



# VOLUNTEER MANAGEMENT

Guidance and tips for conducting inclusive  
volunteer training

# CONTENTS

1. Foreword: Information about the project and the training program	2
2. Tips and advice for using easy language	3
3. Explain volunteering and introduce the project	10
4. Introducing your organisation and yourself (Getting to know each other) - in easy language	14
5. About volunteering	24
6. "What ideas do I have?" "What do I want? Set and achieve goals	31
7. What activities can you do as a volunteer?	38
8. Communication	44
9. Ask questions	57
10. Handling criticism and avoiding conflicts	67
11. Work plan and organisation	72
12. Working with people	78
13. And finally ...	88
14. About the EU program Erasmus +	89
15. About the National Education Agency for Europe	90
16. Directory of difficulty words	91
17. Imprint	94



## ***About the project:***

Professional Volunteering Crossborder ("ProVol") is a transnational project between volunteer organisations from Germany, the Czech Republic, Slovakia and Austria. It is coordinated by the German partner "Gemeinsam Leben und Lernen in Europa e.V." Within the project, the partners have developed a self-help training course for volunteers, to help volunteers implement their projects, activities and events more efficiently.



The German partner and the volunteer agency from Ustí Nad Labem / Czech Republic have also developed a simplified version of the ProVol training in order to inspire people with learning and intellectual disabilities or people with little knowledge of the local language into voluntary work. The simplified version approach was tested and proved a success. The first training participants with mental disabilities are now volunteers in the old people's home, in the fire, in a library brigade or in their community.

The project is an EU Erasmus + program funded for 2,5 year (September 2016 to March 2019)

## ***About the training program:***

The training is practical (hands-on) and need oriented, (involves many exercises that are based on participants' want and need) and in an easy language.

We teach the participants what volunteering is, what volunteer work they can do and what benefits they get from volunteering. We practice with them important aspects in volunteer work, such as how to formulate ideas, how to clearly and realistically set their goals and to present them to other people. Afterwards participants get practical tips on how to plan volunteer work well and to successfully implement it. In general, participants learn how to plan their goals and volunteer work, and to work successfully as a volunteer. In addition, the participants learn how to talk and work better with other people and methods of conflict resolution.

## ***Our motivation:***

With our guidance and tips, we hope to inspire others to help people with disabilities not just to be volunteers, but to help them work voluntarily to truly promote inclusion.

# TIPS FOR USING EASY LANGUAGE





# TIPS AND ADVICE FOR IMPLEMENTATION

## Create a good training environment

- Try to create a pleasant working environment, preferably a big enough, friendly training room with motivational decoration such as participants profiles and testimonials hunged up on the wall.
- The training room should be barrier-free and easily accessible to all.
- Have enough visual and working materials for participants. These materials should be readily available to the participants to revisit, visualise and re-learn whenever they need to.



## Working with the participants

- Clarify from the beginning the formalities in address. Get to know whether the participants would like to be addressed formally or informally. Do not assume a form of address from a person's disability. The same rules for personal address should apply to all participants. We used the informal address ("Du" in German) in training and classroom activities because the participants in our pilot projects have always opted for the informal address (Du-Form).

In other languages the form of address may have no variation in the formal and in the informal expression. Formality may be in the use of first or family name or the use of prefixes such as 'Mr' 'Mrs' or 'Miss'. In such cases, participants may be asked on whether they prefer to be addressed by their first, family name or the use of prefixes. In our case, participants were proud to be able to decide for themselves.

- Let the participants make their own choices and decisions on the kind of volunteer work they want to do and how much time they are willing to spend. Support should only be given when it is requested. Also, do not improve 'the results' of their projects or work plans to make them more appealing. Let the participants feel the ownership of their works and ideas. Let the result stand, even if it is not so "nice" or 'practical'. Participants are proud to be able to do things by themselves and without unnecessary intervention.

## Communication with participants

- Do not expose persons disability in your lessons and materials: your participants do not want to be reduced to their disability, but want to be treated as normal participants. You may, for example, let the participants sign the participants' list at the beginning of the training.
- Use simple language, talk and write in short sentences. In the next chapter you will get more detailed information.
- Take your time and be patient. Work and talk slowly and repeat as much as you can.



- If pronunciation of participants is not so good, train their oral motor skills through speech exercises, which can be reused again and again during training. Such exercises can include training by singing, the use of rhymes and puns.
- If participants have motor restrictions, training can be modified to include motor exercises such as games involving the use of hands and fingers.
- Training with visuals; this involves using images which are clear and big enough to represent an object or content of the training. The use of images should be simplified not to create ambiguous meaning or multiple interpretations. The images should not require any additional interpretation.

## Training methods

- Make the training as interactive as possible, as often people with learning disabilities or mental disabilities can not stay focused for long. Use role-playing games, and in between you can practice loosening, movement and concentration exercises, etc.
- Always start and end the training with the same ritual, for example, at the beginning with fun activities (description of the method at the end of the guide) and with the same farewell ritual (same words, clapping or movements in a certain sequence).





## Mediation at the volunteer organisation

- The motivation and wishes of the participants should be considered.
- Make sure, however, that the participants' expectations in volunteering remain realistic: as a rule, someone with mental and / or physical limitations will not be able to do everything and may not be allowed to do what he or she imagines. For example, if a participant is allowed to work for the volunteer fire department, he or she is unlikely to be involved in the fire-fighting operations, but will provide supportive services. Such as dry and clean the hoses, clean the vehicles and work in the clubhouse or at festivals.
- Do as many hands-on exercises as possible. The exercises should be designed to prepare participants for real situations, i.e. they should be realistic and as practical as possible. Also pantomime, a lot of gestures, facial expressions and body language are helpful: it helps participants to memorise the learning content better.
- In principle, most organisations can not imagine that a person with disabilities can volunteer with them, therefore much convincing and preliminary work must be one to instill confidence to persons with disability in volunteerism.
- It is helpful to have a permanent contact a supporting person in and for the organisation. This should be included early in the planning phase.
- Build a good local network, especially with employment agencies that are open to the engagement of people with disabilities.
- Clarify in advance exactly what is possible with which effort and in what time frame. Both sides must be clear which goals and wishes should be achieved.

## Press and public relations

In order to change the overall public awareness on people with disabilities as potentially active volunteers, a targeted press and public relations are necessary.

Report on successful volunteer work of people with disabilities, collect quotes from the volunteers, but also from the facilities and people who benefited from the operation. Make good photos and film or video contributions on the use of people with disabilities, and use them for your public relations work.



Most important, however, is the interaction at face value, be respectful and appreciative. Always treat the participants as adults!



