

2018 MAVA Conference Breakout Session 1: WEDNESDAY 2:15 pm - 3:45 pm

	Workshop Title	Presenter	Course Description	Breakout Track
S1A	Innovation in Community Engagement Room: West 101	Zeeda Magnuson	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. The session will challenge your small group to creatively apply 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. Learn some of the top strategies for creating innovation in applying the ever-changing wealth of talents new volunteers present to the mission of your organization.	Professional Development
S1B	Going to the Dogs: Canine Lessons in Volunteer Engagement Room: West 4	Travis Salisbury	"How do you get all those dogs to walk so nicely together?!" One dog walker, 14 dogs ... what "leading the pack" taught me about volunteer management. Going beyond "sit" and "stay" this session engages volunteer motivation, placement, and risk management in a fun and innovative way.	Professional Development
S1C	When your Next Step is your First Step! Room: East 106	Susan Detweiler	You came to find out about managing volunteers but instead of the Next Step you are just starting your FIRST step. Find out how to get started down this road to volunteer management. Great pointers and short cuts suggestions and ideas.	Best Practices
S1D	Roundtable: Service Enterprise Room: West 100	Katie Walsh & Polly Roach	Have you completed the Service Enterprise process and want to connect with others who have been there too? Or are you digging deep into your action plan? Interested in learning more about the Service Enterprise experience? Join us for a discussion of the Service Enterprise Initiative (SEI) offered in Minnesota by MAVA and HandsOnTwin Cities through a partnership with Points of Light. Through SEI, organizations explore ways to take volunteer engagement to the next level and increase their impact on the clients, constituents and communities they serve. This roundtable will provide participants with the chance to share experiences with Service Enterprise, discuss common challenges and helpful resources, and learn how SEI can amp up strategic volunteer engagement.	Professional Development
S1E	Is Your Faith Based Organization Volunteer Ready? Room: West 6	Jan Fredrickson	Many people and organizations think that volunteers are just a "snap of the finger" away. They don't realize that the "non-paid staff" takes planning and systems to run a well-oiled machine. Participants will learn the basics of volunteer management through experiential participation. The participants will discuss with others their strengths and stretches and will leave with a plan of action.	Professional Development

S1F	High Capacity Volunteers: How to Get Them and Keep Them Room: West 103	Garrett Zaffke	If you are a volunteer coordinator, you love high capacity volunteers. They're the ones who you can rely on time and time again to do an outstanding job. But sometimes keeping them, let alone finding them, can be a hassle. Not anymore! This session will zero in on key strategies to ferret out key volunteers in your organization and how to keep them happy so that you can maximize their time and energy.	Professional Development
S1G	Communication Is a Two-Way Street: Maximize Every Communication Opportunity Room: East 5	Marla Benson	Maximize your communication potential to build trust and rapport and form stronger relationships to propel your career. Speaking, writing or listening; each are critical to your every-day life. Achieve better understanding of others and be more clearly understood by using Marla's superior techniques.	Best Practices
S1H	Maximizing Your Resources in Rural Volunteerism Room: West 105	Julie Vreeland	Volunteers provide critical services in rural areas including firefighting, emergency food support, and youth activities that are usually performed through staffed agencies in larger cities. Volunteerism is strong in rural areas but most organizations are seeing changes in volunteers. Rural areas must learn how to address the changes that they are facing. This workshop will address how rural areas can make the most of their resources where sometimes resources can be hard to find.	Current Trends

2018 MAVA Conference Breakout Session 2: WEDNESDAY 4:00 pm - 5:30 pm

S2A	Volunteer Needs Assessment: Design and Implementation Room: West 100	Ramona Lindholm	The Volunteer Needs Assessment is a tool that every volunteer-driven organization can use to determine and quantify their organizational volunteer capacity. The Needs Assessment is designed to identify roles that volunteers fulfill and clarify where shortfalls exist. It begins with every department or branch of an organization assessing the volunteer positions that exist, then evaluating the priority of the position and finally determining where they need to recruit or if a position is filled to capacity. The American Red Cross uses the Volunteer Needs Assessment to drive recruitment efforts across the organization.	Best Practices
S2B	This is Not Your Grandma's Volunteer Program Room: West 101	Meridian Swift	Today's volunteer programs can no longer fit into Grandma's volunteer services department. Gone are the tried and true volunteer management techniques that have worked well in the past. The future of volunteer management depends upon the steps volunteer managers take right now. In this workshop, we will explore the radical changes affecting volunteerism and the need to create strategic plans that work with today's volunteer programs.	Current Trends
S2C	Bridging the Gap of Privilege Room: West 4	Danielle Brady	We are only one story away from understanding each other. In this hands on, interactive training you will walk away with tools to help volunteers not only face their own privilege but also get a small taste of what the most vulnerable in our community face every day.	Best Practices

