



## Trainings and Consultation



Minnesota Alliance for Volunteer Advancement (MAVA) recognizes that every organization has different needs for improving and innovating their volunteer engagement systems. We work with many nonprofits, schools, government and community organizations to provide customized trainings and consultation services to help you take your volunteer engagement to the next level.

**Learn more about MAVA at [www.mavanetwork.org](http://www.mavanetwork.org).**

***MAVA connects, educates, strengthens and advocates for volunteer engagement leaders and their organizations to positively impact communities.***

# Volunteerism Topics

## **Top Trends in Volunteer Engagement**

This training will share key findings about current trends in volunteerism from recent research. MAVA will provide practical tips on how to capitalize on emerging volunteerism trends and prepare for a shift in volunteers' from particular age demographics, including Boomers and Millennials.

## **Volunteering Across the Generations**

How are Gen Z, Millennial, Generation X and Boomer volunteers similar and different? In this session, you will learn how a better understanding of generational characteristics can help your organization be successful in recruiting and retaining volunteers from all generations. You'll gain strategies for engaging individuals from each generation as volunteers and have an opportunity to share your experiences working with the different generations.

## **Inspiring Staff Engagement and Readiness in Working with Volunteers**

The scope of volunteer involvement within an organization hinges on the excitement of staff at all levels about what volunteers can contribute, as well as their readiness to support and partner with volunteers. A groundbreaking MAVA survey pinpointed key staff concerns about working with volunteers; issues included time needed for supervision, client confidentiality and availability of volunteers with needed skills. You will take home resources that you can use to address the key challenges staff perceive in working with volunteers and tools that will contribute to developing a cutting-edge knowledge base on how to inspire staff to capitalize on volunteer resources.

## **Engaging Volunteers in Skill-Based and Higher Responsibility Roles**

Many organizations are rethinking ways to involve volunteers in skill-based positions and project leadership roles. As you recognize gaps in what your organization wants to achieve and what it has the capacity to accomplish, engaging volunteers with targeted skills can bring more resources to the table and drive innovative approaches to expand your impact. This workshop is aimed at volunteer engagement leaders seeking to start or strengthen a skill-based volunteer initiative. You will work on crafting next steps that make sense for your organization and leave with the start of an action plan, along with tools to continue the process of developing new volunteer roles.

## **Volunteer Management 101**

No matter the size of your organization, there are core pieces that need to be in place to achieve results through volunteers. This session will cover the best practices for engaging volunteers. You will learn key components of designing volunteer

*"I learned many ways an org can utilize skills based volunteers. This workshop gave me resources to share with my supervisor to get leadership on-board with this type of volunteer opp. I came away with new ideas about how to find out what else current volunteers want to share with our org."*

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positions, volunteer recruitment, risk management, volunteer recognition and how they work together for a successful volunteer program.

## **Cutting Edge Strategies for Engaging Volunteers to Meet Mission**

It goes without saying that volunteerism has been drastically impacted by the COVID-19 pandemic. Many volunteer roles have been changed or placed on hold, and you may find that you need new solutions to keeping volunteers engaged while continuing to meet your organization's mission. Attend this workshop to chart a new direction for your nonprofit with nine cutting edge strategies to help you maximize the impact of volunteers. You will explore how to design volunteer positions for today's volunteers, streamline your volunteer program process and get organizational buy-in for a culture that focuses on impact through volunteers. You will leave with an understanding of your organization's readiness to fully engage volunteers and move to a next level of volunteer engagement.

## **Innovation in Community Engagement**

Are you ready to open new possibilities for volunteer engagement at your organization? One of the best places for an organization to innovate is in volunteer engagement, where the change is fast-paced in who is volunteering and what volunteers have to offer. This session uses small groups and game strategies to address the challenge of creatively applying the talents of what today's volunteers offer to a typical nonprofit scenario with the aim of sparking mental agility in looking at volunteer resources in new ways. In the process, you will learn about the top strategies for creating innovation and applying the changing wealth of talents the new volunteer workforce presents to meeting the mission of your organization.

