



Erasmus+

Tutor(ial)

guidebook for tutors



TUTOR(IAL) GUIDEBOOK IS A PART OF ERASMUS+ PROJECT ORGANIZED BY COORDINATING ORGANIZATION VŠĮ SOCIALINIS VEIKSMAS (NGO SOCIAL ACTION). THE MAIN AIM OF THE PROJECT WAS TO CREATE A SPACE FOR LEARNING IN ORDER TO DEVELOP COMPETENCIES OF PEOPLE, WORKING WITH EUROPEAN SOLIDARITY CORPS INTERNATIONAL VOLUNTEERS AND TO CREATE A GUIDEBOOK FOR TUTORS. DURING THE TRAINING COURSE IN ANTALIEPTĖ AND VILNIUS (LITHUANIA) THE CONTENT OF THE GUIDEBOOK WAS CREATED BY TRAINERS AND PARTICIPANTS FROM UKRAINE, SPAIN, LATVIA, ESTONIA, GERMANY AND LITHUANIA.

THIS GUIDEBOOK IS DEDICATED TO TUTORS OF INTERNATIONAL VOLUNTEERS IN ORDER TO SUPPORT THEIR WORK AND DEEPEN KNOWLEDGE ABOUT DIFFERENT ASPECTS OF VOLUNTARY SERVICE.



Tutor(ial)

Mobility of youth workers - Partner Countries

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training course

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EUROPEAN SOLIDARITY CORPS

IN THIS SECTION WE WANT SHORTLY TO INTRODUCE YOU TO THE MAIN ASPECTS AND GOALS OF EUROPEAN SOLIDARITY CORPS PROJECTS.

ESC ITSELF PROVIDES WIDER RANGE OF POSSIBILITIES FOR YOUNG PEOPLE, BUT IN OUR GUIDEBOOK WE WILL SPEAK ONLY IN TERMS OF INTERNATIONAL VOLUNTEERING PROJECTS.

TO BE HONEST, IN THESE PROJECTS VOLUNTEERS HAVE STRONG SOCIAL NETWORK, THAT HELPS BEFORE, DURING AND AFTER THE SERVICE WITH PERSONAL AND PROFESSIONAL SUPPORT. WE WILL PRESENT YOU THE MAIN BODIES AND RESPONSIBLE PERSONS IN INTERNATIONAL VOLUNTEERING PROJECTS, AS WELL AS THEIR RESPONSIBILITIES AND DUTIES. ALL THEIR WORK LEADS TO IMPLEMENTATION OF NON-FORMAL LEARNING AND OUTCOMES OF IT. THESE OUTCOMES ARE FIXED IN SPECIFIC TOOL- YOUTHPASS, WHICH HELPS TO RECOGNIZE THE COMPETENCIES DEVELOPED DURING THE PROJECT.

what is European solidarity corps program ?



Shortly - the European Solidarity Corps is the new European Union initiative which creates opportunities for young people to volunteer or work in projects in their own country or abroad that benefit communities and people around Europe. Program has its own mission and principles.

Volunteering!



"Volunteering is a solidarity activity that takes the form of a voluntary unpaid activity for a period of up to twelve months. It provides young people with the opportunity to contribute to the daily work of organisations in solidarity activities to the ultimate benefit of the communities within which the activities are carried out. As the main mechanism for promoting solidarity as a value, volunteering helps to overcome important societal challenges and addresses the needs of local communities. It also enables young people to acquire useful experience, skills and competences for their personal, educational, social, civic and professional development, thereby improving their employability and active citizenship."

European Solidarity Corps Guide, 2018

TIPS

Take your time and read carefully all the ESC program guide. Share your knowledge with other colleagues and suggest your volunteer to do the same.



**EUROPEAN
SOLIDARITY
CORPS**

https://europa.eu/youth/solidarity_en

ESC volunteering project: main bodies

ESC volunteering project has clear structure and main bodies. Each participating part has its own responsibilities and duties which are presented below:



National agency (NA)

- approves volunteering projects;
- organizes trainings for volunteers and tutors;
- provides support.



Coordinating / supporting organization (SO)

- makes application of the volunteering project and delivers to NA;
- takes care of all the volunteering project administration and management;
- prepares mentors, tutors and organize reflections, evaluations with them;
- provides mentor for the volunteer.



Sending /supporting organization (SO)

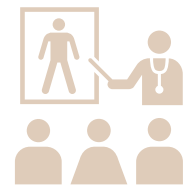
- spreads information about volunteering project;
- prepares the volunteer - makes pre-departure training for the volunteer;
- insures volunteer;
- supports volunteer during his/her service;
- takes responsibility for volunteer's reintegration after the service.



Hosting organization(HO)

- integrates volunteer;
- plans activities and schedule for volunteer;
- ensures conditions of working place;
- builds relationship with the volunteer.

Responsible persons



VOLUNTEER

can be found from ESC database or by Sending-supporting organization:

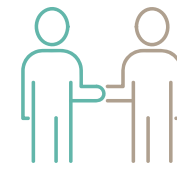
- application for the project;
- participation in selection procedure;
- contribution to the activities of hosting organization;
- dissemination.



COORDINATOR

is from coordinating-supporting organization and he/she is responsible for:

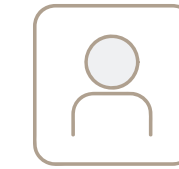
- management of the project;
- logistics;
- facilitation;
- mentoring for hosting organization;
- evaluation and dissemination.



MENTOR

is from coordinating-supporting or hosting organization and he/she is responsible for:

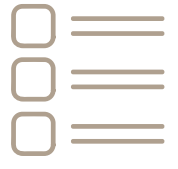
- volunteer's learning process (YOUTHPASS);
- volunteer's integration in community;
- volunteer's personal support.