S2D	<p>For Faith Based Organizations: Using Evaluation and Reflection To Transform the Volunteers Experience and Life</p> <p>Room: East 5</p>	Jan Fredrickson	<p>In most evaluations and reflections of a volunteer experience, the conversation only goes from the "What?" to the "So What?" But in order to see a deeper engagement, the "So What?" and the "Faith What?" may also be asked. It is nice to know you have made a difference in someone's life, but the "So What?" helps you to see how your life has been changed by how you will now react to the issue with new information. The "Faith What?" brings you closer to understanding how you have brought love, hope, joy and/or peace to the world.</p>	Best Practices
S2E	<p>Social Media and Volunteer Management</p> <p>Room: West 103</p>	Rob Jackson	<p>The social media revolution is here. How can we use social media to enhance our work with volunteers? How can we keep up with the endless change and, even better, get ahead of the curve? This workshop will provide some answers, looking at what social media is and how it can be used to recruit new volunteers and communicate with our current teams. Whether its a mystery to you or you want to share your experience, this session will challenge, inspire and entuse you to take action and go social.</p>	Current Trends
S2F	<p>Designing Shorter Term and More Flexible Volunteer Positions</p> <p>Room: East 106</p>	Mary Quirk	<p>Increasingly volunteers are seeking shorter term and more flexible volunteer positions. Whether we like it or not, this is one of the main current trends in volunteerism. Come to this session to explore how to re-designed volunteer positions for today's volunteer workforce and hear tips from your peers. Learn and practice six strategies for re-designing volunteer positions for volunteers seeking shorter term and more flexible volunteer opportunities.</p>	Current Trends
S2G	<p>Empowering YOU as a Leader of Volunteers</p> <p>Room: West 105</p>	Betsy McFarland	<p>Too often volunteer efforts operate in a silo, as a separate function of an organization rather than as a critical workforce integrated through the organization. But, you have more power than you may think! To effectively engage volunteers throughout an organization, you as the volunteer manager can position yourself, take the reins, and advocate at all levels of the organization. This session will help you take control of your efforts and future, and build the support you need to have the biggest impact. We'll share some interesting research about the impact of volunteers on staff commitment to the organization, and provide practical tools for overcoming resistance and successfully engaging all staff and volunteers at every level to work effectively together. This lively session will help you elevate your role in a way that is fulfilling to you, the volunteers, and your organization's mission.</p>	Professional Development

S3A	<p>Top Trends in Volunteer Engagement</p> <p>Room: West 103</p>	Mary Quirk & Judie Russell	<p>What changes are you seeing in who is volunteering and what volunteers expect? What glimpses into our world give clues to volunteerism in the future? Come to this session to be the first to hear the results from a recent MAVA research study on trends and to look into the future of volunteering. MAVA will share practical tips on how to capitalize on the trends and engage Generation Z, involve volunteers in shorter term roles and to respond to the diversity and generational differences of who is volunteering. You will work with your colleagues to develop strategies to respond to the most current trends in volunteerism.</p>	Current Trends
S3B	<p>Time and Productivity Management for Leaders and Managers of Volunteers</p> <p>Room: West 101</p>	Rob Jackson	<p>We all have the same number of hours every week yet often it feels like we need more just to stay on top of our roles. In this workshop we'll explore the limitations of traditional time management approaches and focus instead on how we can be more productive. Filled with tips and tricks this session will get you thinking in new ways for how to make the most of those precious hours you have to get your job done.</p>	Best Practices
S3C	<p>Volunteering Across the Generations</p> <p>Room: East 106</p>	Jay Haapala	<p>How are Millennial, Generation X, Boomers and Traditional generation volunteers similar and different? In this session, learn how a better understanding of generational characteristics can help your organization be successful recruiting and retaining volunteers from all generations. Share your experiences with volunteers from the different generations and hear strategies for engaging each generation as volunteer.</p>	Professional Development
S3D	<p>Leading with Heart: Benedictine Wisdom for Volunteer Engagement for Faith-Based Organizations</p> <p>Room: East 5</p>	Travis Salisbury	<p>Successful volunteer engagement professionals are motivated, engaged, and passionate-despite the countless hats we wear in our organizations, the constant demands on our time and attention, and the many challenges that surface. The ancient wisdom of Saint Benedict's Rule helps us keep the faith-and the balance of work and worth!</p>	Professional Development
S3E	<p>Bridging the Gap of Privilege</p> <p>Room: West 100</p>	Danielle Brady	<p>We are only one story away from understanding each other. In this hands on, interactive training you will walk away with tools to help volunteers not only face their own privilege but also get a small taste of what the most vulnerable in our community face every day.</p>	Best Practices
S3F	<p>Engaging Volunteers: Managing the Experience and Stewarding the Relationship</p> <p>Room: West 4</p>	Matt Gayer	<p>This session will focus on managing the volunteer experience and stewarding them afterward in order to increase retention. Participants will learn how to manage volunteers when they are on site, and also best practices for stewardship afterward. Both will be focused on increasing retention and commitment to the organization.</p>	Best Practices

