

The volunteer organisers' forum on 6 December discussed 'thanking volunteers'

Some principles of volunteer management were covered:

1. Make sure the volunteer has something to do
2. Thank them for doing it
3. Have a plan B
4. Be prepared when volunteers arrive
5. Have a place for them to carry out their tasks
6. Call them by name
7. Enable a volunteer to "grow"
8. Thinking about giving awards
9. Give regular supervision
10. Good practice - gifts