SUPPORTING ORGANIZATION'S PERSON

is from sending-supporting organization and he/she is responsible for:

- preparation of the volunteer;
- support during and after service;
- reintegration after volunteer's service;
- dissemination.



TUTOR

is from hosting organization and he/she is responsible for:

- volunteer's integration in organization;
- conditions in organization;
- schedule;
- activities;
- dissemination.

Non-formal learning

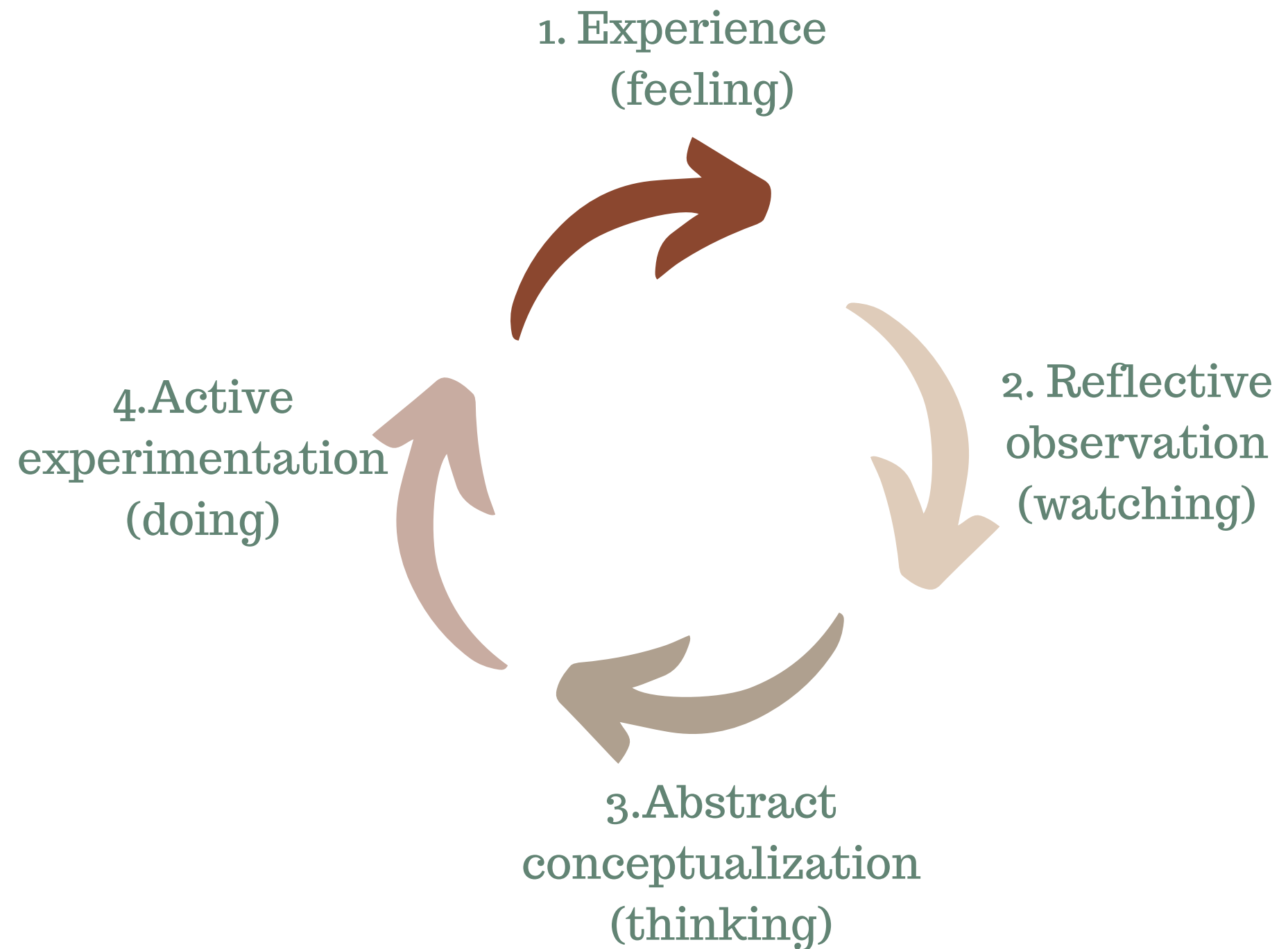
ESC VOLUNTEERING PROJECTS ARE BASED ON THE PRINCIPLES OF NON-FORMAL LEARNING.