# "HOW DO I SAY IT IN A SIMPLE LANGUAGE?"

## INTRODUCTION TO A SIMPLIFIED LANGUAGE

### General tips to communicate in a simple language

- Using simple language is NOT easy, sometimes it can be very difficult to reduce our thoughts on important topics and then describe them in simple terms. Easy language needs practice!
  - To start, create a good atmosphere for conversation where the participants feel valued, recognised and comfortable.
  - Be compassionate, but give the same level of respect to others (treat them as adults). Respect, recognition and appreciation are very important.
  - Active listening is important, it is the only way you can find out what the other wants, but also understands their perspective.
  - Make more use of gestures, facial expressions and body language and use pictures, symbols and pictograms to convey the content figuratively and thus more understandably
  - Speak slowly and clearly.
  - Repeat the content often, if possible with other words (synonyms) and examples
  - Use everyday words and avoid foreign and technical terms, nouns, compound words, phrases, complicated and lengthy sentences
  - One idea one sentence. Present only one idea or thought in one sentence. A sentence should usually consist of a maximum of 15 words.
  - Be patient and take your time, but also allow your participants to take their time.
2. Use words that describe something precisely.
    - 👎 *Bad:* Public transport
    - 👍 *Good:* Bus and Train
  3. Use familiar words. Avoid using technical and foreign words
    - 👎 *Bad:* Workshop, accept
    - 👍 *Good:* Work group, agree
  4. Explain difficult words and remove difficult words.
    - 👎 *Bad:* Vocational Rehabilitation
    - 👍 *Good:* "Mr. Meier worked at the construction site. He had a serious accident and can not walk anymore. He is sitting in a wheelchair. He is now learning another profession where he can work when in a wheelchair. The difficult "vocational rehabilitation" explained.
  5. Always use the same words for the same things  
For example: When you are talking about medicine or a team
    - 👎 *Bad:* Do not switch between words pill and tablet or team, work group and colleagues.
    - 👍 *Good:* Always use the same words.  
For example tablet or team.
  6. Use short words.
    - 👎 *Bad:* Omnibus
    - 👍 *Good:* Bus
  7. If that does not work, separate long words with a ,dash'. Then you can read the words better.
    - 👎 *Bad:* Kickboxing, Armchair, Globalwarming
    - 👍 *Good:* Kick-boxing, Arm-chair, Global-warming
  8. Avoid the use of abbreviations
    - 👎 *Bad:* e.g
    - 👍 *Good:* For example
  9. Use verbs and avoid nouns
    - 👎 *Bad:* the number, the call
    - 👍 *Good:* dial, call

### Practical examples of simplified language

1. Use simple words!
  - 👎 *Bad:* approve, reciprocate
  - 👍 *Good:* allow, answer

10. Use active words, avoid passive words

👎 *Bad:* Will we be given a permission tomorrow. The teacher asked.

👍 *Good:* Will we get a permission tomorrow. The teacher asked me.

11. Avoid the subjunctive, sentences with 'could', 'should', 'would'

👎 *Bad:* Tomorrow could work

👍 *Good:* Tomorrow may work

12. Use positive language. Avoid negative language, that is: do NOT use the word NOT. This word is often overlooked

👎 *Bad:* That, I did not forbid you.

👍 *Good:* That, I allowed you.

13. Avoid pictorial language

👎 *Bad:* Those are raven parents.

👍 *Good:* Those are bad parents

14. Write short sentences. Make only one point in each sentence. Separate long sentences. It is better to have many short sentences than one long sentence.

👎 *Bad:* If you tell me what you want or need from me, I can help you?

👍 *Good:* I can help you. Please tell me what do you want?

15. Use a simple form to construct sentences

👎 *Bad:* Together we are going for the holidays.

👍 *Good:* We are going for the holidays together.

16. Speak direct to the person/ reader.

👎 *Bad:* Tomorrow is the voting.

👍 *Good:* You can vote tomorrow.

17. Use a formal address, informal address is usually used to children or close friends or when a person agrees to informal address

## Tips for designing pictures, text and graphics

1. The font must be straight.

👎 *Bad:* Times New Roman, Blackadder ITC, Arial Italic

👍 *Good:* Arial, Lucida Sans Unicode, Tahoma, Verdana

2. Use a large font of at least font size 14 or larger

👎 *Bad:* Font size 10

👍 *Good:* Font sizes 14, or 16, or 18

3. Leave enough space between lines, at least 1.5 lines.

4. Always write left-aligned and not as justified, right-justified or centered.

5. Write each new sentence in a new line.

6. Do not break sentences. Sometimes a page is full and a sentence is not yet finished. Write the whole sentence on the next page. Even better: write the whole paragraph together on the next page.

7. Write in many paragraphs and headings.

8. Use pictures. Pictures help to understand texts. But the pictures have to match the text. Use sharp and clear pictures. Pictures must be clear and easy to recognise.

These examples and tips have been adapted from the book "Leichte Sprache" der Lebenshilfe Bremen, published in 2013 by Verlag der Bundesvereinigung der Lebenshilfe e.V., from Chapter „Die Regeln für leichte Sprache“ page 63

# PRINCIPLES OF THE PROJECT

In general, the theme "People with Disabilities & Volunteering" makes people think of an engagement in helping people with disabilities, but not involvement of people with disabilities in HELPING OTHERS. People with disabilities are so far not perceived as actors, active people, or as potential volunteers. As a result, there are few examples of volunteering by people with disabilities, especially those with learning or mental disabilities.

It is important for an inclusive society, and in bridging the inclusion gap all those who want to volunteer, who want to actively participate in this project to get the opportunity to do so. Our vision is that volunteering will no longer see people separately, whether or not they have a disability, but focus on:

- a. What kind of motivation, willingness, time and competencies do they have for volunteering?
- b. Where and how can someone get involved with their potential?
- c. Which jobs or activities are suitable for them? or how can they be improved (for example through barrier-free access, use of easy language, openness of colleagues) to make the involvement of people with disabilities possible, practical and secure?
- d. How to inspire those responsible for inclusion in employment centers?
- e. What support is needed and how can it be organised?

In order for people with disabilities to be able to do their voluntary work sufficiently and independently they also need to be given specific knowledge and skills, depending on their existing skills and abilities. This can be done, for example, by supporting and assisting with induction and instruction in tasks, but also by training on general topics such as communication, teamwork, conflict management or planning and implementation of actions. For this reason

in particular, we have adapted the volunteer training "With competence in voluntary work" in content as well as in simplified language, so that also people with learning and intellectual disabilities are prepared for their voluntary work.

Very often, engaging people with disabilities in voluntary work presents organisations with challenges and may involve additional financial commitment by the organisation. For example, assistance services such as transport to workplaces, accessibility adjustments, and the use of easy-to-use language as well as assistance in problematic situations may become necessary. Therefore, it is often necessary to have people working in the organisation who enjoy and are trusted to work with people with disabilities and who have enough time to support them.

In addition, one must remember that people with disabilities are particularly challenged. In performing voluntary activities they may reach their physical and mental limits. The challenges can also be due to complex processes that are not understood well enough, the task becoming too demanding, one can not deal well with critics and negative feedback, or simply can not cope with a task due to mental or physical constraints.

Therefore, it is important to point out in advance to participating people with disabilities of the anticipated limits in volunteerism. This helps to prepare them for such challenges and address them not as limitation to their volunteer work but challenges that can be overcome.



**Note:**

We have written and presented the following chapters in accordance with the principles of easy language, so that teachers can practically see how they can communicate the content in terms of both language and content.

## **EXPLAIN VOLUNTEERING AND INTRODUCE THE PROJECT - IN AN EASY LANGUAGE**



# INTRODUCTION: ABOUT VOLUNTEERING

We want to explain to you:

What is volunteering?

What is important in volunteering?

What are we doing in this training?

What do we want to achieve with this training?

## Important introductory sentences

This is important to us:

Being independent in volunteering.

Volunteering is a voluntary activity: This means:

You decide what to do,

When to do, and

How long and often you do it.

**Volunteering makes you happy.**

**Volunteering makes you strong.**

## INFORMATION ON TRAINING AND OBJECTIVES OF THE TRAINING - IN AN EASY LANGUAGE

We want to explain something about the training:

Together with other colleagues from Passau, the Czech Republic, Austria, England, Romania and Slovakia, the association "Gemeinsam leben und lernen in Europa" have created a training program so that you can learn something about volunteering.

This is what you will learn through the training:

You learn what you as a volunteer can do?

You learn important skills for managing volunteer office.

You learn to apply your knowledge anywhere - even in your home. No matter where you volunteer.

You learn and gain something/skills for yourself.

Through volunteer work, you become a part of the social community and people get to know you better.

You are a citizen like everyone else. You can also do a volunteer work!



I will explain various point that helps you to work efficiently.  
And you learn a lot of new things!



If you complete this training with us, then you qualify as a coordinator/trainer for volunteers.