## **Strengths-Based Volunteer Leadership**

Learn about your top five leadership strengths and how you can apply these strengths to the work you do in your organization. You will learn three keys to being a more effective leader: Knowing your strengths and investing in others' strengths, getting people with the right strengths on your team and understanding and meeting the four basic needs of those who look to you for leadership. Please take the online Strengths Finder assessment by purchasing the book *Strengths Based Leadership*, by Tom Rath and Barry Conchie prior to attending the workshop.

## **Preserving Positive Workplace Communication and Negotiation**

Did you know that solving the other person's problem is the way to advance your own problem-solving? Do you want to learn new approaches to making the case for advancing volunteer engagement? As a volunteer engagement leader, your

*"Lots of info—good overview of many things—enough info to know its something I want to seek more info about. The presenter was very responsive to the audience, adept at responding to people from wide ranges of skills and knowledge. Utilizing real scenarios and examples made info easy to digest."*

# Volunteerism Topics

communication, negotiation and problem-solving skills are of the utmost importance. You also have many opportunities to engage in work-related negotiations - to advance volunteerism, implement new initiatives or gain new resources, and to advance your status as a leader in your organization. To increase your chances for success, equip yourself with new tools that will enhance your ability to be an effective advocate and even better communicator. This training is for everyone! You will learn to position yourself to achieve better outcomes through using new interest-based communication and negotiation strategies. This is a highly experiential workshop with role plays and opportunities to bring in your own scenarios.

## **Promoting Job Equity for Volunteer Engagement Professionals**

Volunteer Engagement Professionals (VEPs) are often underpaid and undervalued and their work is often misunderstood. VEPs turn to organizations like the Minnesota Alliance for Volunteer Advancement (MAVA) for support, education and connection. To better understand the issues facing VEPs, MAVA embarked on a research study in 2017 aimed at validating the experience many volunteer engagement professionals described and to examine root causes. The study found that there truly are equity issues in how volunteer engagement professionals are received, paid, included and understood in the workplace. The research examines why there is a lack of true understanding about the essential nature of volunteers and those who lead them. Come learn about findings from this study and how addressing key issue will increase overall effectiveness of nonprofits and government entities. You will leave with affirmative steps that can be taken to address the issues. This is a call to action!

## **Is Your Organization Ready to Revitalize Volunteer Engagement?**

**Service Enterprise** gives you a blueprint for navigating key steps in managing organizational change:

- Taking stock of your situation and challenges
- Building a strong team of collaborators
- Prioritizing what's important
- Finding opportunities to thrive



Through Service Enterprise, your organization will join a team-based learning cohort with 4-6 other organization offering assessment, training and coaching services aimed at reimagining how you engage volunteers and reshaping your support systems to maximize your impact. The time has never been better to take stock of where you are, increase your flexibility to respond to uncertainties, and position your organization to strategically leverage its greatest asset – your volunteers. [Learn more about Service Enterprise](#) or contact Polly Roach, Service Enterprise Manager, at [proach@mavanetwork.org](mailto:proach@mavanetwork.org).

*"This was great! One of the best trainings I've been to for volunteer management. Thanks!"*

# Volunteer Impact Leadership Training Series

## ***Earn your Certificate in Volunteer Impact Leadership!***

The Volunteer Impact Leadership Training (VILT) Series is practical, insightful and addresses universal topics for any leader or group working with volunteers. This training series provides the tools needed to ensure that volunteer engagement support the organization's mission and expands the organization's overall impact and outreach while prioritizing diversity, equity and inclusion.

The VILT Series is designed for people new to providing leadership to volunteers and those who have been in the field for many years and wish to increase their knowledge. The trainings are facilitated by people working in the field, who lead volunteers daily and are excited to share their expertise with colleagues.

## **Training Modules:**

### **Capturing Volunteer Motivation and Conducting Effective Interviews**

Understanding why people volunteer, and then learning how to tailor your interaction and your volunteer opportunities to embrace and support these motivational differences, is the focus of this module. You'll also learn a basic process and the skills necessary to screen volunteers to quickly and effectively determine their volunteer motivation.

