

## **The Red Cross introduction module, instructions for the trainer**

### **Introduction to the training of the module**

Welcome to the guide for the Red Cross introduction training module. It is important for us at the Red Cross to ensure that all volunteers understand what the Red Cross is and what kind of inspiring volunteer activities it provides. In order to ensure this, we have built a two-hour training module on the basic information about the Red Cross. The training acts as an introductory event for new volunteers, people interested in finding out more about the activities of the Red Cross, and those considering becoming volunteers. Branches can organise the training during their open house events, for example. The aim is to make the event inspiring and captivating!

The main theme of the training is inspiring and welcoming participants to join and become a volunteer. The aim is to present the Red Cross activities in the region. Before the training, the trainer must find out about the activities and events, schedules, contact information, and social media channels of the branch in question, and edit the training materials to suit the event based on the information. Instructions for editing the materials (PowerPoint slides) can be found in these instructions.

The content of the training can be squeezed into one hour, but this will leave out the interaction and exercises. We do not recommend doing so.

Branches can organise the training supported by the district and trainers. If the training is organised by someone else than the branch, it should be ensured that branch volunteers participate in the training. This is to ensure the participants have a clear path to join the activities. In addition to FRC volunteer trainers, the training can be carried out by a volunteer with sufficient knowledge and skills. The aim is to organise trainings often and near the volunteers: at least twice in the autumn and twice in the spring.

We hope you have a nice training!

Best regards, the makers of the module

Finnish Red Cross 2019

### Structure and time use plan (120 min in total = 2 h)

- Starting the course (10 min)
- Basic mission of the Red Cross (15 min)
- Principles and values (15 min)
- The Red Cross is a preparedness organisation (20 min)
- Versatile volunteer activities (25 min)
- Welcome to join the activities (25 min)
- Summary and feedback (10 min)

### Objectives of the training

After the course, the participant...

- Recognises the available volunteer activities and their different forms
- Is willing and able to join as a volunteer and member
- Recognises the role and assignment of the Red Cross in society
- Wants to commit to the values of the society

### Materials needed for the training

- Photos and newspaper clippings
- Red Cross videos
- The PowerPoint slides (available through the Rednet materials for trainers at <https://rednet.punainenristi.fi/node/58209>)
- Paper for the flip chart, Post-it notes, felt-tip pens
- A functional internet connection (access to the social media channels of the branch, the FRC website)
- Contact information for the key persons of the various activities
- Event calendar for the branch
- Membership brochure / membership fee payment instructions
- Other suitable brochures

### Editable slides:

- If the trainer wants to, they can add regional examples to slides 14.
- Slides 18–22 and 27–28 must be edited to present the activities of the branch in question as well as possible.

## Instructions

### **1) Starting the course (10 min)**

The unhurried start is intended to make the participants feel welcome at the event and the Red Cross, and ensure that they know the schedule and objectives of the event. The trainer's most important task is to create an atmosphere where the participants can feel that volunteering is fun and inspiring. Make the participants feel good and safe right from the start.

When the participants are coming to the room, you can show:

1. photos (background materials for the trainer's use from the PowerPoint slide set), or
2. a video (slide 3 of the training materials has a list of videos, you can choose which one you want to show and delete the other links), or
3. a set of PowerPoint slides using the photos on the second slide.

Example videos (more can be found on YouTube using various search terms):

- Together we are the International Federation of Red Cross and Red Crescent societies (3:21 min): <https://www.youtube.com/watch?v=ReE835-d8vk>
- The power of Humanity (2:32 min): <https://www.youtube.com/watch?v=R36OHuF3U6A>
- A day in the life of our volunteers (3:26 min): <https://www.youtube.com/watch?v=D6VdrsT0YZQ>
- International Red Cross and Red Crescent Movement: The power of humanity (2:31 min): [https://www.youtube.com/watch?time\\_continue=151&v=R36OHuF3U6A](https://www.youtube.com/watch?time_continue=151&v=R36OHuF3U6A)
- Story of an idea (8:01 min): <https://www.youtube.com/watch?v=I9bsmnuJU-o>

The trainer welcomes the participants and discusses practical matters.

