

4. HOW TO RETAIN VOLUNTEERS

THE IMPORTANCE OF RUNNING A GOOD INDUCTION

Inductions ensure that volunteers integrate well into the environment, be that at the club or a tournament. The induction benefits both the club and the volunteer as it creates a good relationship from the start. This relationship will hopefully keep your volunteer interested and want to volunteer more.

A bad start, whether due to lack of information and the volunteer feeling unsure of their role, or an unwelcoming arrival, can make them feel unwanted and less likely to volunteer again.

A good induction should inform the volunteer without overwhelming them.

The club should be suitably organised to instil confidence in the volunteer and if they have any questions they should be able to ask these without fear.

There is an example [Volunteer Induction Checklist](#) on the Archery GB website. Please note this might need to be adapted as it is situation dependent.

VOLUNTEER

How to get into volunteering

There was a judge in the club I shot with. I knew him quite well. I talked with him at a tournament one day. This led me to undertake the Judging training.

Why I volunteer

It's a means of staying in, and giving something to the sport which I have enjoyed over many years.

Patricia Kerrogan

- AGB Judge

OFFER TRAINING OPPORTUNITIES

Training opportunities can come in the form of a qualification or mentorship. Offering this to members can help the club gain volunteers and as a thank you they could offer their time to the club. It can also help retain members as they know the club is supportive.

“ I was invited to help with beginners' classes as a junior at my own club. This gave me the confidence and skills to lead beginners' courses at university and take my coaching qualifications.

Ash Cowie

Mentoring

Try to buddy your new volunteers up with members who have been volunteering for many years. This will allow them to have someone they can turn to and that way knowledge will be kept and passed on.

Roles which require specific training or guidance

- ▶ **Judging** - <https://archerygb.org/get-involved/judging-with-archery-gb>
- ▶ **Coaching** - <https://www.archerygb.org/coaches-judges-volunteers/about-coaching/>
- ▶ **Tournament organising** - <https://archerygb.org/files/Proc0801TournamentOrganisersHandbook-20371.pdf>
- ▶ **Safeguarding** - <https://archerygb.org/about/safeguarding/safeguarding-training>

Additional CPD

- ▶ **First Aid Training** – St John Ambulance/Red Cross. A quick internet search will help you find training in your area from other organisations
- ▶ **Northern Ireland's VolunteerNow** website offers a useful training page to help you invest in your volunteer workforce
- ▶ **Risk Assessment support** - Use your skills matrix to see if anyone in your club can help
- ▶ **Empowering Archery course** - Focuses on how to optimise people's experiences of archery and help them achieve their goals. For more information please email coaching@archerygb.org
- ▶ **Sport England Club Matters** provides short, **free training sessions** that develop your skills, improve your knowledge and ultimately help you develop your club



COMMUNICATION

- ▶ **Be clear on the task** - Where you have a specific need, be really explicit on what you're asking them to do, including the level of commitment, responsibility and time required for the roles or tasks. Be specific about the skills, experience or qualifications needed. Remember, a large number of tasks within a club require minimal - if any - prior knowledge. Make it clear that the club relies on volunteers to function. You may be surprised to learn that according to research, 55% of the public did not know that sports clubs are run by volunteers!
- ▶ **Be open to offers** - You may be surprised at the talents and experience people may bring and the things they may offer that might not necessarily fit into a role but would be useful for your club. Don't be confined by preconceptions of what a volunteer in sport does
- ▶ **Provide a wide range of ways to volunteer** - A choice of tasks can increase your chances of attracting a range of volunteers. Be creative about how people can give their time to support your club
- ▶ **Promote flexibility** - Try and be as flexible as possible about how, where and when the task or role is fulfilled. If it can be done remotely or at a time of day that suits the volunteer, you are more likely to find someone who is willing and able to help
- ▶ **Consider the language you use** - Some people prefer the term 'helping out', or 'lending a hand' to 'volunteering', which can have long-term connotations. Others are more likely to respond to the request for one-off requests for help. Think about who you're speaking to and what is likely to resonate with them

ABILITY TO INPUT

Allowing input from volunteers will create a strong team culture and empower volunteers to be part of the bigger picture. Having an open-door policy also allows for a creative environment. The club must be willing to adapt and modernise; new ideas and input from volunteers could bring changes that haven't yet been thought of.