Together we can learn to do something good for our society.



# INTRODUCING YOUR ORGANISATION AND YOURSELF – IN AN EASY LANGUAGE



# ORGANISERS AND PARTICIPANTS

## INTRODUCTION

NOTE: This unit is about introducing yourself and your organisation in simple language, as well as teaching your participants to introduce themselves. You should practice this in role-playing games, when participants introduce themselves at the beginning as volunteer to colleagues, residents, guests, participants, etc.

Here is an example in simple language from the association "Gemeinsam leben und lernen in Europa" by the training manager Margot Bofinger.

### About the association

Now, I am going to tell you something about my association "Gemeinsam leben und lernen in Europa". This association is in Passau. The boss for the association is Perdita Wingerter. She trains people who work for the association. She explains the association's activities and how people can work for the association. She makes sure everything works out.

This is the logo of the association:





## Option 1: This is what the association wants

This is what the association wants:

- That all people live together peacefully.
- That all people, young or old, whether a person has a disability, whether a man or a woman, whether people coming from a foreign country, and whether they have work or not.

Everyone is equal and can do something good.

Everyone knows something or can do something. You too!

Everyone can learn something from another person.

Everyone can learn something from you.

There are people living here from other countries.

You can also learn something from these people.

The association works together with people from other countries. For example, with people from the Czech Republic, Austria, England, Slovakia and Romania.

These countries belong to Europe.

That is why my association is called "Gemeinsam leben und lernen in Europa".

(Living and learning together in Europe)

NOTE: Often it makes sense to repeat the lessons so learners can remember and understand the content better. Here is an example, as described at the next lesson. Re-imagine your own organisation in this example.

## Option 2: What does our association do?

**What does the association „Gemeinsam leben und lernen in Europa“ do?**

**What is its name? Where is it located?**

The name of the association is Gemeinsam leben und lernen in Europa.

It has a logo (sign) that can be seen everywhere on its documents. When people see this logo, they know it is Gemeinsam leben und lernen in Europa.

**What does the association want to achieve?**

That all people live together and in harmony.

That all people are accepted as part of our community.

That all people have the same opportunities to participate in community life and to shape life together.

That many people work as volunteers and do something good for the community.

That is why I am showing you why volunteering is a good thing for you and the community.

I am giving you tips on how you can work well as a volunteer.

## Option 3: What does our association do?

### What does the association "Gemeinsam leben und lernen in Europa" do?

The association collects good ideas (or cases and best practices) from which projects (tasks) arise. The aim is to give people help and bring them together - no matter whether they are old, young, disabled or come from another country.

The association works together with people and groups from all over Germany and Europe.

We learn from each other and exchange ideas and best practices.



The association needs money for the projects. The community of European countries (European Union), for example, gave money for this volunteer training.

The association also gets some money from club members, communities, companies and private donors. For example, the company Biedersberger Bürotechnik from Eggenfelden has supported the association by giving color pencils, printing and photocopying of the training leaflets free of charge.



## The teacher introduces herself

My name is Margot Bofinger.

Many of you already know me. I have worked with you already in theater games.

I am 70 years old.

I also live in Eggenfelden.

I like to sing. I like to go to the theater.

I like to meet with friends.

I worked as a physiotherapist especially for babies and children.

This means, that if people, babies and children can not move well, I helped them. I did exercises with them so they can walk better and move better again.

Now I do not have work for money anymore. I am retired.

But I work a lot as a volunteer. That is how I work with people with disability in the theater. I read also with kids at school so they can read better. I do not get any money for this work. But it is a lot of fun. I like to do it. It makes me happy.

I participated to a volunteer training by the association "Gemeinsam leben und lernen in Europa". Perdita Wingerter was the trainer. I learned a lot. And after the training, I was able to do my volunteer work much better.

That is why I want to do this volunteer training for you. So that you can also work volunteer. And that you will be well prepared for the volunteer work.





# The participants introduce themselves

NOTE: At the beginning, do the following exercise "Introductory round"

Print the following questions on DIN4 landscape sheets, but only 1 question per sheet. Laminate it. The person who introduces him/herself gets a stone in his/her hand. Only the person who has the stone in his hand is allowed to talk. S/he should answer the following questions:

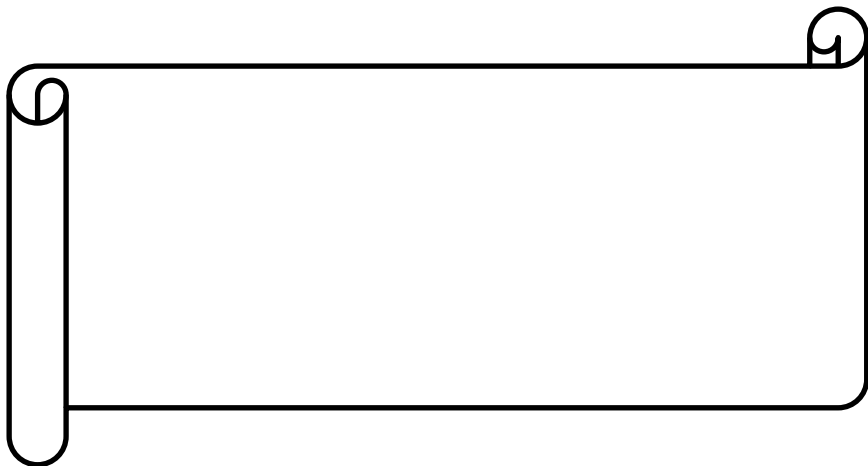
- What is my name?
- How old am I?
- Where do I live?
- How did I learn about this training?
- Why do I want to do the training?
- Where do I work?
- What hobbies do I have?
- Which music / movie do I like?
- What kind of activities / work am I doing at the moment?



In the second session you can make a profile together with the participants. It is best to take a picture of each participant in the first session and bring them along. Disabled people who can not write can also paint or have the information written with the support of others. Then, hang the profiles on the wall in the room.

# This is me

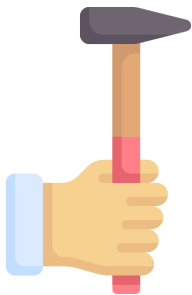
## My Photo



I live in

.....

.....



I work as

.....

.....



I like / I love

.....

.....

.....

## The contact details of the association



Gemeinsam leben & lernen  
in Europa

Leopoldstraße 9

94032 Passau



Telephone

**+49-851-2132740**



Email

**[info@gemeinsam-in-europa.de](mailto:info@gemeinsam-in-europa.de)**



## ABOUT VOLUNTEERING







## About volunteering

In this session I would like to explain to you:

What is volunteering?

Why is volunteering good for us?

What can you do voluntarily?





## What is volunteering?

"Volunteering" - What do people do in volunteer work?

People help other people, such as:

- Visiting the old, lonely people in retirement homes,
- Working with lonely and depressed people such as take a walk, cook, play or paint with them.
- Grocery shopping for the people who are sick.
- Sing together in a group.

People help animals.

People help in the nature, e.g. Parks, garden or cemetery.

People help in the fire department.

People help in community kitchen or when selling or operating in a communal cafe. Like a community party or activities for a good cause.

People who do these activities are called **volunteers**.

Volunteers support communities and societies.

# Let us revise: What does volunteering means?

Remember:

Voluntary work is a choice!!!

That means you do not have to do that.

You will receive **NO MONEY** for your volunteer work.

Or how often and how long you do it !!!

You can decide it yourself.

How do you want to work?

1x a week

1x a month

2x a week

2x a month

Do you need a break during your vacation?



You offer your **TIME**.  
It does not matter when you do it !!!



## Now you know what **VOLUNTEERING** is:

People who work in voluntary work are called **VOLUNTEERS**

Volunteers work for other people, for animals, for the nature or help with disasters.