The participants can present themselves and get to know each other. In this context, the participants can also say what kind of volunteer activities they are interested in. This helps the trainer and branch to customise the training to suit the participants better.

EXERCISE: The trainer uses the following exercises or similar ones:

- a) Ask the participants to place themselves in a line according to when they registered for the course.
- b) Ask the participants to place themselves on the map according to which town/street/building they live in. The objective is to see which areas the participants come from, and whether they will realise their neighbour is on the course, for example.
- c) Ask the participants to talk to the person sitting next to them: who are you, where are you from, and which volunteer assignments are you interested in.

In connection with the discussion on the exercise, the participants will present themselves to the group and tell the others how they found out about the event. The trainer will ask the participants to explain their expectations and wishes regarding the event. The Red Cross themes the participants are interested in and wish to receive further information on are written on the flip chart in connection with the exercise. As the event proceeds, the trainer aims to ensure these wishes are fulfilled.

## **2) Basic mission of the Red Cross (15 min)**

The objective is that the participants know what the Red Cross is and what need it was created to fulfil. They understand that the basic mission of the Red Cross is to help those in need according to the principle of humanity. They can provide examples of how the society helps people, and they understand that the activities are based on social need. The participants also know that the Red Cross is an international organisation with 192 national societies. The participant can position themselves as part of the movement and the local branch.

The trainer approaches the theme using slides 4–7, which present the history and assignments of the Red Cross, as well as examples of national and local forms of helping. The trainer also briefly explains the levels of the Finnish Red Cross society. The trainer presents the levels of activities of the Red Cross in a table, for the participants to be able to place themselves and become familiar with the concepts. The notes in the PowerPoint slides provide clear instructions for the trainer for what to discuss in connection with each slide.

### EXERCISE: The Story of an idea and 140 Years of the Finnish Red Cross videos

**NOTE!** If the participants understand a bit of Finnish or Swedish, the trainer can show the video about the Finnish Red Cross history.

Video of FRC history in Finnish: <https://www.youtube.com/watch?v=-XQLmgJqgAA>

Video of FRC history in Swedish: <https://www.youtube.com/watch?v=4ecITEXdU80>

If the participants speak mostly English, then the trainer can show the whole video “Story of an idea” (8 minutes long) instead.

Go through the history of the organisation by showing the first 3:32 minutes of the video ‘Story of an idea’. The link to the video is available on slide 5.

After the video, the trainer discusses the theme with the participants, using the following questions, for example:

- What was particularly revolutionary about Henry Dunant’s idea? (Answer: the neutrality of the helping)
- Did the video provoke any feelings? What kinds of feelings?

After the video, the trainer talks about the history of the Red Cross. The notes in the slides provide further information for the trainer.

A good way to illustrate the activities is to show the video about the 140 years of activities of the Finnish Red Cross. The link to the video is available on slide 6. After the video, the trainer offers the participants a moment for reflection: Were you surprised about some piece of information about the history of the Finnish Red Cross?

The assignments and purpose of the Red Cross internationally, nationally, and locally should be explained to the participants. The trainer should also compile examples of local activities to make the activities link to the everyday life of the new volunteer/member.

### **3) Principles and values (15 min)**

The objective is that the participants understand how the volunteer activities of the organisation rely heavily on its values and principles. The participants can think about whether they want to commit to the values and principles, and what they mean for practical activities and the planning of new operation ideas.

It is important to ensure that this section is interactive and conversational. The trainer starts by showing the principles from slide 8, and the group talks about what each principle means. Explanations for the principles are found in the notes of the slide in question. The participants practise the principles instructed by the trainer. Below is an example of an exercise, or the trainer can design their own exercises. The aim is to encourage the new volunteers to talk about helping and bring up their own ideas and experiences of volunteer activities.

