



بذرة شغف وحصاد مستدام

ماستر كوتش / د. فاتن السادة

قطر

...هل التطوع مجرد دعم أم قوة مجتمعية؟

آج انؤ افعزؤ

...قك ظغجة آخنشؤ

إفم قكصمقؤ قئغ(قفؤ

قبل التحول :الواقع السابق

نقطة التحول

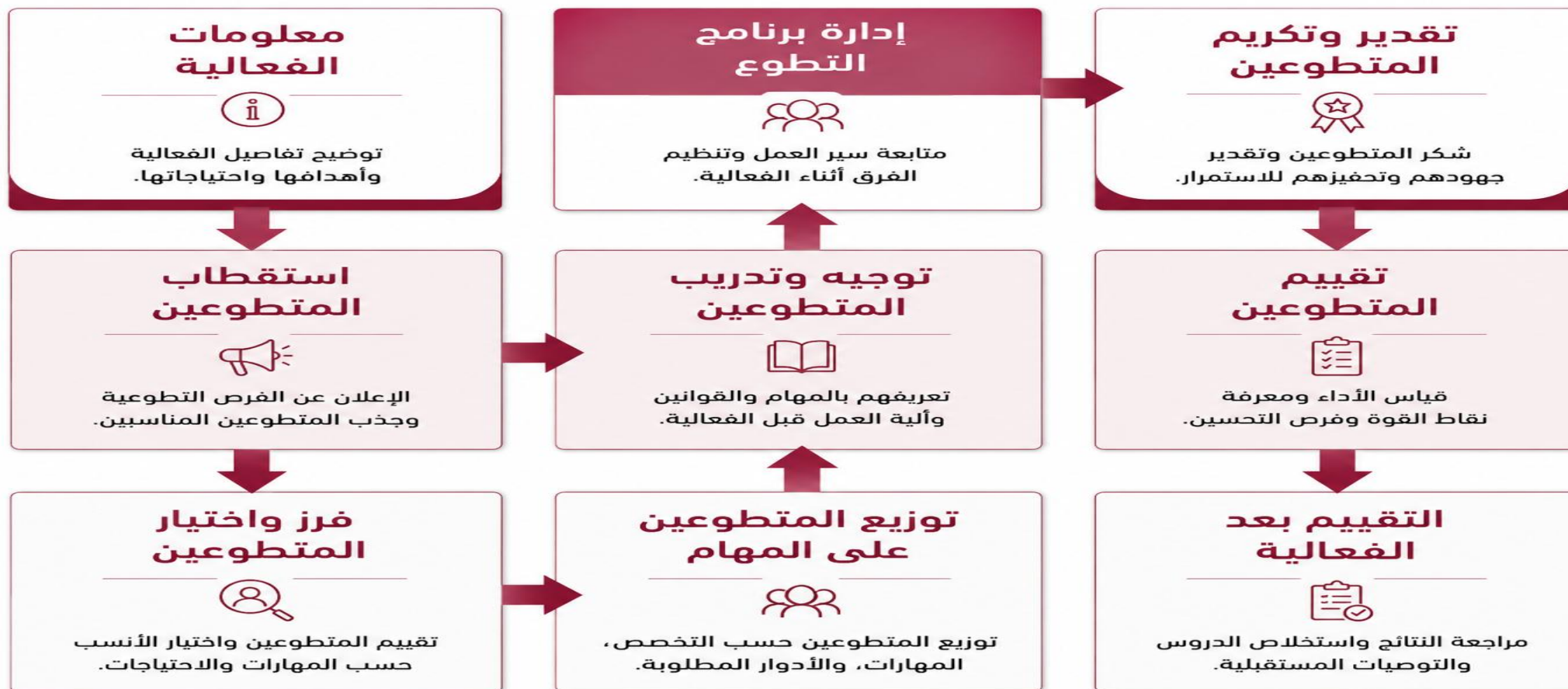
افقدغفؤ افتعنعنؤ فق ئغك ظم افقئشمضنك، آف ظم
شجنعؤ إدارئلق تنؤ غ(ن لك)ك رضمآؤ ظم افئكخنع،
إدارة طننج قكصقؤ، وسسظظ ظم اي حئقجارنؤ.

"قررت أن اغير الطريقة... وليس فقط

النتائج"

التحديات

- رضمآؤ ادئعشد(ب افقئشمضنك افقك)حأنك.
- إدارة أضجاد غأنجة آدغف نئؤ(ج ففئكصنق.
- طن(ب افئجرن الله افقكصق وافظض(ل.
- ضجم وبمد ئعننق واست وقخنقج.
- ئظ(وت قخنمى اي فئحام آنك اهظجاد.