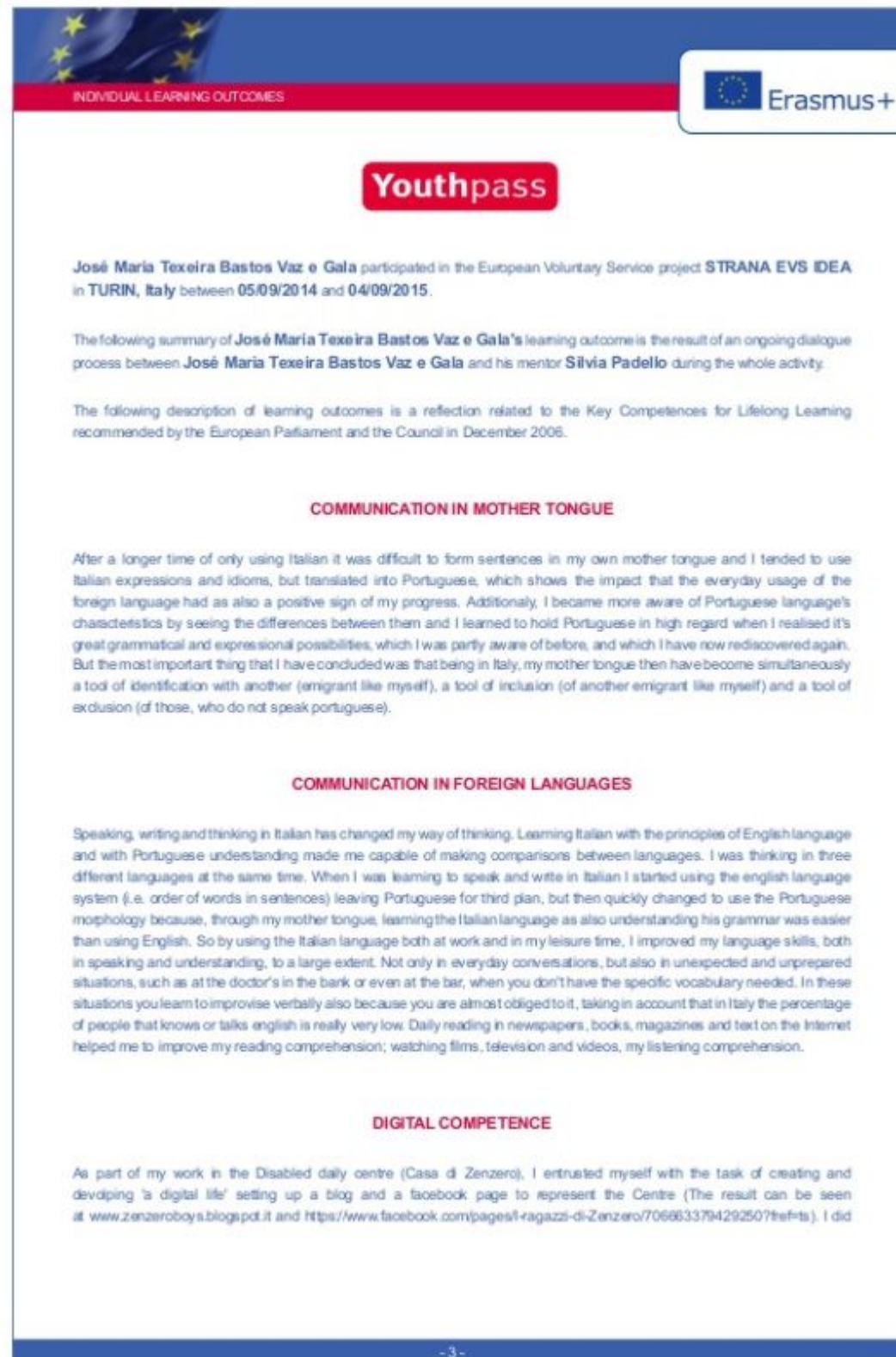
What is non-formal learning?

Non-formal learning usually is **planned** process, it has clear structure and goals. Volunteers are learning by doing - from applying knowledge and implementing activities in project until finishing it and reintegrating back into their home country.

What is unique about non-formal learning? That **the learner and the teacher always switch their places**, which means: the volunteer (learner) can become a teacher, whereas tutors or clients can become learners.

Another important detail of non-formal learning: the volunteer is not rewarded with grades, instead, he/she learns through **reflections**. The benefit for volunteer is naming the learning outcomes and discovering the abilities of their application in wider range of situations.





Every ESC volunteer names his/her own competencies and gets YOUTHPASS certificate as a result of learning.

Youthpass is a tool to document and recognise learning outcomes from youth work and solidarity activities, in this case - European solidarity corps volunteering projects. It is a part of the European Commission's strategy to foster the recognition of non-formal learning of every volunteer.

Through the Youthpass competences, reflection on learning becomes more structured and the educational value of the project is strengthened. It makes the learning process of the participants more conscious. Being more aware of their competences, it gets easier for the participants to use them in the future. Thus, Youthpass supports the future pathways of the young people.

Remember:
mentor is responsible for
volunteer's learning process and
support in YOUTHPASS filling.
Mentor helps volunteer to name
his/her own competencies.

<https://www.youthpass.eu/en/about-youthpass/why-youthpass/>



ABOUT VOLUNTEER

VOLUNTEER IS A MAIN CHARACTER IN WHOLE VOLUNTEERING PROJECT. IN THIS SECTION WE WILL PRESENT THE MOTIVATION OF THE VOLUNTEER TO PARTICIPATE IN SUCH PROGRAMS, AS WELL AS MISUNDERSTANDINGS THAT MAY ARISE BETWEEN VOLUNTEER AND HOSTING ORGANIZATION. WE WILL SHOW YOU THE PATH THAT VOLUNTEER TAKES IN ORDER TO MAKE YOU UNDERSTAND THE FEELINGS AND EMOTIONS THAT VOLUNTEER FACES DURING HIS/HER SERVICE. WE HOPE IT WILL HELP YOU TO SUPPORT VOLUNTEER IN FINDING HIS/ HER PLACE IN YOUR ORGANIZATION AS WELL.

Every young person has his own motives to go abroad and spend time volunteering. Usually, organizations are expecting to have active, creative, helpful volunteers, but sometimes volunteers have a different view on what they want from the volunteering experience. Take a look at the real reasons that motivates a young person to undertake a volunteering project:

1

While schools and universities have lack of practise, one of most effcient way to learn and get social, professional skills is to volunteer!

2

Young people choose volunteering to find and learn about themselves. Volunteering offers safe environment to experiment with self.

3

Every of us wants to feel needed, to feel helpful and valued. Volunteers feel this more intensively.

4

Volunteering improves social intercultural competencies. 97% of the participants have learned to get along better with people of a different cultural background.

Data source: Ongoing research-based analysis and monitoring of the EU youth programme

What leads young people to choose volunteering?

