

Training-by-Request Purpose and Goals:

Training-by-Request is an opportunity made available to provide Service Units with a trained and experienced GSHH Trainer/Facilitator to present a 15-20 minute learning opportunity within a Service Unit Leaders' Meeting.

The goal for the Trainers/Facilitators is to add a new voice, personal experience, and familiarity with the topic at hand, to volunteers in their locally scheduled meeting times, for the volunteers' convenience and benefit.

The goal of the content of the 15-20 minute learning opportunities is to present to volunteers new, useful, and clarifying information on a specific topic. The content is designed to either provide a more in-depth understanding of one aspect of the topic, or a high-level overview of the topic. The content will not (and cannot in the timeframe provided) include comprehensive coverage of any one topic.

Expectations of a GSHH Trainer/Facilitator who accepts a Training-by-Request submission:

- Coordinate with the Service Unit Manager the timing and either location or technology needs according to the details provided in the SUM's request.
- Arrive online or on location at least 5 minutes prior to their scheduled session.
- Present the content of the session according to the outline that is provided to them by the Volunteer Engagement staff.
- Utilize any remaining time of their scheduled presentation to answer questions directly related to the content of their presentation to the best of their ability.
- Provide participants with contact information for GSHH Volunteer Engagement staff for any unanswered questions or additional comments.
- Provide GSHH Volunteer Engagement staff with the number of volunteers who received the Training-by-Request and feedback received from participants.

Expectations of a Service Unit Manager who sends a Training-by-Request submission:

- Coordinate with the Trainer/Facilitator the timing and either location or technology needs according to the details provided in the SUM's request.
- Prepare the volunteers ahead of time to hold their questions until the end of the presentation, so that the Trainer/Facilitator can present the full content of the session.
- Introduce the Trainer/Facilitator to begin their presentation at the time scheduled.
- Provide the Trainer/Facilitator with the number of volunteers present at the session, and if any feedback is shared with the SUM after the presenter has left, forward that feedback to the presenter or to Volunteer Engagement staff in a timely manner.