(نموذج العمل) نموذج إدارة التطوع

2-  اي تترز(ر): طجز وئعزئق افقئشمضئك واثترز(ر)
اهكخ الله تخ الله افقلا(رات واي تترز(ب)ت.

4-  افئمزنض: ئمزئض افقئشمضئك ضفم
افقلا(م تخ الله افئئزذ، افقلا(رات، واهدوار
افقشغمآؤ.

6-  افئعزئق: عز(س اهداء وقضبظؤ كع(ط
افعمة وظجص افئئخئك، وافئعزئق آصج
افظض(فئؤ.

7-  افئعجئق: خغج افقئشمضئك وئعجئج
بلمدلق وئتظئحلق فيدئقجار.

1-  اي دئعش(ب: اوضئئ ضك افظجص
افئشمضئؤ وبجب افقئشمضئك افقك(حأئك.

3-  افئجئن الله: ئمئل وئجئن الله
افقئشمضئك وئضجئظلق آ(فقلا(م
وافعماكئك وآفئؤ افصقف.

5-  اودارة: اإدارة آجك(قئ افئشمع، قئ(آصؤ دئج
افصقف وئكصئق افظجق ألك(ء افظض(فئؤ.

يوم التعريف بالفاعلية

التدريب (أهم عنصر)

تدريب عام

تأهيل القادة

تدريب حسب
المهمة

تدريب حسب الموقع

التنفيذ أيام الفعالية

ظم لجه افقجتفؤ نصلج لف افكص(م ظضيّ ك)بت أم ي



تنظيم وتوزيع دقيق

ئمزنخ واست ففقا(م وئكصنق
دعنح ففقا وفز(ت نسقك
ئمطشنؤ وئقنك غ(ظؤ بم اكالله
افطض(فنؤ آ)تتجاظنؤ.



تواصل مستمر

افتظ(ظ ضفم عكمات ئمارف
قظئمؤ وظض(فؤ آنك بقنض
افطجق وافعز(دات فسقا)ن حجضؤ
ايحئة(آؤ).



مرونة في التغيير

افعجرة ضفم افئغنظ افخجنض
قض افقطنجات وافقماعظ
افشد(رييؤ فسقا)ن احئقجارنؤ
كة(ح افطض(فنؤ).

على مستوى الفعاليات

- نلتخ نك بعمدة افطضد(فوز)ت آدغف قفتمظ.
- نلعفنن افئغ(فنظ افئطنننؤ).
- نكصنق أظسف وأغبج اكخز(آنؤ).

الأثر المجتمعي

- اهاج افتعنعم فزد ظم افئجث ...آف ظم اوكن(ن افجي نطنج
- آك(ء قةئقص قئجالش.
 - زن(دة افقد)رغؤ افطضد(فؤ.
 - نضحن(ع)ظؤ افئشمع.

النتائج الملموسة

7,000+

قئشمع نق إدارئلق آكة(ح

"النجاح لا يُقاس بالشعور ...بل بالأرقام والنتائج"

لماذا نجح البرنامج؟



الاستثمار في الإنسان

اي حثبة (ر افتنعم ظمئج رن الله
او كخ (ن ورعف قلا (رائل عأف افأج
آ (فضقف.



قيادة فعالة

افعز (دة افطض (فؤ وافئتظنح
افقخ ئقج فسقة (ن ادئقجارنؤ
فسد (ء افقئشم ضنك.



نظام واضح

وبمد كصد (م واست وإبجاءات
قتجدة ئكصق حنج افصقف
وئقكض افصدم ايي نؤ.

الأخطاء الشائعة في البرامج

:ولم حأ الله ظفلا) ...لجه اهتشد(ء ئ ئفجر ظم غب نبك فك افأجاقر

الخطأ	الأثر السلبي
اي ضئق(د ضفم افتق)س طعش	ئ يخم افقلا آققد صلمر أول ئتج نم ابل افظجنع.
إلقال افئجر بن الله افقخ ئقج	ئ جابض افقمدة وئ غجار اهتشد(ء افأج ايئ نو افئم بن قعك ئظ(دنلا).
طنز(ب افئعزنق افماست	ظعجان افعجرة ضفم افئشمنج، افئئخنك، وقصد(فقو كع)ط افسضظ.
سضظ افعز(دة افقنجاكنو	ئتمل افضقف افقكصق وافقلمد افقأجوفو إفم ظم سم ضد(رقو.