1. Experience – knowledge
2. Personal growth – problem solving
3. Role of valuable helper
4. New friends – social connections

EXPECTATIONS

It is natural for every human to have expectations. Young people might also expect that ESC volunteering is going to be just a fun and easy experience. Unfortunately, volunteering in a foreign country can be challenging and that is why it is very important to highlight each other's expectations: hosting organization express what they expect from the volunteer and vice versa.

WE WANT TO HAVE
VOLUNTEER WHO IS:

- MOTIVATED
- INITIATIVE
- CREATIVE
- SOCIAL
- RESPONSIBLE



WE GET
VOLUNTEER WHO
IS:

- LOST
- SEARCHING
- WANTS TO LEARN
- DOES NOT KNOW
WHAT HE/SHE CAN
GIVE

Remember!

- It is NORMAL that organization's and volunteer's expectations are different;
- No super volunteer – big disappointment, better to weight your expectations and reality;
- Important tool – honest interview talk, clear communication with the volunteer;
- express challenges that may appear during the voluntary service.

Role of the volunteer

What role does volunteer have in our organization?

The graphic below shows the volunteer's place within the organization. With this graphic we want to pay your attention to the different challenges the volunteer faces while searching for its place. The volunteer can be on a very intense line between client and worker. When the volunteer is taking too many responsibilities at organization (which were not stated in the volunteering agreement), volunteer reach the point where he/she becomes a 'worker' (big risk of burning-out). On the other hand, the volunteer can be passive and not able to include him/herself in a team and working environment; this means that the volunteer turned to the 'client' role. The duty of tutor is to make sure that the volunteer maintains a balanced position in this role line.

How to avoid roles changing?

1. Clear list of volunteer's role and his/her responsibilities;
2. Keep weekly meetings with the volunteer;
3. Evaluate activities, reflect on problem solving;
4. Try to keep volunteer's motivation (page 35).

Client



1. Has rules
2. Gets services
3. Low responsibility level

Volunteer



1. Has agreement
2. Is leaded and provides services
3. Middle responsibility level



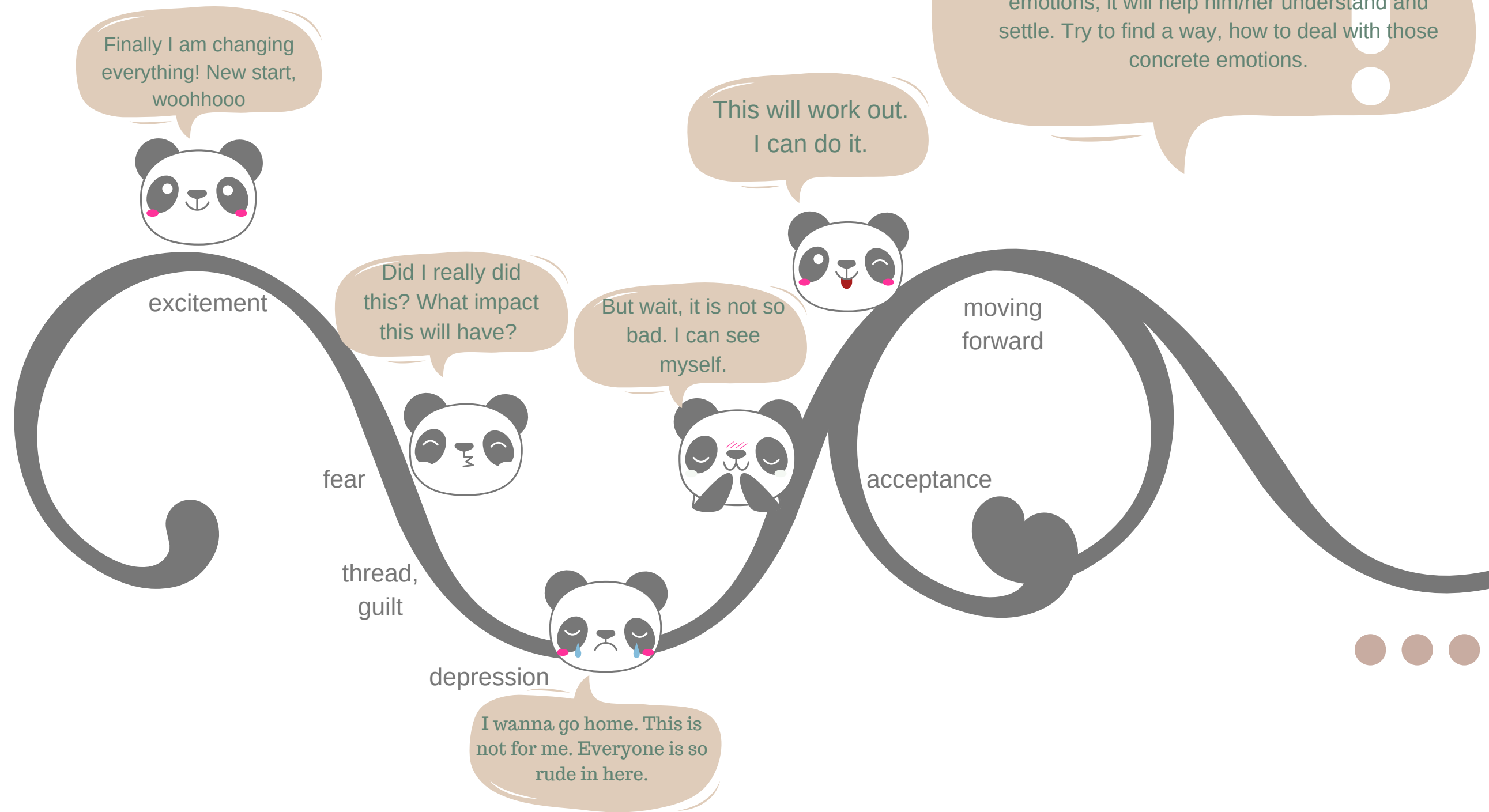
Worker



1. Has contract
2. Provides services
3. Big responsibility level

Curve of transition

Each life goes through transitions. From euphoria to sadness, from anger to relaxation. This transition road is very intense during international volunteering experience. Usually, every volunteer goes through this emotional path and our task is to help volunteers understand in which place they are now.