### **Designing Volunteer Positions**

The design of volunteer positions affects ease of volunteer recruitment, volunteer satisfaction and success of the volunteer program. This module focuses on how to design volunteer positions that will draw volunteers to your organization and create a well-organized volunteer program structure.

### **Managing Risk**

This module explores how to identify, evaluate and manage risk as it relates to your volunteer program, from liability assessment to emergency situations. Learn how to diminish risks using preventive strategies and techniques, and what kinds of policies and procedures should be communicated to your volunteers to manage risk factors.

### **Recruiting Volunteers**

This module helps your organization describe and identify the kind of people who will be the right volunteers to meet your organization's need and then develop ways to effectively reach potential volunteers with a compelling message.

### **Supervising Volunteers**

Effective volunteer efforts depend on effective direction and positive, constructive, timely supervision. Learn what it takes to be a successful volunteer supervisor, and what your organization can do to support this key process.

# Volunteer Impact Leadership Training Series

## **Positioning Your Volunteer Program for Success**

Developing a successful volunteer engagement strategy that contributes to your overall organization depends on a solid internal process and interaction with key management and staff. Learn how to “vision” your ideal volunteer program and build the internal relationships you need to make sure your volunteer program supports your organizational goals, and is supported by your organization.

## **Singing Your Praises...Measuring Your Impact**

In this module, you'll learn the conceptual framework and tools to help evaluate and track the impact of your volunteer program.

## **Recognizing and Retaining Volunteers**

Regardless of their motivation for volunteering, all volunteers need and deserve recognition and appreciation for their efforts. This module will explore formal and informal forms of volunteer recognition and essential guidelines to make sure your efforts are on track. You will also learn what you can do as an organization to increase your ability to retain volunteers.

### **Certificate:**

Once you have completed all eight modules of the VILT Series, you will receive a Certificate in Volunteer Impact Leadership MAVA. Use your certificate to demonstrate to your employer that you have completed training in key components of volunteer leadership. The more knowledgeable you are about how to manage a volunteer program and how to lead volunteers, the more your organization will maximize volunteer resources to address critical community concerns.

### **Scheduling:**

MAVA is committed to providing affordable, accessible training by partnering with community organizations across the state. There are a few different ways you can bring the VILT Series to your organization or community.

- 1.) Purchase and host the entire VILT Series for your community or organization.
- 2.) We can partner with you to offer the trainings in your community. In exchange for two free registrations, you provide the space (in-person or Zoom) and promote the training to your network. Each participant pays their own registration fee directly to MAVA. The individual rates are \$205 for MAVA members, \$305 for non-members, \$285 special offer for non-members with a one-year individual membership, \$100 for AmeriCorps members. A minimum of 10 registrations is required.
- 3.) Would you prefer just one or two modules? We can customize the VILT Series or a portion of the series to meet the needs of your community or your organization. Please note that participants must complete all eight modules to receive the certificate.

**For further information on how to partner with MAVA to present the series in your organization or community, please contact us!**

# Diversity, Equity and Inclusion in Volunteerism Topics

## **8 Strategies for Creating a More Inclusive Volunteer Program**

Many organizations struggle to engage volunteers who reflect the racial and ethnic diversity of the communities they serve. In response to this issue, the Minnesota Alliance for Volunteer Advancement (MAVA) recently embarked on a research study which resulted in a set of eight strategies for creating a more inclusive volunteer program within nonprofit and government organizations. These strategies serve as a starting point for leaders who are seeking concrete next steps for better engaging volunteers from racially diverse and immigrant communities. In this interactive session you'll learn about the eight strategies, share your own experiences and create an action plan for launching a more inclusive volunteer program within your own organization.

## **Crafting Inclusive Volunteer Recruitment Messages**

Language matters! Are the words you are using in your volunteer recruitment messages excluding identities and experiences? Join this session to learn how you can change your volunteer recruitment message to be more inclusive to communities of color. You will have an opportunity to see inclusive recruitment message examples, discuss inclusive language and workshop your volunteer recruitment message with other volunteer engagement leaders. Participants are encouraged to bring their volunteer recruitment messages to share and edit in small groups during the session.