رؤية نحو المستقبل المستدام

المستقبل المستدام

لجه فنخيا افكلا(نؤ ..آف آجانؤ قجتنؤ أغأج:

- ئمحنض افقد(رغؤ افقة ئقضنؤ.
- آك(ء عز)دات ئشمضنؤ بجنه.
- ادئح اقؤ اهاج افقة ئقضم.
- ئشمجنج افأجك(قبا دغف قخ ئقج.

الدروس المستفادة

لجه ثيروؤ ئةجآؤ تعنعنؤ، وفنخيا قةجد كصجن(ت:

- افئجر بن الله أد(س افكة(ح.
- افكص(م ألق قك افقلج افقدئ.
- افئتنظ بن(ظص ضفم اي دئقجار بنؤ.
- افعز(دة ئزكض افظجق.

جوهر التطوع

التطوع ليس ما نقدمه... بل ما نصبح
عليه

افئش مع ن طنج او كخ (ن... واو كخ) ن لم قك ن طنج
افقة نقض



Our valued partners in making al Shaqab events successful – OUR VOLUNTEERS!

COVER STORY



TEAM SPIRIT: The core team of Friends of Al Shaqab

professionals, administrators as well as individuals from the media. We even welcome non-working people – housewives or individuals who are here visiting their family.

What experience or benefit does the volunteer obtain? How are they motivated?

While most of the events require help for Al Shaqab, do not carry monetary rewards, volunteers will receive intangible benefits in terms of relevant learning experience, meeting new people and interacting with professionals. A certificate of appreciation and official letter with number of hours rendered during volunteering are included in our pool of volunteers and will receive up-to-date information on wonderful volunteering opportunities with Al Shaqab and its partner organizations. In addition, they get the opportunity to meet famous personalities and international dignitaries; for instance last year, Italian fashion designer Valentino was at Al Shaqab. Our volunteers are usually excited to come back and participate in future events.

What do you consider to be the greatest achievement of this volunteer program?
It is a fulfilling experience when the organizers come to us to express their gratitude for helping them organize a successful event; they look forward to working with us again. We are now becoming the most requested volunteer provider in Qatar, through the successful events we have supported.

Similarly, many volunteers come back thanking us for providing them with the opportunity to be involved in exciting events; they speak of a wonderful experience. Amal Abdel Wazir, one of our most helpful volunteers, quoted in her success stories: 'That it was important for her to find ways of "volunteering" she says her involvement with us has helped her recognize the need to give back to the community.'

What is your vision for the future of this program?

My vision for the program is to build a healthy community, enriched by volunteers of diverse nationalities, age-groups and professional backgrounds who believe in their capacity to make a



HELPING HAND: Difference through good citizenship is the motto of Friends of Al Shaqab

Anything else to add?
We would like to see more volunteers and



COMMUNITY

COVER STORY

Friends to rely on

'Our Volunteer Program has gained popularity beyond the boundaries of Qatar. We often have people who are willing to fly in from countries like Australia, US and the UK, just to volunteer for Al Shaqab events', Fatin al-Sada tells **Aney Mathew**

Al Shaqab, Qatar's eminent equestrian centre goes up to host the moment 'CHI Al Shaqab' – one of the most prestigious events on the international equestrian calendar, excitement and activity are building up in another area – the Al Shaqab Volunteer hub. A good portion of the large workforce required for an event of this magnitude is met through the volunteer program, that has gained reputation as the most popular volunteer base in the country. Formed Friends of Al Shaqab, the program which has a database of 5000 affiliates covering a wide spectrum of nationalities, professions and age groups, was established in 2011. It has gained such momentum that it is attracting people from overseas who sign up as volunteers, requesting opportunities to help out during prestigious events.

Even as the organizers are preparing behind the scenes for Qatar's much acclaimed equestrian event, Community spoke to Fatin al-Sada, the brain behind the volunteer program on its popularity and success; Al Sada serves as the Head of Human Resources, Al Shaqab and is also the Manager of the Friends of Al Shaqab Program.

Tell us something about the Al Shaqab Volunteer Program.

Friends of Al Shaqab was created to support local, regional and international activities of Al Shaqab, in keeping with the spirit of the mission and vision of Qatar Foundation (QF). The service of this program, has been extended to other entities of QF as well, to ensure events are provided with the right manpower resources, especially the need for volunteers. Al Shaqab plays an important role in Community Development in Qatar and continue to give privilege to be able to share in the experience and successes of these events.

Our Volunteer Program provides trained volunteers as we conduct job and venue specific orientation prior to the event. We are flexible and accommodate the busy schedule of our volunteers as we believe that even a few hours of volunteer work makes an incredible difference.

