

Part Two

Human resource operations: building the team

Part Two of this book looks at the operational elements of the human resources plan. For practitioners working on smaller events this is the part where things get done! Here we look at recruitment and selection, finding and choosing the right people, and then the major task of training is covered as three distinct components.

In this section we will also look at workforce logistics: feeding and clothing people, getting enough of them there on time, providing essential staff services and registering attendance. The later chapters in Part Two will cover two key elements of the human resources plan, leadership and motivation, the aim of which is to inspire and retain staff – even when the going gets tough. And last but not least we'll look at recognition and reward, which is an essential part of any volunteer programme.

Unfortunately, we can't have a party at the end of the book but that is often how the human resources operational plan folds up! Hugs and tears, plans for staff to stay in touch, a fine rosy glow, are the anticipated outcomes of every event, despite any crises and hardships that might occur along the way.