



U.S. Fish & Wildlife Service

# National Conservation Training Center

*Conserving the Nature of America*

## CLM8120 - Advanced Volunteer Management

Course Code	<b>CLM8120</b>
Course Title	<b>Advanced Volunteer Management</b>
Description	<p>This online course goes beyond the nuts and bolts of recruiting and managing volunteers. It's focus is on leadership and the effective communication skills necessary to build management support, strategies to justify costs for a volunteer program, methods of involving refuge staff in utilizing volunteer skills, and creating a positive and supportive environment for volunteers.</p> <p>The class consists of eleven online classes that are held on Tuesday and Thursday from 2-4 PM (EST) for six weeks.</p> <p><b>Objectives:</b></p> <p>Participants will leave the course with increased skills in:</p> <ul style="list-style-type: none"> <li>• Leadership and effective communication,</li> <li>• Engaging staff in planning for volunteer involvement,</li> <li>• Motivating volunteers and staff.</li> </ul> <p><b>Target Audience:</b> Volunteer Managers</p>
Delivery Method	Online Instructor Led
Non-FWS Fee	\$400.00
Instructional Hours	22
Credits/CEUs	2.0
Course Content Contact	laurie_heupel@fws.gov; (304) 876-7486; <a href="mailto:laurie_heupel@fws.gov">laurie_heupel@fws.gov</a>
Curriculum Category	<b>Visitor Services</b>
Course Frequency	Once per year
Registration Link	<b>Register in DOI Talent</b>
DOI Talent Course Type	ILT
College Credit Name	Semester Hours
College Credit Value	1

## Schedule: CLM8120 - Advanced Volunteer Management

Start	End	Session Information	Location	Session Contact	Session Details
8/6/2019	9/5/2019	Every Tuesday & Thursday 2:00 pm to 4:00 pm est	Online	Laurie Heupel (304) 876-7486 <a href="mailto:laurie_heupel@fws.gov">laurie_heupel@fws.gov</a>	Advanced Volunteer Management Online every Tuesday and Thursday from 2:00-4:00 PM EST