Volunteers support the community and society.

Here in our town you can also do a lot of voluntary activities.

A little later, we will give you some tips on how to find a good volunteer position for yourself.

We will tell you who you can ask and who can help you to become a volunteer.



## **Why is volunteering good for me?**

### **What are the benefits of volunteering?**

Why do people volunteer?

There are several reasons:

- They want to meet new people.
- They want to do something that gives pleasure.
- They want to help shape and protect the environment.
- They want to teach others what they can do better– share knowledge and experience with others.
- They have a personal interest in a topic, for example because it is their hobby, because they love something or find something interesting in certain volunteer project.
- They want to learn something and improve their knowledge and abilities.
- They get praise for their volunteer work and it makes them feel better and proud.
- They want to try something new.
- They want to show what they are good at.
- They want to discover their strength and abilities.

## Other benefits in volunteering

- You can show that you are a good person and can help other people. And you have done something good for the community.
- You are happier when you have done something good. You are needed. You feel better. You feel proud.
- You can meet new people and maybe even make new friends.
- You can get to know new places.
- You can have fun in volunteering.



**"What ideas do I have?"**

**"What do I want?"**

**SET AND ACHIEVE GOALS**





"What ideas do I have?" "What do I want?"

## Set and achieve goals

In order for you to do something well, you have to think ahead:

What do I want to achieve?

What should happen at the end?

What should people think or do?

How should I feel at the end?

What should I do at the end?

That means it is important:

First, to think about why you want to do something.

You have to think about how you can do it.

Then you can decide what to do.

Only those who know in the beginning what the result should be, can work well in voluntary work.

If you do not know what result you want, then you can not work well to get the result.

The result that you want to achieve is called a **goal**.

# What is a good goal?

Sometimes I may want to do things that are impossible.  
It can be because of many reasons:

1. I fail to say exactly what I want.

Then the others do not know exactly what to do.

We learn: I must always say exactly what I want or think.

That means: A goal must  
be **exact (specific)**.



2. I must say exactly what  
I expect to happen in the end;  
what will be achieved in the end  
as a concrete result.

We learn: I must always say exactly what concrete results  
are to be achieved.

For example, how many participants. How much money  
is needed. How should someone feel  
in the end. What should someone know  
in the end. What could someone  
do in the end.

That means, a goal must be **measurable**  
and **verifiable**.



## Why is setting a goal important?

Then you know what is important.

Then the others know what is important.

Then you have a good foundation for your volunteer work or organisation.

Then you can achieve it easily.

Then you can do your job faster.

Then you also get to know yourself better.

Then you know if you have accomplished something or not.

Here is an example:

You want to loose weight.

## An example of how to set a goal

Imagine: You are up to 1.70 m tall and weigh 120 kilos.

You are not happy with your weight anymore. You want to lose weight.



## How can I set a goal?

How can i succeed?

1. A goal should be **exact**:

You have to think carefully about how many kilograms you want to lose.

For example: You can say: I want to lose 5 kilograms.

2. A goal must have a **time limitation**:

You have to think about how long can take you to lose 5 kilograms.

For example: You can say: I want to lose 5 kilograms in 5 months.

3. A goal must be **achievable** and **realistic**.

Take an example, if you say i want lose 20 kilograms in two weeks. This is unrealistic because it is impossible. That means, you have to set a goal that you can reach.

4. A goal must be **measurable**.

You should be able to see step by step your progress towards your goal. For example, you can say:  
Every month I take a kilo off.



## How can I set a goal?

5. Then you have to think about how you want to reach your goal.

There are different ways one can use to achieve the goal: Example, You can eat less food.

Or you can eat less sweets or drink sweet lemonade.

Or you can move around more and do sports.

It is important that your plan suits you as well.

If you do not like doing sports, this option may not be good for you. Then you should opt to eat less.

Or if you do not want to give up sweets, then you must do some sports and move around more.

6. A goal must be **verifiable**.

You should be able to verify after 5 months:

Do I weigh 5 kilos less now?

And you can stand on the scales and verify your weight.

## An other example on how to set a goal

### **An example of travelling by train:**

Imagine you want to visit your aunt.

The aunt lives far away.

You have to go by train.

But you do not know where your aunt lives.

And you just get on a train.

Although you will travel by train, you will not arrive to your aunt's home.

It means, you have to think a lot in advance and find out something beforehand:

Where exactly does the aunt live?

Which train goes there?

When does the train leave?

Do I have to change (possible train/bus connections)?

How much is a ticket?

Did I buy a ticket?

Do I have enough money for the ticket.

Once you know all this, you can buy a ticket,  
get on the right train and arrive to your aunt  
....your aunt's home.



## WHAT ACTIVITIES CAN YOU DO AS A VOLUNTEER?



# What activities can you do as a volunteer?

Let us think together:

What can you do as volunteer?

Can you think of anything?

**NOTE/INSTRUCTIONS:** Show the participants photos of various volunteer activities, best in DIN3 format. You can hang them on the wall or take a picture book images for example. Participants should look at the photos and answer questions like the following:

What are the people doing in the picture?

Do you like this work? How do you see it?

Would you like to do something like that?

What are you good at?

What do you would you like to do?





## Where can you work as a volunteer?

- In a nursing home, in a hospital or a visit service centres.
- In sport activities or in a sports club.
- In a fire department or in an emergency service.
- At a place for leisure activities.
- In a choir, theater, art gallery or a museum.
- In a social help organisation such as in Caritas, Charitable organisation – e.g. the Diakonie, Help organisation for example the Tafel, Red Cross, Malteser.
- For environmental protection or at an environmental conservation association.
- In a neighborhood help.
- At a club in your town, such as the *Gartenbauverein*.
- In a church, in a parish or a church café.



## Here are a few more ideas on what you can do as a volunteer:

Maybe you still do not know what you can do as a volunteer.

Then we have a lot of ideas for what you can do.

Here are the ideas:

First, think about which activity you might like to do:

What would you like to do?

- Help old people.
- Visit lonely people and talk to them, tell them something/ a story.
- Help planning and organising recreational and leisure activities.
- Playing, painting, cooking or singing with people (for example, with older people or children)
- Help the sick and old people with shopping.
- Talk to people in public and tell them something to inspire them.

## What activities could you do on a voluntary basis?

- Help build and dismantle tents/stands in events and festivals.
- Help fire brigade, for example to clean the fire hoses or the fire engine or help firefighters.
- Help in sale.
- Help out in the (community) kitchen or selling or serving in a communal cafe, or help out in community feasts during fundraising for a good cause.
- Help animals by feeding them or clean the stables.
- Clean the environment or help in a campaign to keep the environment clean.
- Help with renovations and decorations such as in a park, for a playground, for a room where people meet.
- Work in nature, for example, clean and maintain a playground, park, garden or cemetery to make them look beautiful.

## Where can you volunteer?

- You could join a club or a group and help with events.
- You could help a sports club to fix sports field or sports hall.
- You could help at the fire department.
- You could help with nature conservation and, for example, help weed out weeds or clean up garbage in the forest.
- You could clear hiking trails.
- You could help keep playgrounds clean.
- You could care for graves nobody cares about anymore.
- You could become a resident representative or work in the Home Advisory Council or the Work Advisory Council, or the Leisure Advisory Board or Administrative Advisory Board.
- You could take part in community meetings and speak your mind to inspire and encourage people.





# COMMUNICATION

H A L L O



# How to talk better with poeple?

## What does communication mean?

- In this lesson, you will learn how to talk better with people.
- You will learn how to greet someone.
- You will learn how to introduce yourself to other people.
- You will learn how to ask for things you did not understand.
- You will learn to talk so that the others understand you better and correctly.
- You will learn the art of understanding and how you can help others to understand others correctly.



