

How can we avoid difficult situations through strong recruitment?

In this exercise we are **not interested** in solving the problem – we are interested in **how the problem could have been avoided** through application, induction and interview.

**What's going wrong –
for the volunteer?
for the organisation?**

How could we avoided it?

A volunteer comes to claim £30 of expenses from the last 6 months and complains when there isn't enough money in petty cash.

A volunteer is complaining to many other volunteers that the reception work he does is dull and tedious.

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When a gay volunteer starts, and is open about his sexuality, another volunteer makes jokes that refer to their sexuality, and that many find inappropriate and offensive.

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How could we avoided it?

A volunteer finds the training for his role very hard as his writing skills are low. He doesn't feel he is getting enough support

A number of volunteers leave after the expensive training is over.

A volunteer refuses the regular supervision and training offered to all.