



## WORKSHOP MENU

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### ***Training and Managing Volunteers***

***With Jane Coker***

Your volunteers are a valuable asset but they can also be a headache if not managed properly. Volunteers are called on to do many tasks, from bulk mail-outs to being the first point of contact on the telephone. During festivals and events, volunteers often share responsibility for crowd control, first aid and emergency procedures, and venue evacuation. You need them to be well informed, friendly and reliable.

This participatory workshop will help organisers to develop practical strategies for the training, administration and on-site management of volunteers. It will be especially useful for people organising community festivals and events.

Jane Coker has managed all aspects of folk, community and local government festivals - including volunteers at Bradford Festival (one of the biggest multicultural and community festivals in the Britain) - and at Sidmouth International Festival of Folk Art, which deploys over 700 volunteers every year. She has worked alongside event organisers and volunteers to develop volunteer training, management and team building models which have been adopted by folk festivals across the UK and have been used as the basis for adult education volunteer training courses.

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