## How to greet someone correctly

In Germany, people say „Guten Tag“ (meaning „goodday“ it is similar as saying „hello“), if you welcome someone. And say „Auf Wiedersehen“ (meaning „until we meet again“ or „goodbye“ when the person goes away.

In Bavaria people often say „Grüß di“ or „Servus“. It is customary to say that to everyone. To strangers as well.

If a person joins a group of people, she or he greets the group saying „Guten Tag“, only once.

For example:

- at the doctor in the waiting room, or
- in a small shop

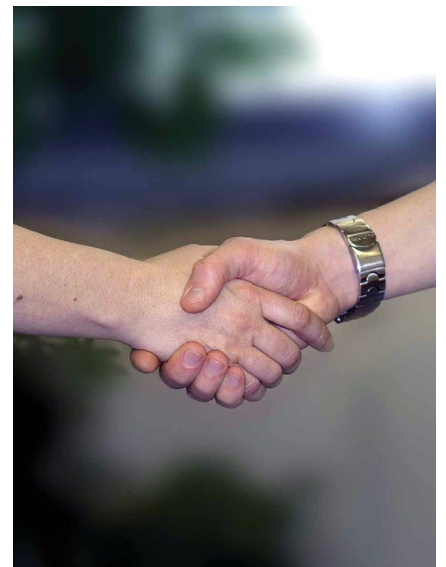
If you want to get to know someone better, or if you introduce yourself to someone, or if someone introduces you, you give them a handshake.

The handshake should not be too hard.

Then you introduce yourself:

"Hello, my name is Margot. Nice to meet you!"

And then you can tell the person something about yourself.



# What is communicatio?

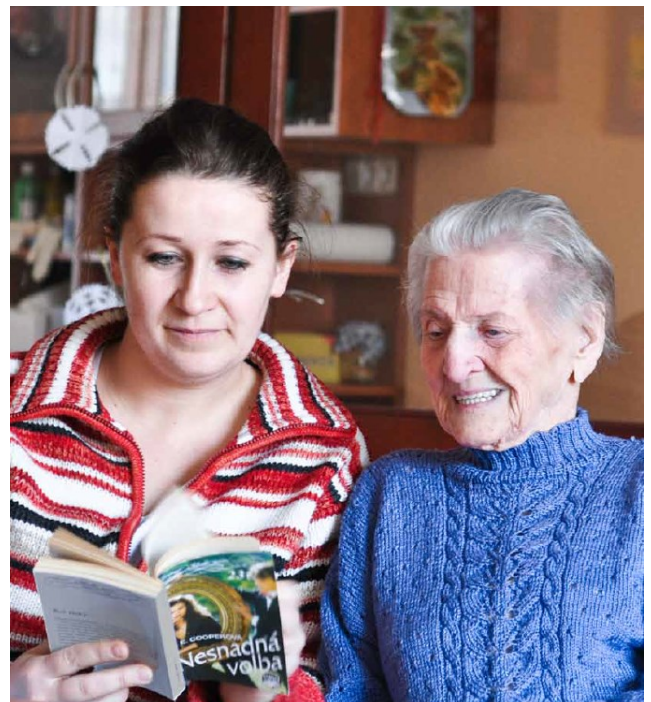
Communication means: when people talk to each other. A person tells the other what he or she think or feel or want. The other responds.

Communication also means telling other people what we know. And the other people tell us what they know. Therefore, communication means: I talk with other people. We tell each other what we know or what we think or what we feel or what we want.

People have different problems and perceptions. If we do not talk to each other, we may create more problems among ourselves. Others may think we do not like them or do not want to talk to them.

In a volunteer work, it is important to communicate well with others.

If we communicate well with each other, we also understand each other. Communication helps to overcome problems.





You can talk to each other in different ways and exchange ideas. In communication one distinguishes:

Communication with words: the choice of words and type of sentences we make.

Communication with sounds: how we speak, the intonation in our voice tells a lot about what you are communicating; does your voice sound loud or quiet to the other, annoying or pleased, friendly or aggressive, polite or rude and much more.

Communication with our body: This is also called body language. Depending on what we do with our body, or how we move parts of our body, the others can understand whether we find something good or bad, whether we have a lot of energy or have little energy, whether we are happy or sad. The others recognise, for example, the facial expression we make, whether we move our arms or legs a lot, or do not move much, whether we sit upright or stand up, or if we have pulled our shoulders inwards or outwards.

**Exercise:** Mimic the participants into something pantomime. Participants should then look at different smileys and explain how they think of the spoken and non-spoken language by the smileys.



# How does communication work?

How does communication work?

We have just learned:

It is not only important **what** someone says, but also **how** someone says something.

We often understand each other very differently.

Here's an example:

## ***A Role play, "The glass is broken!"***

In front of me is a broken glass.

Situation 1:

I stand there completely relaxed and say calmly the sentence:

"The glass is broken!"

Situation 2:

I get up close to another person and yell:

"The glass is broken!"

Situation 3:

I sit with my shoulders down and say in a whiny tone:

"The glass is broken!"



## The participants should discuss:

- What did they see?
- What was the same in all three situations? What was different?
- What do they think about the person in situation 1?  
(Maybe repeat situation 1 again)
- What do they think about the person in situation 2?  
(Maybe repeat situation 2)
- What do they think about the person in situation 3?  
(Maybe repeat situation 3)
- What would they do in the three situations?

## What have we learnt through this game?

When a person talks, he or she gives the others an information or message. That is a word or a sentence. From the game we got an information that the glass is broken.

You share information and the others understands it. Sometimes the others may not understand it.

Another word for talking is "communication". But when we are talking, during "communication" a lot more happens (with our bodies and our voices) than just talking.

## The different areas of communication

We have three more areas of communication.  
Talking, also depends on **WHO** says something.  
This is the **SENDER** of the message.

In situation 1 we think:

She is like a newsreader. She delivers the information very calmly. She is calm.

In situation 2 we think:

She is angry because the glass is broken.  
She is aggressive.

In situation 3 we think:

She is a poor person. Her glass is broken.  
She is sad.

That is, when we talk, we always give the others **information about us.**

Talking also depends on how the people you are talking to, feels and how the relationship between the two people is.

The other person is the **RECEIVER** of the message.

In situation 1 we think:

I am a spectator. She just wants to pass on the information to me.



In situation 2 we think:

She is angry with me. She thinks I broke the glass.

I am weak.

In situation 3 we think:

She is weak. I am strong. I can help. I can offer comfort.

That means, I have to think ahead of time what the other person can feel or possible misunderstanding when I am talking.

When we talk, the other person always thinks about the situation:

What do I have to do with the information?

What should I do? How should I behave?

In situation 1 we think:

I do not have to do anything. I just got the information that the glass is broken.

In situation 2 we think:

She is angry. She thinks I broke the glass. She wants me to apologise. She wants me to fix the glass or get a new glass or clean up the broken glass.

In situation 3 we think:

She needs my help. I have to comfort her.

We learnt:

It is not only important **WHAT** we say, but it is also important **HOW** we say something.

**Exercise:** Everyone should pick a person to speak to and the other person should answer.

Let us discuss:

How did the others experience the situations?

How did the two talk?

How did they make you feel?

What was good?

Was the speaker correctly understood?

We also learnt:

Often we may not know how to say or describe something or what words to use. If you have problems with that, get help.

Otherwise, we may end up arguing with others because of a misunderstanding.

And that is not good.



## How can I speak better?

So that in the future, I can be better and correctly understood, Let us now discuss:

- It is important to talk and to be understood.
- What can I do if the other person does not understand me? What can I do if I did not understand something?
- What can I do if the other person can not talk?
- Talking calmly and explaining (giving examples) is important!
- It is important to praise when someone has done something good.
- It is also important for volunteer workers to be able to talk well with each other. In that way, volunteer work becomes easier and better.