#### EXERCISE: The principles

The trainer chooses two principles (e.g. humanity and impartiality) and asks the participants in what ways these principles are visible in their lives. Then, the trainer chooses two new principles (e.g. neutrality, independence, or unity), and asks the participants how these principles should be visible in volunteer activities. If the group is large or it is difficult to get the participants to share their thoughts with the entire group, they can be instructed to talk about the questions in pairs.

The principles can also be discussed by asking the participants what they mean to them, and writing words down on a flip chart.

### **4) The Red Cross as a disaster preparedness organisation (20 min)**

The objective is to increase understanding of the need for help, resilience, and providing help – on a personal as well as social level. The participants will learn to see the activities of the Red Cross as part of the preparedness of the organisation and understand what being a preparedness organisation means. The participants will know that the Red Cross has a special position ensured by the Act and decree and the Geneva Conventions. The participants will be familiar with international aid and the Disaster Relief Fund, and they will understand that the planned collections as well as emergency aid collections are part of the preparedness of the organisation to help. In addition to international aid, the participants will be told about aid and humanitarian work in Finland.

### EXERCISE: Preparedness and humanitarian work

The trainer challenges the participants to talk about humanitarian work and their own preparedness with the person sitting next to them.

Questions to support the discussion:

- What does preparation mean?
- What are you prepared for at home?
- What should you be prepared for in your everyday life?
- When was the last time you helped someone? What was the help like?
- What does humanitarian work mean?
- Can you come up with examples of humanitarian work by the Red Cross?

The trainer can use slide 10 to support the discussion. The notes to the slide contain more detailed instructions on dividing the discussion exercise.

After the discussion, go through the Red Cross chain of aid and its parts. Also talk about disaster relief, aid in Finland, the Disaster Relief Fund, and collections (slides 11–13). The notes of the training slides contain further information for the trainer.

The trainer can add stories and pictures of helping situations from local media (slide 14). The closer the helping and humanitarian work comes to the local lives of the participants, the better. The aim is for the participants to understand that they are part of a global aid network which helps around the world, but also in Finland and in the participants' home town.

### **5) Versatile volunteer activities (25 min)**

The objective is for the participants to feel that volunteer activities are fun and inspiring. The participants are familiar with the different forms and assignments of volunteer activities by the branch and district. They know that they can volunteer regularly, on a pop-up basis, or whenever it suits them. They know how they are insured when participating in activities for the Red Cross. The participants understand that a person participates in Red Cross humanitarian work through being a Red Cross member, shopping at or donating to Kontti stores, as well as donating blood. After the course, the participant is aware of the next events, trainings, campaigns, and operating group meetings within their branch and area. They can contact the contact persons and know where to seek further information.

The trainer and representative(s) of the branch start by telling their stories of why they joined the FRC as volunteers and what volunteer activities mean to them. The trainer can support this discussion with the general information about volunteering on slide 16.

### EXERCISE: Thumb barometer

The participants respond to the quiz about volunteering on slide 17. The replies of yes, no, or something in between are shown by giving a thumbs up, thumbs down, or thumbs to the side.

In the beginning of the event when the participants presented themselves, the trainer collected their interests and activities they were interested in hearing more about on the flip chart. At this point, the trainer can ask for clarifications and additions on that list. The interest of the participants in a certain form of activities should never be discouraged even if the branch does not provide the activities in question at the moment. The trainer and the representative(s) of the branch can invite the participants to join similar activities or tell openly about the activities of a neighbouring branch if one provides the activities in question.

Next, the trainer will present the various forms of activities using slides 18–25. The forms of activities are presented on the slides, grouped from the perspective of the organisation of the activities. PLEASE NOTE! The trainer must edit the slides to suit the situation in advance together with a representative of the branch.

The participants can talk about what they are interested in during and after the presentation and ask any questions they may have. The trainer can instruct the participants to discuss their questions in pairs.

