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STUDENT EMPOWERMENT, ENGAGEMENT AND REPRESENTATION IN LEBANESE UNIVERSITIES

StEER-Leb

Training Curriculum SKILLS AND VOLUNTEERING



TRAINING TITLE: SKILLS AND VOLUNTEERING

Targeted participants	Staff and students
Number of participants	20-25 participants
Duration (contact hours)	3 hrs

Objectives

- Learn to face the unexpected related to external partners (cancellation, technical problems, last-minute requests, etc.).
- Deal with stress (keep calm, accept the consequences of one's choices, resist pressure, etc.).
- Discover dormant skills and be aware of them (communication skills, human resources management, project management, etc.).
- Highlight the importance of volunteering.

CONTENT

1. Volunteering reports.
2. Sharing actions and experiences.
3. Workshop on soft skills.
4. Debates, talks, forums, discussions.

DESCRIPTION OF THE TRAINING METHODOLOGY

1. Evaluation of one's soft skills level.
2. Studies (past and future).
3. Individual work, debate, and discussions.
4. Summary of engagement (role, mission, tasks, results, difficulties).

PREPARATION BY THE PARTICIPANTS BEFORE THE TRAINING (IF APPLICABLE)

General knowledge, brainstorming, and sharing experiences (volunteering, professional experience, complementary learning)

EQUIPMENT TO BE PROVIDED TO THE PARTICIPANTS DURING THE TRAINING

Skills table to fill in – *Animafac* documents

I. Experience

A. School year

B. Fields of study

C. Volunteering

List the nonprofit organizations one has volunteered for.

D. Professional experiences

List all student and summer jobs (baby-sitting, grape harvest, call center, etc.)

E. Complementary learning

Name all the workshops attended and the skills acquired (such as a workshop on how to use a new software)

II. Mission

Describe and analyze your experiences as a student volunteer.

A. Role

State your role in the nonprofit organization (volunteer, treasurer, communication manager, president, etc.)

B. Mission

State your mission (e.g.: manage the bank account, create a website, think of a communication strategy, etc.)

C. Tasks

Specify the actions you undertook to fulfil your mission (write a press release, find new partnerships, etc.)

D. Results

How did it work? Did you get an article published in a local newspaper? Did you recruit new volunteers? Did you benefit from a grant?

E. Difficulties

Which obstacles did you face (lack of communication between volunteers or with your target audience, etc.)? Were you under time pressure?

III. Your skills

A. Sets of skills

1. Communicate ideas and information to different audiences.

1.1 Specific skills: Give real examples from your experiences.

1.2 Identify your audience (expectations, status, etc.).

1.3 Pick the right tools and tone.

1.4 Advise (listen and understand requests, answer, or identify the person who may help do so).

1.5 Be fluent in different languages.

1.6 Evaluate your level in this particular set of skills.

1.7 State your past or preferred future studies.

2. Written communication

Internal communication

- 2.1 Write documents for internal organization.
 - 2.2 Write preparatory documents (internal notes, political briefs).
 - 2.3 Take the minutes of a meeting, of a vote.
 - 2.4 Evaluate your level in this particular set of skills.
 - 2.5 State your past or preferred future studies.
- ### External communication
- 2.6 Write presentations, syntheses, assessments, final or mid-term reports (for partners or external institutions).
 - 2.7 Follow the creation of communication tools, write and update their contents (flyers, website texts, etc.).
 - 2.8 Evaluate your level in this particular set of skills.
 - 2.9 State your past or preferred future studies.

3. Oral communication

Specific skills: Real-life examples

- 3.1 Speak in front of a small group (2 to 20 people).
- 3.2 Speak in front of a large group (more than 20 people).
- 3.3 Lead an interview with a partner.
- 3.4 Express oneself to the media.
- 3.5 Make new contacts and convince others.
- 3.6 Evaluate your level in this particular set of skills.
- 3.7 State your past or preferred future studies.

4. Human resources management

Specific skills: real-life examples

4.1 Manage a team

- 4.1.1 Welcome, inform, and introduce the team and the functioning of the organization.
- 4.1.2 Define tasks and share them among the volunteers.
- 4.1.3 Motivate and encourage through collaboration.
- 4.1.4 Define strategic organization for the team and face up to the responsibilities it implies.
- 4.1.5 Evaluate your level in this particular set of skills.
- 4.1.6 State your past or preferred future studies.

4.2 Deal with conflicts

- 4.2.1 Foresee conflict situations (deal with antagonistic personalities, reorganize tasks).
- 4.2.2 Identify the different types of conflicts: personal, institutional (about statutes or powers), strategic (about projects).
- 4.2.3 Evaluate your level in this particular set of skills.
- 4.2.4 State your past or preferred future studies.

4.3 Accompany, identify, and highlight skills

- 4.3.1 Assess the volunteers' work.
- 4.3.2 Identify training needs and purpose devices to answer them.
- 4.3.3 Accompany individuals and give them the tools to achieve their mission.
- 4.3.4 Accompany a group and give them the tools to achieve their mission.
- 4.3.5 Evaluate your level in this particular set of skills.
- 4.3.6 State your past or preferred future studies.

- 4.4 Share and organize the work
 - 4.4.1 Establish a diagnosis, identify needs, and find possible solutions.
 - 4.4.2 Find and analyze information and useful data in order to run the project.
 - 4.4.3 Define objectives and identify the actions and means to achieve them.
 - 4.4.4 Identify human, financial, and operational resources.
 - 4.4.5 Conceive an efficient time schedule (retro-planning, results-aimed etc.).
 - 4.4.6 Evaluate your level in this particular set of skills.
 - 4.4.7 State your past or preferred future studies.

- 4.5 Create and maintain partnerships
 - 4.5.1 Identify possible incomes and grants on different scales (public, private, national, local, European, etc.).
 - 4.5.2 Include different partners from the earliest stages of the project.
 - 4.5.3 Define and organize a partnership (mutual obligations, shared objectives, official agreement, etc.).
 - 4.5.4 Enliven partnerships (inform partners, communicate on the progress of the project).
 - 4.5.5 Evaluate your level in this particular set of skills.
 - 4.5.6 State your past or preferred future studies.

- 4.6 Monitor and assess results
 - 4.6.1 Assess results according to the original objectives.
 - 4.6.2 Identify the factors of success and failure.
 - 4.6.3 Find ways to improve the organization and make recommendations.
 - 4.6.4 Evaluate your level in this particular set of skills.
 - 4.6.5 State your past or preferred future studies.

- 4.7 React, adapt, and find last-minute solutions
 - 4.7.1 Learn to face the unexpected related to external partners (cancellations, technical problem, last-minute requests, etc.)
 - 4.7.2 Deal with stress (keep calm, accept the consequences of one's choices, resist pressure, etc.).
 - 4.7.3 Evaluate your level in this particular set of skills.
 - 4.7.4 State your past or preferred future studies.

REFERENCES

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