If you want something, you should say or show it.

If you do not say or show anything, the other person cannot understand you.

Then it is hard for the both of you (or the group).

Then it is also hard for the others.

So, you should always say and show what you want or do not want.

**It is important to talk and to be understood!**

Sometimes you may not understand something.  
And sometimes, the others do not understand you.  
That is why you have to ask.  
There are no dumb questions!!!!  
You do not have to be ashamed if you need help.  
When you ask, you learn something. When you learn,  
you improve yourself and will be able to make it better  
the next time.

### **What do I do if someone can not talk or show?**

Sometimes I or the other person can not talk.  
That is not bad. There are speech aids.  
For example, someone is hungry or very tired.  
He does not want to talk. It is best to wait until  
he is ready and wants to talk.  
Sometimes a person does not want to talk because  
he is angry.  
With a friend.  
With a partner.  
With the group.  
About the voluntary work he is involved in.  
Show him that you understand. Tell him something nice.  
You can hug him. Give him strength. It helps to make  
the other one happy. And together, you may be able  
to do something with pleasure.

# ASK QUESTIONS





## Asking questions is very important!

### **No one knows everything!**

That is why you have to learn to ask for or about something. Only then can you do everything right and be able to help. There is no question that can not be asked. If you need help, you should not be ashamed. You just ask for help and everything is fine. Questions make you strong because you learn something from the other person.

It is nice when a person asks for your help. That pleases every volunteer. It shows that you are needed and that is a good feeling and makes you proud of yourself.

Often hearing the same questions in volunteering can be annoying. But it is important to take questions from people seriously and to answer them again and again. When asked a question, it is okay to answer: "I do not know that." That is not bad and everyone understands. Then you can get help from someone else.

It is better to say, "I do not know!", than saying or doing something wrong! Everyone wants to do something good. This is only possible if you can answer questions honestly and correctly.

If you do not understand something, if you do not know something, you can ask questions.

If you ask, you get an answer. It also shows your interest in volunteer work.

You also learn something and get to know the other person better. You find out: what does the other like? How does he feel? How does he talk?

You can ask questions in very different ways:  
We distinguish between questions with question words, control questions and counter questions.

Questions with question words begin with the words "how - when - where - who - how much, etc."

For example:

What is your name? When are you coming?  
Where do you live?

For control questions, we ask if the other has understood something or if something has worked out.

For example:

Did you understand that? Can you do that?  
Will you come? Did you hear me well? Do you still have questions for me? Are you happy with me?

## Communication: Additional Tips!

If you have not understood a question well or if you are uncomfortable with a question, you can also ask a counter question.



For example:

I did not hear you well. What was the question exactly?

Can you repeat the question again?

What do you mean exactly?

If you do not want to play that game, what do you want to play?

Do you really want to go through that route?

You will notice that, with good questions you can be able to talk well with people.

### **Exercise:** Role play "Cook with me"

You are cooking together with many people. Ask many questions while cooking: For example:

Where is the pot? Where are the plates? Who wants to cut vegetables?

Have you already put the plates on the table?

I do not know how to do that? Do you know how that works?

## **Talking calmly and explaining is important!**

Talking calmly and slowly with other people or explaining something to them is not easy. But if you stay calm, the situation can be better.

People like to understand what the others are saying or showing. That is why you have to speak clearly and slowly. That makes understanding much easier!

If a person does not speak clearly or slowly enough, the others may say, "Please speak or explain it slowly and more accurately!"

## **It is important to give complement when a person has done something good!**

It helps because, in that way you can do more together again, because everyone has understood.

Has someone done something good? Give complements. This makes a person to feel good, gives him even more joy in volunteering and makes him proud of himself.

If you say, "Great work!" Or "You are doing great!", makes people do much better and gives them more joy and motivation to volunteer.

If someone did not do something well, you have to say that as well. Everyone can make a mistake. You can say: "That was not right". Let me show you how to do it right. It helps a person to do a better job afterwards.

You should not be angry or sad. You can learn from a mistake. This is only possible if you honestly speak about or show mistakes. So you do not need to be afraid, you will get help.

If someone does something wrong, you should never say, "You are not good." Or "I do not like you."

Those words hurts every person. Allow yourself to be helped. Learn about your volunteer position and become the best.

**It is also important for volunteer work that we can talk to each other well.**

**It also improves the volunteer work.**

Everyone wants to help in volunteering. This works best when you can talk to each other or are able to show things if you can not talk.

Talking and showing things is very important in volunteering. This helps to understand other people and help people. No matter what you do as a volunteer! You also learn something for yourself and therefore enjoy being with people and doing something for the community.



## To give compliment is important!

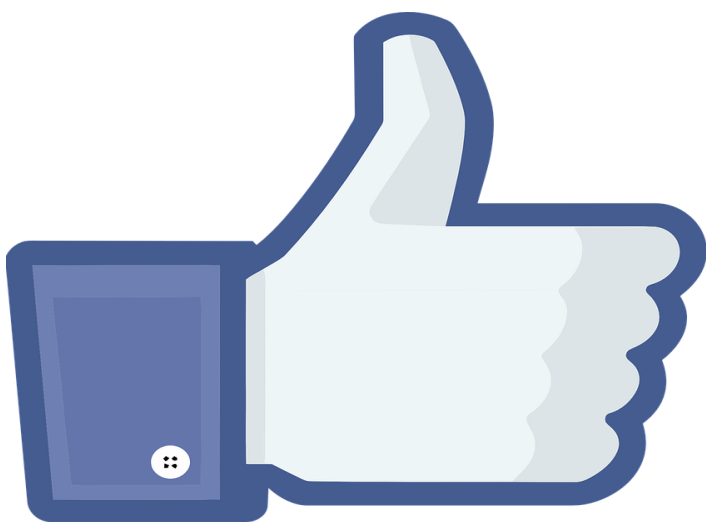
To be praised is a beautiful feeling, brings pride  
and makes volunteering enjoyable.

It makes a person wanting to continue.

It is also important to praise others,

The people you volunteer with.

Ideas given in a group.



**Exercise:** Participants make groups of two and praise each other.  
They should note down how they felt when they are praised.  
They should express their feelings with the help of the smiley cards.  
The same exercise should be repeated only this time they should insult  
each other.

## How does a person communicate with others successfully?



### **HOW DOES A PERSON COMMUNICATE WITH OTHERS SUCCESSFULLY?**

In volunteering, it is important to talk with people.

How do you do that right?

You should tell the other person what you want to do.

You should say what you do not want to do.

You should say when you do not understand something.

You should say when you can not do something.

You should say when you are annoyed about something.

If you want something or wish to do something,  
you can say that loud and clear.

But if you do not say anything;

- the other person can not understand you.
- the group can not understand you.
- the organisation you are volunteering in can not understand you.

Speaking your mind, about everything is important  
in the group and with the people you work with  
in the volunteer organisation.

## **How can you communicate successfully?**

You should always speak calmly and clearly.

You should speak slowly.

You should not laugh at the other person.

You should let the other person finish talking.

You should not talk in between.

You should speak to people without fear.

You should pay attention to the other person's facial  
expression and body language.

## Speaking is important in volunteering!

### **SPEAKING IS IMPORTANT IN VOLUNTEERING!**

For volunteering, it is important that all people talk to each other well. To avoid misunderstanding and disputes. Volunteers enjoy their work more when they talk to one another. And if you listen well, you also understand what the other wants to say.

If the others do not understand you, you should say it again or ask what did they not understand.

Then, explain it again.

Do not be sad or offended if the other person does not immediately understand you. Repeat the sentences and speak more clearly.

Stay calm, even if the person listening to you takes longer to understand you. Try and be patient.