## **No “One Right Way”: Creating New Systems for Volunteer Engagement**

One characteristic of white supremacy culture is the idea that there is “one right way” to do things. There are many ways in which volunteer engagement systems reflect this characteristic; for example, the formal processes for onboarding volunteers, the requirement of an ongoing commitment for certain roles, and the limited voice volunteers may have in how services are delivered. MAVA recently held a series of listening sessions with BIPOC volunteers in the Twin Cities to learn more about the barriers put up by the “one right way” mentality, along with brainstorming other ways of engaging volunteers that are more inclusive and equitable. In this session we'll discuss the key themes of what interviewed volunteers had to say and share their ideas – along with ways we've seen these ideas in action – for making “many different ways” a norm in volunteerism.

*“This is my favorite class so far! She gave some excellent examples. I left this class with the feeling that I could immediately apply several things that I learned. The content was great AND the presenter was great! Win/Win”*

# Diversity, Equity and Inclusion in Volunteerism Topics

## **Bringing an Antiracist Lens to Volunteering**

Adopted by MAVA's research on the 8 Strategies for Creating a More Inclusive Volunteer Program (2018), the Bringing an Antiracist Lens to Volunteering workshop uncovers the concept of the white savior complex and the repercussions of adopting it within the field of volunteerism, helping many good-intentioned volunteers understand the harmful effects of the white savior complex for disenfranchised communities of color without adopting an antiracist framework. This workshop will teach participants ways to adopt inclusive practices that welcome community advocacy and leadership to dismantle systemic and racial oppression from ineffective volunteer systems. You will advance your leadership skills by learning practices to influence organizational change. You will walk away with practical strategies that will allow community members to partner alongside you in the journey to be antiracists.

## **Antiracism 101**

In this workshop, you will learn and discuss\* important terms, including racism, white supremacy, white privilege and white fragility. You will also practice responding to instances of racism that may show up in volunteerism using various practice scenarios. You will leave with resources to address and dismantle racism. This webinar welcomes those who are newer to conversations on race and those who would like to share their knowledge and experiences with others.

\*We believe that dismantling racism requires conversation. Therefore, this webinar will be highly interactive and will require you to be able to view the PowerPoint slides, use your device's audio to listen and microphone speak to others. Please plan to join us from a setting that allows you to engage and participate fully.

## **An Introduction to Privilege, Bias and Microaggressions**

Join this highly interactive workshop\* to discuss topics of privilege, bias and microaggressions. During this training, you will spend time reflecting on and discussing your own identities and experiences of identity. You will explore definitions of power, privilege and oppression and discuss agent and target identities. Lastly, you will learn about bias and microaggressions, how to build your awareness of biases and practice responding to bias or microaggressions that you may encounter in your volunteer role.

\*This webinar will be highly interactive and will require you to be able to view the PowerPoint slides, use your device's audio to listen and microphone to speak to others. Please plan to join us from a setting that allows you to engage and participate fully.

*"I have to admit, I went in feeling vulnerable when I read that it would be a highly interactive training, but found myself craving more time to dig in even deeper. This training (and facilitators- shout out Wendy and Lisa!) was exceptional."*

# Diversity, Equity and Inclusion in Volunteerism Topics

## ***Identifying and Addressing Microaggressions with Volunteers (And Other Well-Meaning People)***

Most volunteers are kind, amazing people who care about your cause and want to help others, so it's rare that they would blatantly or intentionally say or do something hurtful. But we all hold biases –some that we may not be aware of. These unconscious biases can show up in the form of microaggressions, which can be challenging to address, especially with well-meaning people. In this interactive session, we will define and provide examples of microaggressions, discuss how they can show up in volunteer settings and talk about the harmful effects they have. You will leave with strategies to navigate these difficult conversations with your volunteers to create more inclusive spaces.