How to support:

- encourage to make something that volunteer likes (read a book, travel, walk and etc.);
- encourage to keep contact with family and friends;
- suggest to take holidays and rest.





ABOUT TUTOR

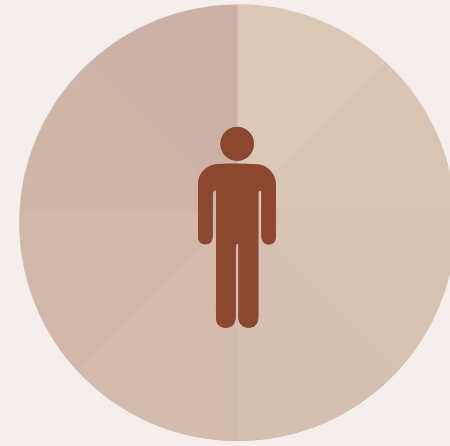
TUTOR, IN MAJOR OF SITUATIONS, IS THE CLOSEST PERSON TO VOLUNTEER. THEY SEE EACH OTHER ONCE A WEEK OR EVEN EVERY DAY.

IN THIS SECTION WE WILL CLARIFY THE MAIN FUNCTIONS OF THE TUTOR AND PUT SOME HIGHLIGHTS ON THE INTERVIEW WITH CANDIDATES. AS TUTOR HAS TO WORK DIRECTLY WITH THE VOLUNTEER, IT IS RECOMMENDED FOR TUTORS TO BE INVOLVED IN THE PROCEDURE OF SELECTION OF THE VOLUNTEER. THEN THE JOURNEY OF BOTH- TUTOR AND VOLUNTEER BEGINS.

WE WANT TO SHOW THAT TUTOR HAS HOMEWORK TO DO BEFORE VOLUNTEER COMES- TO OBSERVE AND DISCOVER OWN ORGANIZATION IN ORDER TO BE ABLE TO PRESENT IT TO THE VOLUNTEER AND TO INTEGRATE HIM/HER.

ALSO HERE YOU WILL FIND OUR SUGGESTIONS RELATED TO RELATIONSHIP BETWEEN VOLUNTEER AND TUTOR.

TUTOR



Tutor is a person who is responsible for volunteer in the hosting organization. Tutor can be chosen or a free candidate.

Tutor's functions are:

INTEGRATION

SCHEDULE,
ACTIVITIES

CONDITIONS

RELATIONSHIP
WITH
VOLUNTEER

Interview with a candidate



It is one of the most important parts in the volunteering process: choosing a volunteer. Sometimes interviewing candidates can be tricky (someone can miss some important details about themselves or provide totally dishonest information), but let's not forget that this is your learning process too!

Recommendations for interview questions:

- **ask about volunteer's experience, his/her hobbies;**
Take a serious look into candidate's hobbies. Hobbies show that the person is more linked to self-expression and lower stress level.
- **ask about candidate's typical day;**
It is a very simple question to understand candidate's attitude and personality.
- **ask what does he/she know about your organization;**
It can show the real interest of candidate to volunteer at your organization.
- **ask about volunteer's expectations;**
Try to check if expectations are not too big.
- **be open to share some situations from your organization and ask what is volunteer's opinion about it.**
Listen to volunteer's point of view. It can help you and volunteer understand if volunteer fits into concrete project.

IMPORTANT:

make sure candidate knows and understands who are you and what are you doing in organization, who is the target group, what tasks volunteer will have. Help candidate to understand that this is a learning process.

It is normal not to choose a candidate.

Integration

The following points are important for successful volunteer's integration:

1. Meeting the organization: who we are and what do we do; who is our target group and what is our mission, vision.
2. Rules: what our rules are; what is important for us; how do we cooperate in our organization.
3. Employees functions: who is responsible for what; person responsible for the volunteer.
4. Relationships in our organization: how do we communicate; to whom volunteer can ask for information or help.
5. Volunteer's role in the organization: what volunteer means to us and what place he/she has in our organization.

TIPS:

Make sure you are giving information about your organization's unwritten rules: open communication, strict working time, eating together etc.

Be honest about organization's inner culture and values: green thinking organization, sharing resources, team work, respect, etc.



Schedule & activities

Activities in organization are divided in 5 main fields:

1. Social/topic related - to work individually with the client, work with the group or topic.
2. Administrative - to organize social media, to do simple administrative tasks with files, etc.
3. Organizational - to organize events or workshops, to help during the events, to be responsible for concrete event part.
4. Maintenance - to help in cooking, cleaning, gardening or other tasks.
5. Creative - to teach in non-formal way, to share hobbies and knowledge, to create projects related to target group or other topics.

TIPS:

- meet with the volunteer once a week;
- organize tasks together with the volunteer;
- try to balance tasks (it keeps motivation, stability);
- give weekly time for volunteer's self project development.

At the beginning of the volunteering service give volunteer a simple task (maintenance and administrative). After some time volunteer will be able to take tasks related with the target group/topic (social, organizational) and after, volunteer will feel safe and stable to perform own initiative, ideas (creative).