Sometimes people just do not feel like listening.

Of course, you will not understand either.

But that is not your fault!

If you do not understand something, you should ask again and again. You can simply ask the others to explain it to you again.

# HANDLING CRITISISM AND AVOIDING CONFLICTS





# Handling criticism

## HANDLING CRITICISM

You must learn to handle criticism.

No one likes it when someone else does not like something about us.

If things are not going well.

If a person does not like something we did.



**Exercise:** roleplaying in pairs: one (best coach) plays the person who criticises, the other must respond appropriately.

Situation 1: Volunteer visits elderly woman in a retirement home.

The old woman criticises the volunteer, that: "Who are you anyway? You did not do that right! I do not like it!"

Situation 2: A joint cooking is organised so that people come into contact with each other. A volunteer scolds: "Cooking was not good! I did not like the food either! Why should I help at all? "

Afterwards the participants should discuss how they felt in the two situations.

Again, you have to talk to each other about it.

Criticism must be given and the addressed person should be able to take it without being sad or even angry about it.

## Rules on how to positively criticise

Here are some rules that will help you to positively criticise:

1. Think carefully and well, what bothers you.
2. Always start your sentence with "I" or "to me".
3. Speak calmly and kindly. If you are not calm at that moment and you are still angry, wait a while, sleep it over a night. And the next day, tell the other person what disturbed you.
4. Make a suggestion that is good for both.

Even in volunteer work, people can tell you what they dislike about you, what you did not do well.

You have to learn to handle it well.

**Exercise:** roleplaying in pairs: tell a person what you do not like how she is dressed, how she paints or something similar.

Someone watches the person being criticised. The person should observe how the criticised person accepts the criticism, for example the facial expression and the posture.

Note the 4th rule during the game !!!

Discuss with each other:

What did the two people do well and what did they not do well?

## How do I avoid disputes?

### HOW DO I AVOID DISPUTES?

What can you do that you remain calm with criticism?

What can you do that criticism does not lead to a fight?

You can walk away politely.

You can talk about it another time.

You can breathe first and then speak.

You can ask how you can do it differently.

You can apologise if you really did something wrong.

An example:

You work as a volunteer in leisure activities in a residential group. You have planned this time to paint with all the residents. Unfortunately, you forgot to bring the colors. A resident says, "But you are not prepared.

That is stupid!

No colors. Now we can not paint! This is stupid!"

A good answer from you can be:

"Yes, I forgot the colors. I am sorry. Today we can talk about what we will paint the next time. I will surely bring the colors with me."

If you do it as in this example, you can do your volunteer work better and never be afraid of when you make mistakes.

You always have to talk to other people if there is a problem. That is what you do in volunteering, no matter what activities you are involved in.

You learn something for yourself.

You enjoy being with other people.

And you can do something nice and good for the community!



# WORK PLAN AND ORGANISATION





# What you need and what you have to do:

## Plan and organise

### **WHAT YOU NEED AND WHAT YOU HAVE TO DO:**

If you know what you want to achieve:

If you know what your goal is:

Then you have to think:

What do I have to do to make my volunteer work a good one?

How do I achieve my goals?

That means you have to plan well for your volunteer work to be a success.

So that your volunteering is fun.

So that your volunteering bring joy to others.

You have to think:

Do I still need help from others?

If I need help, what should the other person do for me?

Do I need other resources for my volunteer work?

Do I need pens, papers, something to eat and drink, or something else, for example?

This means, you need to write down everything you need so that you do not forget anything. Write a **WORK PLAN**.

## Make a **WORK PLAN**:

If you know what you want to do.

If you know what your **GOAL** is.

Then make a **WORK PLAN**.

Think about:

1. What must be done?
2. What kind of things do I need?

Do I need help from other people?

If so, how many people do I need?

Are these people able to do something specific?

Do these people need to know something specific?

3. Who takes over which task?

Who does the work?

Who controls if the work is done?

4. How much time do I need?

How long will it take?


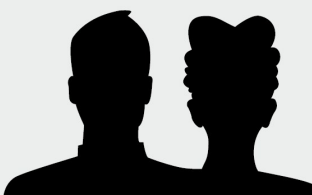

When does every task have to be completed?

Do I have such time?



# Here is an example of a work plan

Here is an example of a work plan:

<b>What?</b>  What exactly is the task?		
<b>How?</b>  What things/equipment we need to do this? Do we need more people to do this?		
<b>Who?</b>  Who is going to do this? (Names)		
<b>Deadline?</b>  Until when must be the task done?		
<b>Done?</b>  When and by whom has been the task done?		

## WORK PLAN

Write or draw a work plan.

A work plan helps you achieve your goals.

If you write down everything, it becomes easier.

Then your work has a structure.

Then you will do your job well.

You will do everything step by step, one activity after the other as written in the plan.

You can see who has to do the task.

You will not forget the important details or assignments.

Because everything is on the plan.



## Here is an example on how to organise work for different people

	Monday	Tuesday	Wednesday	Thursday	Friday
Klaus					
Inga					
Maria					

A plan must state:

All work / tasks that have to be done.

All things you need to get or buy.

All the people you need to help you.

For all tasks, there must be one person who is responsible to perform a specific task.

The time and date by which each task must be completed.

When you complete the tasks on the plan step by step, then you have reached your goal!



# WORKING WITH PEOPLE



## Volunteers are a team

A lot of work requires the help of other people.

This is the same in volunteer organisation.

1. How do I find new volunteers?
2. How do I work with volunteers in a team?
3. How to be a good team player?

To 1) find new volunteers

You have to find volunteers. To find you (as volunteers) is a gift! Thank you for wanting to join! Finding even more volunteers is even better. You can help!

You know a person who may want to volunteer?

Then, tell him he can make a difference. Tell them to join a volunteer organisation, a group or engage in volunteer activities.

When they decide to join, volunteer team grows.  
And with more people, volunteering is more fun and easier.

## Working with people

What can you do to find a new volunteer?

You can tell people about your volunteer work/experience.

One may envision volunteer posts for example, painting in a retirement home, or cooking with someone or cleaning the forest/environment.

You can tell people what you have learned through volunteering:

That you got to meet and know new people.

That you did something for the community.

That volunteering made you proud of yourself.

2) How do I work with volunteers in a team?

Volunteers always work together.

Through team work is volunteering a success.

To work well in a team, you have to know:

What can everyone do very well?

The volunteers can say what they can do best.

Or what are their skills.

Teams are formed where everyone does what he or she does well.

## Working in a team

Every volunteer gets a task within the group.

And helps the other volunteers with their tasks.

People in the team can always help you.

You just have to ask them.

But of course, there can also be problems in the team:

Maybe there is a volunteer in the team you do not want to do anything with. That is okay. You can let the team know and talk about it.

A problem can always be solved. Volunteers only need to talk about it as a team. In this way, volunteering remains a beautiful thing and the team is even better.

In a team, communicating is especially important.

It does not matter if it is about a good or bad thing.

As long as you speak, the team will help you and you can work better together.

### 3) How do I get a good team?

#### **How do I build a good team?**

You choose your team.

You decide who you want to work with and who you do not want to work with.

Everyone should be happy in a team.

That is why you should choose the best team for you.

In the team you will meet new volunteers and friends.



#### **What do you do if you want to join another team?**

Then you should say so. That is okay. You should be in a team that you like the most. And where you can best use your knowledge and skills to help.

Volunteering should be exactly as you want it to be.

A good team makes volunteering much easier and nicer.



## Dealing with quarrels and criticism

Sometimes we are angered by other people.

We resent what they said.

We resent what they did.

And sometimes, everything just annoys us.

We are in a bad mood.

If you get angry, you have to talk to the other person about it.

But you have to say that which annoys you to the other person in a way that he does not become sad or even angry.

