteering and overcoming them• Providing volunteers with greater support and incentives• Upskilling your volunteers and giving them rewarding roles• Recognising the impact of volunteers and making them feel valued• Handling volunteer complaints and resolving volunteer/staff disputes
15.25	Chair's Summary
15.30	Event Close

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I/We agree to notify you of all cancellations and changes in writing no later than 30 days prior to the date of the event. I/We further agree to pay £150 administration charge per place on cancellation. If registration or cancellation is received less than 30 days prior to the date of the conference the full delegate fee is payable, however a substitute may be sent.

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