



RECOMMENDATIONS FOR MEETING FUTURE SKILLS NEEDS IN EUROPEAN THIRD SECTOR ORGANISATIONS

Future Skills for the Third Sector (FUTUR3) Erasmus + project

The FUTUR3 project undertook a benchmarking process in 2015-2016 to discover volunteer coordinators' and managers' and experts' ideas of the future of the third sector and related skills needs in 10 countries. We also collected related best practice examples. The reports can be downloaded here: <http://www.futur3skills.eu/futur3skills/index.php/results>

On basis of our research, we can make the following recommendations for meeting future skills needs in volunteering management:

1. **Advancing digitalisation:** staff and trustees, as well as volunteers, will need ICT skills that especially allow them to communicate from remote locations and using mobile technologies. Along with skills, this requires making investments in infrastructure.
2. **People come first.** Both now and in the future, communication skills, team work and empowering individuals and groups are at the core of volunteer coordinators' work. With digitalisation, the forms may change, but the skills need to be in place. As we have also identified a scenario of growing inequality, the ability to mobilise vulnerable groups is at the core here.
3. **Migration is a chance for the third sector.** Many of our respondents thought that intercultural skills and overcoming stereotypes are vital in their work, and will increasingly be so. The third sector plays an important role in integration, so this is a skills challenge.
4. **Build on diversity.** By diversity, we do not only refer to migration, but the ability to work with different age groups, religions, minorities and so on. This requires skills of overcoming stereotypes, sensitivity and communication.
5. **Collaboration in training.** In many countries, training opportunities for volunteer coordinators are scarce and sporadic. We recommend collaboration between civil society organisations, educational institutions, trade unions and professional organisations to establish concrete ways to improve the professional capacities of the third sector workforce.

Follow us! Facebook: <https://www.facebook.com/Futur3skills/> twitter:
@futur3skills

This report reflects the views only of the authors, and the Education, Audiovisual and Culture Executive Agency and the European Commission cannot be held responsible for any use which may be made of the information contained therein.