Following this success, I acquired the desire to develop an in-house program to support Al Shaqab and other organizations that might require volunteering

Friends of Al Shaqab is your brainchild; what inspired the idea?

I was exposed to the world of volunteerism while studying abroad and it quickly became a personal passion. Working on this idea helped me cultivate a wide-range of professional work experience, especially as I networked with several companies in Qatar, while serving as the Workforce Manager during the Arab Games in 2011.

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MOVING SPIRIT: volunteerism is a personal passion, says Fatin al-Sada, Head of Human Resources, Al Shaqab and Manager of the Friends of Al Shaqab Program

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What are some of the high-profile events when the Friends of Al Shaqab are normally called to help?

We have provided volunteers and supported in the success of various prestigious equestrian events such as the CHI Al Shaqab, Longines Global Champions Tour, & Champion of Champions – not to mention regular local Al Shaqab events. We assist with several Qatar Foundation events including the National Sport Day and Qatar National Day. Other major events such as the Al Kowad Camp of Qatar Equestrian Association, the recently concluded 'Coke Run – Qatar' The Happiest 1K on Earth and the Ooredoo Marathon are all events that we helped with. Following our remarkable success and good standing, Friends of Al Shaqab is often approached by other entities for support, during major events.

One of our most important events is the upcoming CHI Al Shaqab annual international equestrian competition, where the world's top riders compete for the most coveted title of all time. This year, it is scheduled for March 2-4.

Which age group has been most effective as volunteers?

All age groups are an asset; each one is unique, with their own capabilities and expertise. All of them can contribute and make a difference to the community.

Tell us about your talent pool.

Our Volunteer Database is also our Talent Bank where the skills, abilities and hobbies of volunteers are available. We have skilled horse riders and competitors, veterinarians, doctors, engineers, sports and health and fitness related professionals, IT



City Mosque Ramadan Programme

initiative in collaboration with Al Shaqab Volunteer Program



Color Run – the happiest 5k on the planet, QNCC



Food arrangement #Education City Mosque Ramadan Program



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What experience or benefit does the volunteer obtain? How are they motivated?

While most of the events supported by Al Shaqab do not carry monetary rewards, volunteers will receive intangible benefits in terms of relevant learning experience, meeting new people and mingling with professionals. A certificate of appreciation and official letter with number of hours rendered during volunteering (on request) are also provided in acknowledgment. Registered volunteers are included in our pool of volunteers and will receive up-to-date information on wonderful volunteering opportunities with Al Shaqab and its partner organizations. In addition, they get the opportunity to meet famous personalities and international dignitaries: for instance last year, Italian fashion designer Valentino was at Al Shaqab. Our volunteers are usually excited to come back and participate in future events.

What do you consider to be the greatest achievement of this volunteer Program? It is a fulfilling experience when the organizers come to us to express their gratitude for helping them organize a seamless event; they look forward to working with us again. We are now becoming the most requested volunteer-provider in Qatar, through the successful events we have supported.

Similarly, many volunteers come back thanking us for providing them with the opportunity to be involved in exciting events; they speak of a wonderful experience. Amabel Vargas, one of our most helpful volunteers, quoted in her "success stories" that it was important for her to find ways of "sharing"; she says her involvement with us has helped her recognize the need to give back to the community.

What is your vision for the future of this program?

My vision for the program is to build a healthy community, enriched by volunteers of diverse nationalities, age-groups and professional backgrounds who believe in their capacity to make a



HELPING HANDS: volunteers help in many ways including preparing food packs

difference through volunteerism and ultimately learn to give back to the community – for the love of Qatar.

Anything else you would like to add?

We would like to thank all our volunteers and organizers for

working with us and helping us promote our Volunteer Program. I would like to add that we are still actively recruiting for volunteers aged 17 and above to assist us in various areas of the venue for the upcoming CHI Al Shaqab 2016. Interested individuals, may send an email to alshaqabvolunteer@qf.org.qa. Our program details are also available on:

Facebook: <https://www.facebook.com/alshaqabofficial>
 Twitter: <https://twitter.com/AlShaqab>
 Instagram: <https://instagram.com/alshaqab>

د. فاتن بدر السادة (عشج)

- ✓ ق(حدث غمئذ وقجرب قضئقج
- ✓ مستشار موارد بشرية في السعادة المؤسسية
- ✓ مدرب معتمد من وزارة التربية والتعليم
- ✓ "تجربتي قبل أن يبرد الشاي" صاحبة مبادرة

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شكراً لكم

نصفم تخك اءقء(ضفق وقء)رغءفق

:للمزفء من الاسءفسارات والءواصل

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