Conditions

1. Volunteer should have his/her working place (table, can be a computer);
2. Volunteer should have a place to eat and place to relax during the breaks;
3. Volunteer should know what materials she/he can use for workshops;
4. Volunteer should feel welcome to ask questions, to create a connection with workers;
5. Volunteer should be introduced with HO safety regulations.

TIPS:

Make sure you give a clear idea about organisation's resources, it can happen that volunteer will ask something your organisation can not support financially.



RELATIONSHIP AMONG TUTOR AND VOLUNTEER

TIPS:

- Professional relationship (tutor is a leader, instructor, guide);
- Tutor is a person who can teach, advice and help during the volunteering period;
- What relationship is between tutor and volunteer, depends also on work of mentor and project coordinator (on how they built relationship with volunteer)
- Tutor is not responsible for volunteer's leisure time and time after volunteering.
- Tutor is the person who draws relationship line: how we will communicate, work together.

- talk with the volunteer, remind that he/she came here to GIVE, not only to GET;
- remember: relationship is built by 2 people;
- be open for volunteer's suggestions;
- be flexible for compromises.



TUTORING: THE PROCESS

AFTER PREVIOUS SECTION, WE WOULD LIKE TO CONTINUE WITH THE NEXT STEP- WHAT ACTUALLY TUTORS DO. IN THIS SECTION WE WILL PRESENT IDEAS AND SUGGESTIONS WHICH MAY HELP TO INTRODUCE VOLUNTEER TO TARGET GROUP AND TARGET GROUP TO VOLUNTEER.

ALSO WE DESCRIBED THE CONTENT AND DURATION OF MEETINGS BETWEEN VOLUNTEER AND TUTOR. DESPITE ALL THE OTHER PROCESSES, VOLUNTEER AND TUTOR HAVE TO SET PERSONAL MEETINGS AND GIVE EACH OTHER TIME TO REFLECT. HERE WE PUT SOME METHODS THAT MAY HELP TO START A CONVERSATION AND TO EVALUATE THE PROCESS, ALSO TO NAME LEARNING OUTCOMES.

HOW I LEAD VOLUNTEER TO THE ACTIVITIES WITH THE TARGET GROUP?

One of the tutor's responsibility is to draw a path between volunteer and the target group. Proper preparation and leading to target group can ensure volunteer's successful integration and impact to future volunteering. Go with this 4 steps:

1

Prepare

- inform about the target group in a private meeting;
- introduce how we work with the target group (what services we provide and what rules, communication we have);
- discuss the possible issues (conflict management; creative approach to problem solving).

2

Introduce

- organize informal meeting with the target group (with tea or coffee; can be in a circle or any other way);
- let target group introduce themselves and what they do in your organization.

3

Support

- help with the translation;
- let target group teach volunteer too;
- let volunteer lead a task that is usual for organization;
- let volunteer know that building relationship and connection takes time, it can not be build from the first time, it is normal not to succeed.

4

Reflect

- evaluate (how did volunteer meet target group; what expectations she/he had; what was challenging and pleasant, etc);
- ask volunteer about personal ideas for future work with the target group, what volunteer would like to implement;
- schedule activities together with the volunteer during day/week/month.

MEETINGS WITH THE VOLUNTEER

What makes volunteering experience successful? Scheduled and agreed meetings with the volunteer. It helps to know volunteer's situation in the organization and it can be easier to prevent his/her demotivation or depression curves. Try to make 1st meeting, every week meetings, middle and final meeting with the volunteer. Below it is given some examples how meetings may go.

REMEMBER:
do not postpone meetings (tutor is the only one who shows example and draws a line how it will be working on).

1st meeting with the volunteer

When?

First days.

How long?

Meeting should take from 30 min to 1 hour.

About what?

Show around organization. Present volunteer to organization team. Speak about organization's mission, vision and rules. Give space for volunteer's questions. Agree the time when volunteer will start next day and where you will meet. Ensure that volunteer feels safe and welcome (make positive contact, first impression can be important).

Inform volunteer, that you will have meetings with him/her every week, at mid-term and at the end of the service .

Weekly meetings with the volunteer

When?

From Monday to Friday, any preferable day.

It is your and volunteer's agreement when you will held weekly meetings.

How long?

Around 30 min.

About what?

To know volunteer's situation in the organization: how volunteer feels, what she/he is learning, where volunteer is with her/his tasks, what challenges appear, how was the last week and what do we plan for the next week activities, etc.

Mid-term evaluation with the volunteer

Place:

Office or anywhere else (coffee place, garden, etc).

How long:

Meeting should take around 1 or 1,5 hour.

Why?

To evaluate previous months and to plan the rest of volunteering period.

How?

To start conversation with volunteer, use methods or speak through metaphors (page 28). It can help to reach deeper feelings without asking about them directly.

This meeting is a perfect time to think and brainstorm about volunteer's personal project – what she/he wants to implement in the organization.

Final evaluation meeting

When ?

Last week.

How long it should take?

Around 1h.

About what?

Summarise the experience: what volunteer and you had learnt and how can it be used in the future. Make suggestions for organization and for the volunteer. Agree to communicate in the future.

Take time and organize a goodbye party or the last meeting with a target group.

Working methods with the volunteer

At times asking volunteer direct questions can be challenging, Not every person feels open to speak honestly, truly. For example, if we ask: "what issues are you facing in your tasks?", most volunteers will answer "none" or "everything is good", etc. For this reason it is good to use non-formal methods and try to speak with volunteers through methaphores. Here are couple of examples of the methods and the related situations when they could be applicable.



Method no1.

This method is useful at the beginning of the volunteering. Ask volunteer to name his/her goals in organization: what she/he wants to learn and share. Later ask about strenghts and fears..

Method no2.

Let volunteer finish diary and ask to share with you. Diary method may be given at the beginning of the volunteering service. It might help you to see some important details about volunteer.