Here are a few rules that will help you:

1. Think carefully about what bothers you.
2. Always start your sentence with "I" or "to me".
3. Speak calmly and kindly. Sometimes you are so angry that at the moment you can not be calm and friendly. Then wait a while or wait until the next day when you are calmer again
4. Make a suggestion that is good for both of you.

## Dealing with quarrels and criticism

**Exercise:** Roleplaying in pairs: Tell the other person what you do not like, for example, how the person is dressed, how he paints etc.

Note the 4 rules in the game.

Think about it: What did you do well?

What did you not do well? Watch the other person as he accepts your words/criticism how he feels: what is his facial expression, what is his posture? Then we talk about it together.

In volunteering, people can also tell you what they do not like about you, what you did not do well (e.g. too slow or too soft spoken, brought wrong materials).

Then you have to learn not to get angry.

Do not be sad. It can happen.

That is not bad.

You can try to make it better the next time.

**Exercise:** Express emotions with smileys

Second exercise: now the other person criticises: How does that affect you? What/how did you feel? Express your feelings based on the laminated smileys. At the end, we can talk about it together.



## How to prevent misunderstandings and conflicts?

Doing something wrong is not bad, talk about it.

Do not be offended if someone else does not understand you.

Do not be offended if the other person wants to do something different than you.

Always say everything with your words. Always be polite while talking. Then, there is no dispute and everyone is satisfied.

And if you do not understand something, ask.

### **REVISION:**

#### **What can you do, so that criticism does not hurt you so much?**

You can breathe first and then speak.

You can ask how you can do it differently.

You can apologise if you really did something wrong.

## Examples of how to handle criticism better

An example:

Painting in a supervised residential group. You forgot to bring the colors to paint together. A resident says, "But you are not prepared. That is stupid! No colors. Now I can not paint."

Your answer could be:

"Yes, I forgot them. I am sorry. Today we can talk about what we are going to paint next time. I will definitely bring the colors with me!"

If you do it as in this example, you can do your volunteer work better and not be afraid of mistakes.

You always have to talk to the other people within the volunteer association or group, no matter what you do.

You learn something for yourself and enjoy being with people. And you do something nice for the community!



# And finally:

## What we want to tell you in the end!

We hope you enjoyed the training!

We hope you have learned a lot in the training.

We hope you now feel like working as a volunteer.

We hope you find a good volunteer position.

We hope you are doing a lot of good for your community.

## We wish you all the best!



We thank the participants from the community of St. Francis in Eggenfelden - you were our inspiration and motivation. Our thanks also go to the assisted living community of the PEKA care service Eggenfelden, the library and the fire department Eggenfelden, who have for the first time, created volunteer positions for our participants.

# About the EU program Erasmus +

This project was funded by the European Union.

In other words, we have received money from the European Union.

With this money we could pay for our work.

We could have this booklet printed.

And offered you this training free of charge.

It is important for the EU that all people can get good education.

That is why the EU supports the Erasmus + program. This is the logo of Erasmus plus:



Erasmus+

## What is the program Erasmus +?

This program helps in order, that all people in Europe get **education**.

Erasmus + is important for the following areas:

- **General Education:** This includes, for example, what you learn in school.
- **Professional training**
- **Vocational training:** In vocational training you can learn new things that you need for a job.
- **Adult Education:** This means that, people can learn new things throughout their lives that interest them personally. For example, other languages.

The Erasmus + program is available in all EU countries.

Each country receives money from the EU for the Erasmus + program.



Erasmus+

# About the National Education Agency for Europe

We did not get the money directly from the European Union.

In Germany, the NATIONAL EDUCATION AGENCY FOR EUROPE receives the money for the Erasmus plus program.

In other words, the NATIONAL EDUCATION AGENCY FOR EUROPE is responsible for the Erasmus plus program in Germany.

And we got the money for the project from them.

## Who is the National Education Agency for Europe?

The National Education Agency for Europe belonging to the Federal Institute for Vocational Education.

The abbreviation for this long word is NA at BIBB.

National means: something belongs to a certain country.

A federal institute is an institution of the state.

By state it means the country Germany.

And an agency is like an office that takes care of a specific topic.

NA at BIBB is an office in Germany that deals with education.

The National Agency is an institution of the state.

All agencies are well acquainted with the EU.

And they know a lot about education for all people.

The agencies work together with the other countries of the EU.

They help when someone wants to do a project for Erasmus +.

They also helped us.

This is their logo:

Nationale Agentur  
beim Bundesinstitut  
für Berufsbildung

**NABiBB**  
BILDUNG FÜR EUROPA



Erasmus+

# Directory of difficulty words

## **Society:**

A group of people living together in a country or in a place.

This is also called a COMMUNITY.

In this training we use the word COMMUNITY.

## **Idea:**

An idea is a thought, a thinking that comes into your mind.

A person thinks of an idea.

It is a thought.

## **Communication:**

Communication means: people talk to each other.

They tell each other what they think or feel or want.

One says something. (that is the sender).

And the other one is listening. (that is the receiver)

and: when the other answers. (Then he is the sender of a message. And the other is then the recipient of this message).

Communication means:

An exchange with other people. Exchange of information

We tell each other what we know. Or what we think. Or what we want.

## **Organisation:**

An organisation is a group of people.

The group of people planning, organising and doing things together.

# Directory of difficulty words

## **Volunteering:**

Volunteering is an unpaid work.

That means: whoever works voluntarily, he does not have to do that.

Anyone who works on unpaid basis but but voluntarily/not forced.

For a volunteer work you get NO MONEY.

Those who work as volunteers donate time.

Anyone who works voluntarily helps others.

Those who do voluntary work, do something good for the community.

## **Volunteers:**

People who do volunteer work are called VOLUNTEERS.

The volunteers work for other people, for animals, for the nature or help with disasters. Volunteers support the community and society.

## **Europe:**

Europe is a continent.

A continent consists of a lot of countries.

There are several countries on this continent.

The people living in Europe are called Europeans.

There are 46 countries in Europe.



# Directory of difficulty words

## **European Union:**

The European Union is a community of 28 countries in Europe.

The EU includes, for example, the countries:

Germany

France

Italy

Spain

Union means uniting or bringing together.

The European Union is also called the EU for a short form.

For example, these 28 countries work together so that all people in Europe can get good education.

## **Logo:**

A logo is a specific recognition image or recognition sign. Almost every company or organisation or project has a logo. If you then see this sign or image, you recognise this company or an organisation or a project.

## **Project:**

A project is a task. Or a plan of work

It can be a work of one or more people.

It can consist of part tasks.

A project is planned.

After planning, the project starts.

There are projects that takes a short time.

And projects that takes a long time.

When all tasks are completed, the goal is reached.

And the project is over.

# Imprint

These people developed and wrote this training:



Perdita Wingerter, Margot Bofinger and Lenka Černá.

Perdita Wingerter Margot Bofinger Lenka Černá





**Gemeinsam leben und lernen in Europa e.V.**  
Perdita Wingerter  
(Geschäftsführerin/Managing Director)

Leopoldstr. 9  
D-94032 Passau  
Tel. 0049-(0)851-2132740  
Fax 0049-(0)851-2132739

[www.gemeinsam-in-europa.de](http://www.gemeinsam-in-europa.de)  
[wingerter@gemeinsam-in-europa.de](mailto:wingerter@gemeinsam-in-europa.de)

**Dobrovolnické centrum, z.s.**  
Mgr. Lenka Černá  
Managing Director

Prokopa Diviše 1605/5  
40001 Ústí nad Labem  
Czech republic  
00420 606 512 905

[www.dcul.cz](http://www.dcul.cz)  
[lenka@dcul.cz](mailto:lenka@dcul.cz)

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.