

Illinois Conference on Volunteer Administration

Wednesday, August 15, 2018

Ralph Metcalfe Building
77 West Jackson
Chicago, Illinois

Workshop Descriptions

Round One

10:30 a.m. – 11:45 a.m.

From Angst to Amour: How To Fall In Love With The Episodic Volunteer

This interactive workshop utilizes an eye-catching PowerPoint, ice breaker, worksheets, and small group discussion to keep participants engaged from start to finish. The focus is on episodic volunteers: Who are they, what challenges do they pose, how can we tap into their potential? We'll expand upon the understanding of the episodic volunteer demographic and practical application by using an icebreaker in the form of the retro 1960s "Dating Game". Attendees will leave the workshop with at least one solution in hand on how they can give one kind of episodic volunteer a try at their organization.

Lydia Krupinski, Director of Community Programs, The Anti-Cruelty Society

Crucial Conversations - Succession Planning for Volunteer Programs

Don't let losing a key volunteer set your volunteer program back. Volunteers leave for a variety of reasons ... moving, health issues, family, changing personal interests. While no organization can be completely prepared for all these scenarios a little bit of planning can help insulate the organization from an important volunteer loss. This session will cover identifying volunteers who should be involved in a succession process, how to handle potentially delicate/difficult conversations, and how to frame the process as a win for the volunteer and the organization. With planning and a little preparation, you can set up your organization for on-going success.

Robb Cleave Volunteer Coordinator, Forest Preserve District of Kane County

Creating Win-Win Corporate Partnerships: Elevate the Employee Experience through Volunteering

As corporate citizenship becomes increasingly important in attracting, developing, and retaining talent, companies look to nonprofit partners to engage employees in supporting and making an impact in their communities. In this workshop, One Million Degrees and W.W. Grainger, Inc. will share information on how to build, grow, and sustain a corporate partnership that drives employee engagement and development through volunteer experiences while helping improve the nonprofit organization's outcomes.

Michaela McGill, Director, Workforce & Corporate Partnerships, One Million Degrees and Cynthia Jones, Manager of Charitable Contributions, W.W. Grainger, Inc.

Communication Impact: Tools for Transforming Challenging Situation

In this workshop participants will: • Understand the basic concept of communication and how we communicate • Realize the connections between bad communication and un-met expectations • Gain three tools for taking charge of their communication with others and having positive experiences and outcomes with others. By the end of the workshop participants will be able to access and use new techniques when dealing with "challenging situation" and/or "difficult people."

Rebecca Brewer, Next Level Non-Profits

Evidence-based Volunteer Management

What can science tell us about volunteer management? Many books and websites tell us how to manage volunteers, but most are based on anecdotal evidence and the personal experiences of volunteer managers. This talk presents the results of scientific studies that have tested volunteer management practices. Some of this research confirms the wisdom of existing practices, but some of the results will surprise you. Topics include: - How to design jobs that volunteers like to do - How to recruit for diversity - Why volunteers value support from peers more than support from managers -

Christopher Einolf, PhD, Director, Center for Nonprofit and NGO Studies, Northern Illinois University

Round Two

12:45 p.m. – 2:00 p.m.

So You Know Your Volunteer Numbers ... But Do You Know Your Volunteers?

This session will explore the four levels of volunteer program evaluation based on the Betty Stallings "Volunteer Program Evaluation" and how to utilize them with your program. Through conversation and small group work we will look beyond evaluating your program by your "numbers" - how many volunteers you have and how many hours they volunteer and focus instead on you volunteers' impact on clients and the programs and services your organization provides, which ultimately help in achieving your organization's mission.

Linda Dean, Director of Volunteerism, YMCA of Metro Chicago and Christine Linnell, Retired Volunteer Director, DuPage County Forest Preserve District

Entrepreneur of Service

This session will feature games-based organizational and profession development activities that focus on the most efficient applications of communication, insight, and service, and deliver functional training to exercise management muscle. We will identify- 1.) Leadership styles; 2.) Common execution short-cuts that could become future strengths; 3.) Communication styles, and, 4.) Responses to stressors

Jorge Hernandez, Principal Enabler, Moonlight Consult

Broadening and Diversifying Your Volunteer Corps

This session will outline ways to broaden and diversify your volunteer corps; create new roles and tasks for volunteers; "promote" and build leadership with veteran volunteers; and, get buy-in from staff and older volunteers to welcome and appreciate newer incoming volunteers. By the session's end, attendees will understand the importance of continual growth within your volunteer department; learn how to create a recruitment plan that aligns with your organization's vision/strategic plan; discover ways to collaborate across the organization to create new roles and opportunities for volunteers; and, how to create buy in from staff and veteran volunteers

April Garrett, Volunteer and Outreach Coordinator, Chicago Debate Commission

Making Meaningful Volunteer Experiences

Even if a volunteer only walks through your doors one time, making that one experience incredibly meaningful can help create a powerful advocate for your mission. How can you ensure that every volunteer is afforded the opportunity to engage in meaningful work?