My diary

During my volunteering I would like to try...

When I choose volunteering it is important for me...

I like to communicate with ...

I would like to learn...

I would stop my volunteering if...

Method no3.

This method is good to use after volunteer's integration and it can be used till the end of the volunteering service. Car example can help volunteer to express how she/he feels in your organization. Maybe he/she feels like a wheel or maybe an antenna...

If your organization is a car, which part of the car are you? Why?



Method no4.

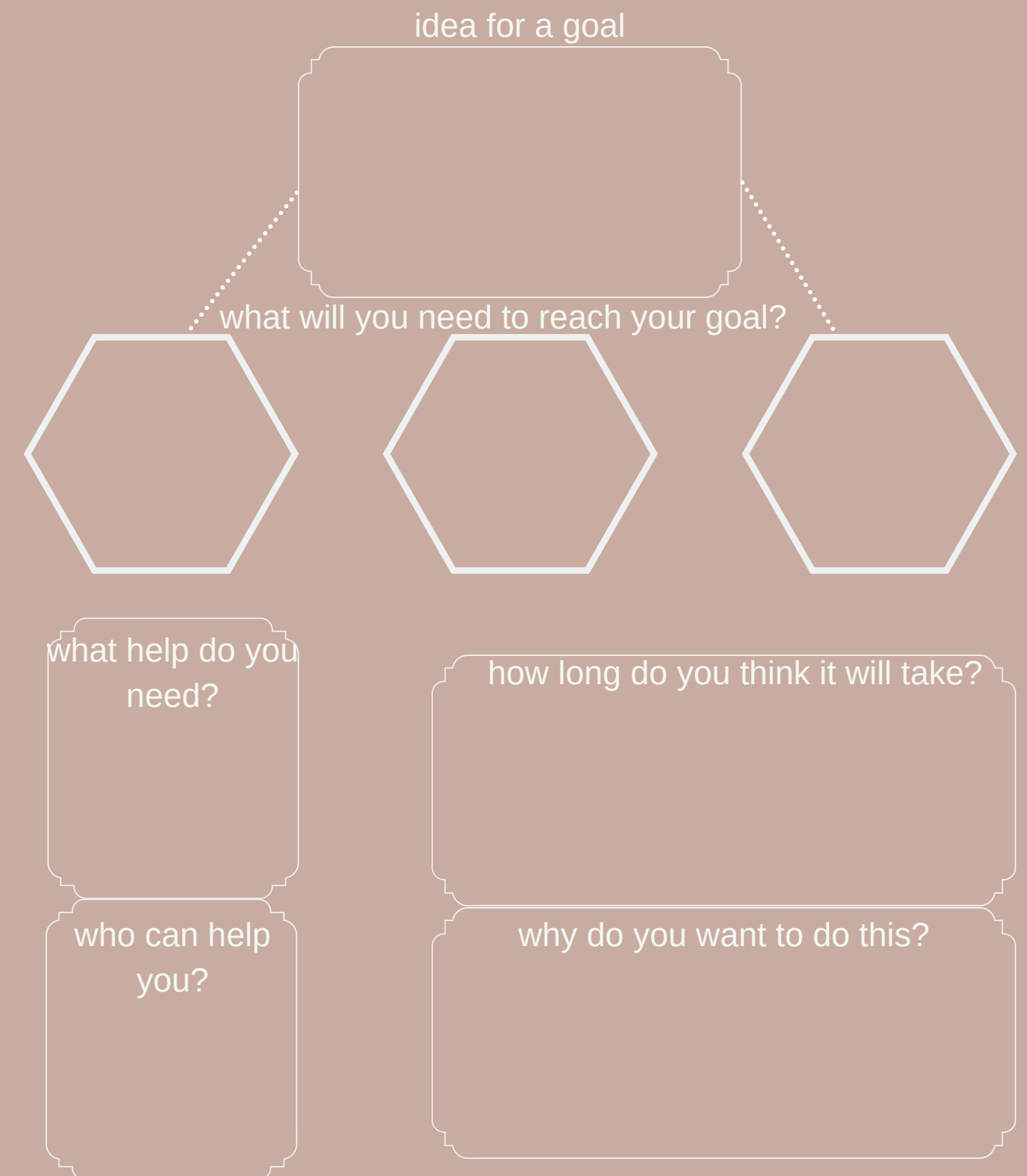
This method is useful at the middle of the volunteering service. Let volunteer to weight how she/he feels about giving and taking proportions in organization.

**On one side of the scale - what you give to the organization,
other side - what you get. Where is more? Where is less?
How can we find a balance?**



Method no5.

Let volunteer to brainstorm on what ideas she/he has and how to implement them during volunteering. This method can be used from the beginning of the service.



Method no6.

This method is for mid-term or for the end of the volunteering service. Let volunteer give herself/himself a gift by answering questions.



Share this present in 4 squares. Each square has a question for you.
Recognize, feel, answer.

1. What I had discovered about myself?
2. For what I would like to praise myself?
3. Where I would like to strenghten myself?
4. What I would like to ask myself?

Method no7.

Use this method for last volunteer's evaluation. With self-assessment cards reflect on what volunteer had learnt in your organization. What is written in the cards can be your improvization. Let volunteers pull out the card and let them describe it.

Taking
responsibility

Planning
skills

Conflict
management

Giving
feedback

Team
work

Sense of
initiative

Creativity

Project
management

Self-
management



HOW TO DEAL WITH ISSUES DURING THE WORK WITH VOLUNTEER?

