

**Template for an honest conversation**

This is intended as a guide for the conversation and should not be used as a script. Base your questions on the specific situation you are in and the needs of the volunteer – you don’t need to include points that are not appropriate.

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| Why did you contact the volunteer – what’s the reason for your meeting? | |
| How are they doing? Has anything changed in their circumstances that would be impacting on the issue you have contacted them about? | |
| How are they enjoying their role? What do they like best about it? | |
| What responsibilities are included within their role?   * Are they able to do everything asked of them? Be specific. * Which of these responsibilities could be done by someone else in the team? * If the role needs to be reduced, which areas would they like to let go of? | |
| What support would they like to be put into place? This could include training, additional volunteers, taking a break, a buddy/mentor etc. | |
| Are there other roles available that would better suit them? Perhaps they could change section, volunteer more casually or take on a less time-intensive role. | |
| What are your agreed actions - who will do these and by which date? | |
| Date of next catch up |  |