Know how to prepare organization for volunteer; Know how to make the volunteers first experience; Know what it takes to keep the volunteer coming back

Carol Ayars, CVA, Community Engagement Coordinator, Carpenter's Place

Finding Your Match--Creating Strong Corporate Partnerships

Non-profits and corporations have common goals: engaging volunteers in the community and getting help with crucial operations to deliver a mission. It's often difficult to find the perfect match to engage corporate volunteers in work that positively impacts your non-profit's mission while balancing availability and skills of corporate employees with organizational needs.

Groupon and Girl Scouts created a strong and effective partnership with skills-based Groupon employee volunteers hosting "Scout Out Engineering" events. The presenters will share how the partnership developed and how they've collaborated to sustain and grow it. An open dialogue to share challenges and best practices will be included with an end goal of having you leave the session with ideas about how you can partner with corporations and build lasting relationships.

Julie Gilmartin, Director of Volunteer Services, Girl Scouts of Greater Chicago and Northwest Indiana and Alicia Koch, Global Program Manager Social Responsibility, Groupon

Navigating Rough Waters

You've never had any difficulties with volunteers at your organization, right? If you said "no" than we need to get you a promotion, but if you said "yes" than you'll want to join us for this seminar! In this interactive workshop we'll equip you with practical tools to navigate the treacherous waters of volunteer correction. Join us to learn how you can prevent volunteer drama, intervene when a storm does blow in, and gracefully off-board when there's no longer hope of rescue.

Lydia Krupinski, Director of Community Programs and Tara Laffey, Community Programs Specialist, Anti-Cruelty Society of Chicago

Round Three

2:15 p.m – 3:30 p.m.

DAVA Panel - Ask Us Anything And We Will Respond !

Bring you burning questions to this interactive panel discussion! Topic is will include such things as ever changing volunteer job descriptions - "who moved my cheese", upper management "buy in", delegation, data base management, and more!

Anne O'Dell, Executive Director, DuPage H.O.M.E, Samantha Rivera Miller, Volunteer Services Specialist, Forest Preserve District of DuPage County, and Josh Chartier, President, DuPage Association for Volunteer Administration (DAVA).

Conflict Resolution through Restorative Conversations

In this workshop conflict within organizations and the impact conflict can have among their clients and volunteers will be explored. What causes conflict? What does it look like?

Participants will learn the Restorative Practice approach to addressing conflict and will reflect on conflict within their organizations and learn conversation techniques to restore and rebuild relationships and establish community.

Sarah Bradbury AmeriCorps Program Manager East St. Louis School District 189

Advocating for Your Leadership in a Volunteer-Driven Career

This workshop will explore the power of advocating and how it can help serve your personal and professional development, your programming, and your profession. Take part in an interactive discussion that will explore what advocating is (and isn't!), how it can be to your benefit, and tangible steps you can take to continue your professional growth and career management.

Kate Solis Silva, Career and Personal Development Coach, Kate Solis Silva Coaching

Building A High Impact Volunteer Culture, Creating Leadership Buy In And The Role Of Technology In Driving Success For Your Organization

This workshop will take attendees through the foundational elements of establishing a volunteer program and how to create a culture of high impact volunteerism at their organization. The workshop will apply to most attendees whether they are just beginning their volunteer programs or are refreshing the direction and ROI of their volunteer initiatives. Topics to be covered include: Developing key stakeholder relationships, the importance of a targeted needs assessment; how technology and a volunteer management system (we use Salesforce) can expand program success, and, finally, developing a "pilot" strategy to test, creating meaningful experiences and measurable results.

Alison Tibbits, National Director, Volunteer Programs, Muscular Dystrophy Association

Using Analytics to Enhance Your Volunteer Program

In this workshop, participants will learn how to collect, analyze, and leverage data to get the most out of their volunteer program. We will discuss - 1) Finding out the demographics of your current volunteers, determining your target volunteer, and how data can help in volunteer recruitment. 2) Using key performance indicators to show the true value of volunteers to your organization's decision makers; 3) Find out why your volunteers support your organization and how to make their experience enjoyable.; 4) Discuss analytical tools that are available at your disposal; and 5) What you can start on in the next month from an analytics standpoint.

Jason Robinson, Payroll Coordinator, Navigant Consulting