

VOLUNTEERS MAKE THE DIFFERENCEPotsdam, 2 – 5 May, 2017

Volunteers make the difference: tools and best practices in recruiting, managing and retaining volunteers

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General Information

Increasing importance of volunteers all over Europe

Volunteering plays an important role in our societies all over Europe. The energy and resources that volunteers offer are critical to the success of almost all Third Sector activities, for example in schools, hospitals, and sports clubs, protecting the environment, providing social services and helping people with special needs. At the same time, the involvement of citizens during their free time without being paid contributes towards gaining community support and increasing community ownership. In view of the strategic importance of voluntary activities in all social sectors, there is an increasing need to work on the challenges in order to improve the quality of volunteering and to empower collaborating organisations. In this context, the positive social impact shown by the commitment of millions of citizens is frequently highlighted. However, researchers and social workers underline that the recruitment, training and management of volunteers is, in

many cases, unfortunately not considered a key issue and not given the attention required.

Regardless of the structure or the scope of a volunteer's involvement, it is evident, that organizations as well as volunteers benefit the most from each other if there is an overall, systematic approach for the volunteer program. Usually such an approach helps to identify opportunities for engaging volunteers, develop volunteer-staff relationships, design strategies for effective integration of volunteers in the organizational work and empower as advocates for the volunteers' rights and for volunteerism within the organization.

Our upcoming seminar offers background information and suggests best practices that will contribute towards the most effective management and support of day-to-day volunteer collaboration.



Our Seminar

Workflow and content

The seminar Volunteers make the difference: tools and best practices in recruiting, managing and retaining volunteers will take place from 2-5 May 2017 in Potsdam, Germany.

The content of the seminar will be designed to meet the needs of a broad **target group**: social workers, as well as the management of organisations that currently engage (or want to begin working with) volunteers and are facing the challenge of improving volunteer management.

The overall goal of this seminar is to discuss the strategic and organizational requirements for a successful and sustainable volunteer program, benefiting both the volunteer and the organization. During the seminar, academics will present their research findings and case studies, and stakeholders will be invited to share their concerns and experiences regarding the recruitment, management and retention of volunteers.

As well as exploring the most important research conclusions, this seminar will provide a unique opportunity to take a closer look at NGOs active in the Potsdam area which are distinguished by their many years of successful work with volunteers.

The **Details of the Seminar Programme** are designed with a clear good practice orientation to meet the specific needs of the participants. The work is organised in a way that provides a substantial mixture of first-hand information, theoretical reflections as well as peer-to-peer exchange of professional experiences.

Breaks and after-hours sessions will offer an excellent opportunity to exchange knowledge and experiences in a more informal and relaxed way.



Our Seminar Team

Experts and their expertise

The workshop is organised by a multicultural group of experienced professionals committed to quality in planning, as well as implementing and evaluating events in international environments. Based on that teamwork, the main responsibility for most issues is held by Dra. Celestina Silva and Dr. Wolfgang Bautz.

Celestina Silva is young/adult teacher and trainer; co-author of *Professionals 4 Quality* and she has a lead role in developing new initiatives. Prior to joining *Professionals 4*



Prior to joining *Professionals 4 Quality*, she worked in different places in Portugal, which are committed to building inclusive learning places. Additionally, she managed create and advance European trans-border projects focused on working across generations.

Wolfgang Bautz, as an expert on inclusion matters, was principally responsible for the development and implementation of strategy and initiatives aimed at empowering migrants in Germany.

Prior to this program, he taught at the university level in several German and Latin American universities for Sociology and Social History. He also assumed an outstanding role in the foundation of Protestant University Martin Luther King Managua, Nicaragua.





About our work place

Potsdam – a location for bright minds

Since the small village Potsdam near by the river Havel was chosen as a privileged place for the summer residences of Prussian Kings and German Imperators, that place has attracted artist and architects, craftsman and scientists. Relaying on the so-called **Edict of Potsdam**, issued by Fredrick William, Duke of Prussia, on October 29, 1685, an amazing mixture of culture and religious practices was growing by an almost unsimilar immigration.



Palace Sanssouci

Over the centuries all generations of Austrian-Hungarian, Balkan, Dutch, French, Jewish, Moravian and Russian

immigrants have left their monuments and landmarks in Potsdam.



New Theater

This town offers an imposing and dazzling, history, cultural and shopping opportunities as well.

Our workplace – the Haus der Natur - is situated in the Historic City Center. All Potsdam's Top attractions are easy to reach by public transport within 15 minutes due to excellent transport links.

Welcome to Potsdam!



Registration information

Registration and Payment

The workshop fee is 200,00 € (incl. VAT). Registration deadline is April 3, 2016.

We accept only payment through international bank transfer to following account:

Account holder name:

Gesellschaft für Inklusion und Soziale Arbeit e.V.

IBAN number:

DE62100205000003812402

BIC:

BFSWDE33BER

Name of bank institute:

Bank für Sozialwirtschaft

Please use the **registration form** and send the completed form and the copy of the bank transfer via Fax or E-mail to the organisers. Once registered a confirmation notice will be sent.

The registration package includes:

- Access to the workshop, tuition and materials
- Welcome drinks reception
- Coffee/tea/refreshment breaks
- Certificate of attendance

In case of cancellation of participation before April 15, 2017, registration fees will be refunded deducting a handling fee of € 25 per person. After this date, there will be no refund whatsoever. All refunds will be made within 1 month after the end of the event. Bank charges may be deducted. Name changes will be charged a fee of € 20 per registration.

For information about Erasmus + grants and requirements, which may cover your travel, accommodation and workshop fees, please contact your National Agency or your Human Resources Executive at your company, NGO or school.



Institutional Involvement

The seminar **Tools4Quality**. **Successful management of an international seminar or workshop** is designed and arranged by P4Q. Professionals for Quality.

P4Q. Professionals for Quality is a project managed and hosted by the German NGO **Gesellschaft für Inklusion und Soziale Arbeit e.V.**. For more than two decades this NGO has developed a wide range of activities in adult education delivered mainly to population groups in Berlin and the surrounding Federal States of Germany. The overall goal of those activities was to empower people in risk of exclusion and to promote the full enjoyment of human rights and fundamental freedoms by disadvantaged groups.

Under the guidance of these mayor objectives the Gesellschaft für Inklusion und Soziale Arbeit e.V. had designed and managed numerous projects granted by European and National public as well as private funds.

The Gesellschaft für Inklusion und Soziale Arbeit e.V. is registered at the Municipal court of Potsdam, registration number VR 2600 P. It is also registered as a training and consultancy services provider with European Commission Authentication Service (ECAS) and with Participant Portal for the electronic administration of EU-funded projects.

The President of the Board is Ms. Dr. J. Karagöl

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