### **6) Welcome to join the activities (25 min)**

The final section of the training aims to ensure that the participants are familiar with the main communications channels of the Red Cross and are able to publish pictures and text about volunteer activities on their own social media channels. They know to request permission from the guardians of underaged children for taking pictures and know how the recipients of help must be respected when taking pictures. The participants feel that joining the activities of the organisation is easy. They know what will happen next near them, and whom to contact for further information.

### EXERCISE: Joining the activities and the information of the branch

**NOTE!** If the participants can speak a bit of Finnish or Swedish, the trainer can show OMA Punainen Risti webpage and tell about it. But if the participants speak mostly English the trainer can ignore this part of the training and only tell about the main webpage and social media channels. OMA Punainen Risti will be translated in English when the next big development steps of the system have been taken during 2020.

The trainer shows the OMA front page to the participants. If there is time, the trainer can request the participants to register to OMA using their own phones. If this is not possible, the trainer can show from their screen what OMA Punainen Risti looks like, how it can be accessed, and what it contains. Slide 26 contains a screenshot of the OMA front page in case the internet connection of the training facility is insufficient.

The trainer tells the participants that OMA Punainen Risti compiles the entire activities and events of the Finnish Red Cross in one place. The participants can later enrol for courses, trainings, and other activities through OMA. If they create a profile, they can find out about activities near them, but registration does not bind them to anything.

Please note! The trainer must be registered to OMA and they must have a profile there and be familiar with the functionalities in advance.

During the OMA presentation, the trainer shows the information of the branch in question and the OMA branch view. If the branch in question is not active in OMA, the trainer shows the contact information for the branch through Rednet.

Trainer please note! Only present Rednet at the training if the information of the branch is not available in OMA.

#### EXERCISE: What can you find online

The trainer shows the Red Cross website and explains that the FRC has a social media presence in Twitter, Facebook, and Instagram. They can use the screenshots on slide 27 or show the profiles directly online. The trainer can add the local social media channels to the slides to allow the participants to follow the relevant accounts.

The aim is for the participants to be encouraged to proudly talk about their volunteer activities, membership, or donations on social media. They are also encouraged to post on social media. The participant is instructed to ensure the approval of the guardian when taking pictures of minors, and to respect the recipients of help. The trainer reminds the participants that it is good manners to request permission from those photographed before posting the picture online.

If there is time, the trainer can encourage the participants to post on their own social media channels about the training and what they learned. The group can also make a shared post on social media of the branch/district/trainer, etc. about the training, instructed by the trainer.

#### What is happening near you?

If not earlier, the participants will now receive the contact information for their branch and information about the next meetings and events. The trainer and representative(s) of the local branch will do their best to ensure that the participants will join the activities. The trainer and local branch can add events, meetings, dates, or contact information on slide 28 in advance.

The participants are allowed to ask for further information from a branch volunteer after the course and agree on what to do next. A fun way to do this is to build a small trade fair booth in the training facility and inviting active branch volunteers to share materials and further information at the end of the training. However, this has not been considered in the timeframe of the training.



## **7) Summary and feedback (10 min)**

### EXERCISE: Mind map

The trainer asks the participants to write down things they have learned during the event. The trainer draws a mind map template on the flip chart and writes 'Red Cross' in the middle in large letters. If there are many participants, the trainer may make two or three mind maps and divide the participants in small groups. The participants take turns writing on the flip chart and observe what the others have learned. They can also link what they learned to something another participant wrote.

Finally, the trainer chooses the suitable method for collecting feedback:

- A) use the attached feedback form in connection with the mind map, or
- B) as a thumb barometer by asking feedback from the participants.

The feedback form includes questions like

- Was it worth participating?
- Did you find your way of acting at the Red Cross?
- Do you know how to continue as a volunteer?
- Please tell us one new thing you learned during the event
- Other comments to the organisers

The feedback will be available to the trainer and branch representative. It does not need to be sent to the district or headquarters.

Finally, the trainer thanks the participants briefly for their activity.