## ***Tapping Into the Strengths of Older Volunteers***

Older volunteers have long been the backbone of organizational volunteer efforts. Historically, organizations have relied on volunteers 65+ to achieve their organizational goals. The Minnesota Alliance for Volunteer Advancement recently conducted a research study and published a guidebook on Tapping into the Strengths of Older Volunteers. Participants in this highly interactive workshop will receive a copy of the guidebook and will learn tips and tools about how older volunteers can be best recruited, engaged and retained as volunteers. The workshop will also cover misconceptions about older volunteers, fostering an inclusive environment for older adult volunteers and methods for adapting to community and individual transitions.

## ***Why 70% of Potential Volunteers are Not Coming to Your Organization: What We Need to Learn from Informal Volunteerism***

In every corner of the world, people are responding to the serious problems caused by COVID-19, racial injustices and climate change through what our profession calls "informal volunteering." At the same time many organizations have furloughed volunteers and the professionals who lead them. Join this dynamic workshop to learn why 70 percent of volunteerism is done informally and why our formal approaches to volunteer engagement may unintentionally create barriers for the majority of people who wish to volunteer. We will feature a dynamic panel who will share why informally helping out and pitching in is very much a part of the lives of people from BIPOC communities and how organizations can learn from informal volunteers as we work to dismantle racial inequities in volunteerism.

## ***Bridging the Gap of Understanding Between Privilege and Poverty***

We are all one story away from understanding each other, but to understand each other effectively, we need tools to help us bridge our differences. This can become challenging for leaders who work with volunteers who come from privilege crossing

*“Appreciated the ways the presentations was designed to keep participants actively involved. Good mixture of engagement strategies for a virtual training.”*

# Diversity, Equity and Inclusion in Volunteerism Topics

with those who are from traditionally marginalized communities. Disconnects in understanding can lead to judgment, awkward conversations and sometimes offensive interactions. Having difficult conversations constructively when emotions run high can be challenging and uncomfortable for many people; as a result, these important conversations are often mishandled or avoided altogether. In this workshop we will share experiences and tools we can use to help us better understand our different life experiences while facing our own privilege. Spoiler alert: IT BEGINS WITH YOU! We will learn about how to communicate effectively across those differences, so we can learn from each other and work toward perception change. Through the lenses of self-awareness, compassion and curiosity, we will practice how to handle these awkward situations. You will walk away with simple tools to use at work and in your personal lives.

## Volunteer Management Consultation

### **Contract with MAVA for consultation on building effective engagement of volunteers.**

MAVA has a consultation package that includes an assessment of organizational volunteer program practices and resources for building volunteer engagement.

### **Consultation can also be arranged for:**

- Developing a volunteer engagement work plan
- Energizing and improving volunteer engagement
- Revamping volunteer engagement for the new volunteer workforce
- Developing a volunteer program manual
- Diversity, equity and inclusion in volunteerism
- Most aspects of volunteer management



*"[The presenter] had such great energy throughout her presentation- great way to end the day (so positive and upbeat, even when talking about difficult things). I also took away new thoughts and ideas. I appreciated the stories and examples she shared."*

# Pricing

MAVA strives to make its services accessible to all organizations. **Prices are based on your annual organization budget (sliding scale fee), length of workshop\*, number of participants\*\*, customization requests and any travel and lodging required of the trainer(s).** We offer MAVA member and nonmember rates. We are happy to work with your budget and develop packages to meet your needs. Please contact us for a quote.

\* We recommend at least 90-120 minutes for most trainings, but some trainings can be customized to 60 minutes.

\*\* All trainings include up to 50 participants. Additional participants will incur an extra fee to cover the cost of bringing in an additional trainer.

# Contact Us



Contact Wendy Vang-Roberts, MAVA's Training Manager, at [wvangroberts@mavanetwork.org](mailto:wvangroberts@mavanetwork.org) to discuss your training and consulting needs and learn how MAVA can help you reach your goals.

## Learn More About Becoming a MAVA Member

By joining MAVA, your organization will benefit from the resources and expertise of hundreds of volunteer administrators across the world. We offer unparalleled leadership, training and networking opportunities. [Learn more about member benefits](#) or contact Jenna Egan, Membership and Fund Development Director at [jegan@mavanetwork.org](mailto:jegan@mavanetwork.org) for more information.