WHEN WE PLAN TO HAVE A VOLUNTEER, WE EXPECT ONLY GOOD-TO-HAVE SUPPORT, HELP, MORE HANDS IN EVERYDAY ACTIVITIES, VARIOUS INITIATIVES AND ETC. BUT, AS IT IS MENTIONED IN TRANSITION CURVE, THE NEGATIVE EMOTIONS AND FEELINGS MAY APPEAR DURING THE SERVICE. PREPARATION FOR IT IS REALLY IMPORTANT AND NECESSARY. IF WE WILL TAKE CONFLICTS AND PROBLEMS AS NATURAL AS WE TAKE GOOD SITUATIONS AND GAINS, IT WILL HELP TO SOLVE THEM BETTER. IN THIS SECTION WE PRESENT THE STEPS TO COMBAT WITH CRISES, SUGGESTIONS ON HOW TO OVERCOME HARD TIMES. WE FINISH THE SECTION WITH SMALL PROPOSALS THAT MAY HELP TO MOTIVATE VOLUNTEER AND SHOW THAT HE/SHE IS VALUED.

Crisis management

Speaking about crisis management it is important to come back to volunteer's transition curve. Crisis and all the emotions that volunteer deals with are natural transitions.

REMEMBER: conflict situation appeared between volunteer and other person, so volunteer is the only one who can solve it. Help them understand. Do not take volunteer's responsibility.

What can you do, when volunteer is in a crisis or conflict with someone?

How to prevent?

- clear roles and information;
- positive, detailed and open communication;
- mapping the risks;
- professional borders and relations.

How to manage?

- open communication;
- make first step;
- stay neutral, do not take sides;
- use empathy tool;
- clear and rational understanding of the real situation;
- do not take it personally;
- respect.

How to solve?

- listen to all conflict sides;
- make a clear plan and agreements;
- be open and flexible for solutions;
- do follow ups on the agreement you did.

Problem solving

It might happen that conflict appears between volunteer and tutor. Remember to follow this steps:

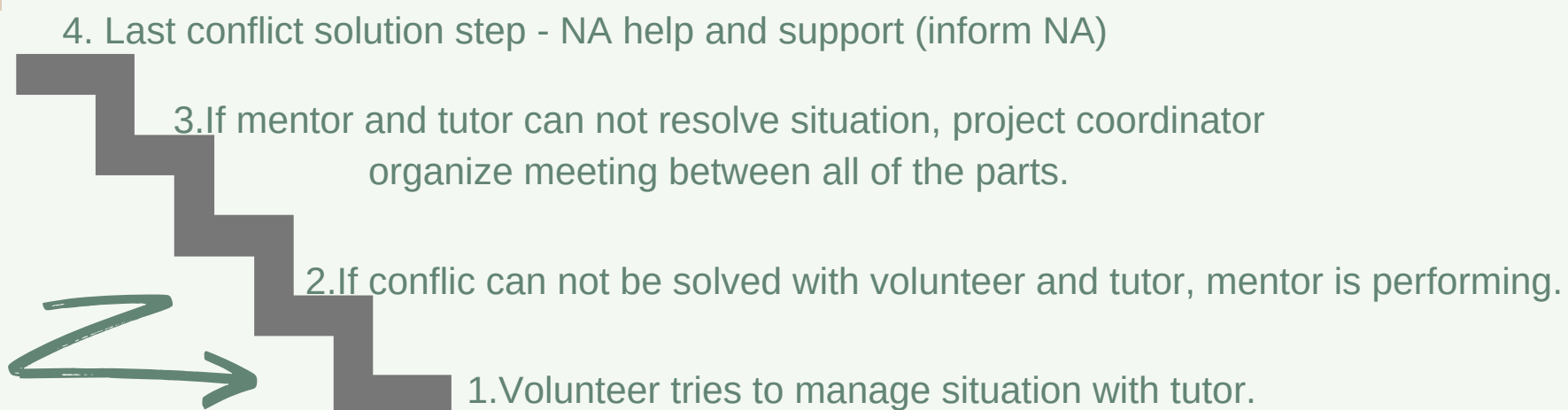
- Remember volunteer's transition curve;
- Do not take it personally (usually it is about misunderstanding and cultural differences);
- Make first step (you are the one who sets relationship and communication line, start again);
- Use problem solving questions and make plan how you two will solve this situation;
- Keep following up (check if both sides are keeping the plan).

REMEMBER

When situation reaches top, it is important to cooperate and solve the problem with the volunteer! Here we give main questions for problem solving meeting:

- What is there real problem in this situation?
- Who are involved in the situation?
- Name the feelings
- For how long this problem exists?
- What was done (if it was) to solve it? By whom?
- What can be done to solve it?
- Name responsible persons and concrete actions for the future.

Conflict solution steps:



MOTIVATION

One of the biggest question nowadays is "how to motivate young people?" Volunteer's motivation is strictly connected to the transition curve (page 14). Looking at the natural transition curve it is clear that demotivation is unavoidable. Firstly, we need to have weekly meetings with the volunteer, so that we can try to feel his/her pulse and understand his/her psychological condition. Secondly, volunteer's schedule should not be the same every week, but activities should be balanced and varied from time to time (page 19). Thirdly, we suggest some simple ideas, which definetely will help volunteer to feel like she/he is a part of your organization.

• suggest new contacts •

• use volunteer's knowledge •

• give feedback to the volunteer, ask for his /her feedback too •

• say "thank you" (on internet, paper version, verbal) •

• participate in volunteer's workshops •

• invite volunteer in team-building or other events •

• keep honest conversations •

• share information with volunteer (live or on social media) •

• use "SUPPORT" power •

• invite volunteer to meetings, reflection, trainings •

• compare reality and expectations together with the volunteer •

• small gifts (cake for volunteer's birthday) •

REMEMBER

For volunteer it is important to know that she/he is valued in your organization.

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