List of case studies

| 1.1 | IFEA human resource management standard | 14 |
|-----|---|-----|
| 1.2 | Alcatel Ottawa International Children's Festival | 16 |
| 2.1 | Growth in workforce – Manchester 2002 Commonwealth Games | 28 |
| 2.2 | Sizeable market in special events insurance | 31 |
| 2.3 | Visionary leadership for Edinburgh International Festival | 34 |
| 3.1 | Tour de France Grand Depart | 51 |
| 3.2 | Studio Festi | 52 |
| 4.1 | Volunteers: a film festival's hidden strength | 57 |
| 4.2 | Volunteers 2006 TM : Play a vital role at the football event in Germany! | 66 |
| 4.3 | National Folk Festival – volunteer co-ordinator position | 70 |
| 5.1 | Game plan has silver lining for Aussies | 86 |
| 6.1 | Workers' compensation | 96 |
| 6.2 | First insurance policies for Beijing 2008 Olympic Games volunteers underwritten | 99 |
| 6.3 | Rings of confidence | 101 |
| 7.1 | Writing job descriptions | 115 |
| 8.1 | Referral as a source of applicants | 127 |
| 8.2 | Interview for success and to avoid legal pitfalls | 135 |
| 8.3 | Edinburgh International Book Festival 2006 | 137 |
| 9.1 | European Sport and Youth Forum | 143 |
| 9.2 | Training for 600 roles | 153 |
| 0.1 | California Traditional Music Society Festival | 164 |
| 0.2 | What worked? What didn't work? | 166 |
| 0.3 | Training for an exhibition project | 169 |
| 1.1 | Ottawa Folk Festival Volunteer Code of Ethics | 174 |
| 1.2 | Conditions for volunteers for Melbourne 2006 Commonwealth Games | 185 |
| 2.1 | National Minimum Wage and Expenses UK | 196 |
| 2.2 | Planning guidelines for events in London's Royal Parks | 198 |
| 2.3 | Shanghai World Expo 2010 | 200 |
| 3.1 | Sydney-to-Hobart disaster: Who's to blame? | 205 |
| 3.2 | Different perceptions of crowd control | 210 |
| 4.1 | Edinburgh Festival 2005 – an example of leadership style | 216 |
| 4.2 | Sydney 2000 Olympic Games – another example of leadership style | 225 |
| 5.1 | Annual Summer Solstice Folk Music, Dance and Storytelling Festival | 235 |
| 5.2 | Staging a Shakespeare Festival | 237 |