S3G	<p>Building a Volunteer Culture: Why Having Time for Coffee Should be a Part of Your Job Description</p> <p>Room: West 105</p>	<p>Matt Porth & Kristina Wilkes</p>	<p>Come hear how the Museum of Science and Industry's Volunteer office staff has created a tight knit community of responsive, engaged, trusting volunteers using a tiered system of recognition. From the initial interview through to the Annual Recognition Dinner, recognizing and engaging volunteers as individuals is a key factor in successfully filling difficult volunteer positions.</p>	<p>Professional Development</p>
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2018 MAVA Conference Breakout Session 4: THURSDAY 10:15 am - 11:45 am

S4A	<p>Inclusive Civic Volunteerism: Engaging Diverse and Immigrant Communities</p> <p>Room: West 101</p>	<p>Lisa Joyslin</p>	<p>Many nonprofit and government organizations struggle to engage a volunteer pool that reflects the diversity of the communities they serve. For the past year, MAVA has embarked on an initiative aimed at learning why this problem exists and identifying practical solutions to help civic-minded programs recruit and retain diverse and immigrant volunteers. Please join us for an unveiling the results of this initiative, including new ideas, tips, and stories of success.</p>	<p>Current Trends</p>
S4B	<p>Engaging the Changing Face of Minnesota's AmeriCorps Service Members</p> <p>Room: West 6</p>	<p>Amy Kasch-Vanek & Josh Kriz</p>	<p>In this session, participants will:</p> <ol style="list-style-type: none"> 1) Learn the philosophy of and best practices for keeping members engaged in service. 2) Reflect on their AmeriCorps member's service motivations and the biases/barriers in their nonprofit's engagement of AmeriCorps members. 3) Learn strategies for providing differentiated support to potential members and members who do not fit the traditional AmeriCorps mold. 	<p>Professional Development</p>
S4C	<p>Engaging Volunteers: Managing the Experience and Stewarding the Relationship</p> <p>Room: West 4</p>	<p>Matt Gayer</p>	<p>This session will focus on managing the volunteer experience and stewarding them afterward in order to increase retention. Participants will learn how to manage volunteers when they are on site, and also best practices for stewardship afterward. Both will be focused on increasing retention and commitment to the organization.</p>	<p>Best Practices</p>
S4D	<p>Communicating Volunteer Value: What Matters?</p> <p>Room: East 106</p>	<p>Sue Carter Kahl</p>	<p>Volunteers make a significant impact in organizations. This session uses an innovative research method to gather participant preferences for volunteer metrics. Attendees will participate in a research exercise and explore diverse ways of articulating volunteer value.</p>	<p>Current Trends</p>
S4E	<p>How to Have Difficult Conversations with Volunteers: What to Say and How to Say It</p> <p>Room: West 103</p>	<p>Marla Benson</p>	<p>Discover how even the most difficult conversations with volunteers (and others) can be met with courage, compassion and clarity. Situations may include the need to deny a volunteer request or managing volunteers who are in conflict with one another causing disruption to delivery of your mission.</p>	<p>Best Practices</p>

S4F	Supporting Organizational Staff in Working with Volunteers Room: West 100	Zeeda Magnuson	In many organizations the responsibility for training, supervising and working with volunteers is spread across a number of staff positions in the organization. This workshop is designed for volunteer manager who would like to build their ability to support other staff in working with volunteers. The workshop will cover what staff (who are not the identified volunteer managers) need to know to work successful with volunteers and how to train staff in developing those skills. You will learn how to train staff in volunteer supervision, how to help staff deal with challenging volunteer situation and how to build an organizational culture that supports volunteer engagement.	Professional Development
S4G	Managing Challenging Volunteers Room: West 105	Betsy McFarland	You have the infrastructure, plans and management in place, but are you prepared for the human element of engaging volunteers? Volunteers need care and feeding too, some more than others! In this workshop, we'll explore the people aspects of volunteer program management, such as helping volunteers overcome resistance to change, coaching volunteers through behavior or interpersonal issues, and even letting a volunteer go when necessary.	Best Practices
S4H	Question Time: Ask Rob Anything Room: East 5	Rob Jackson	OK, maybe not anything but anything related to leading and managing volunteers. This session is unstructured and participants can bring their burning questions for Rob. It's a bit different but always fun. What will you ask?	Professional Development

2018 MAVA Conference Breakout Session 5: THURSDAY 12:30 pm - 2:00 pm

S5A	Social Media and Volunteer Management Room: West 101	Rob Jackson	The social media revolution is here. How can we use social media to enhance our work with volunteers? How can we keep up with the endless change and, even better, get ahead of the curve? This workshop will provide some answers, looking at what social media is and how it can be used to recruit new volunteers and communicate with our current teams. Whether its a mystery to you or you want to share your experience, this session will challenge, inspire and enthuse you to take action and go social.	Current Trends
S5B	Using Gifts-based Concepts and Language to Take Your Faith-based Volunteers to the Next Level Room: West 6	Judy Urban	Explore how to build your volunteer system around the concept of using God-given gifts and accompanying language to bring greater meaning to the spiritual lives of volunteers in faith-based settings.	Best Practices

S5C	Engaging Volunteers in Skill Based and Higher Responsibility Roles Room: East 106	Julie Vreeland	Many organizations are rethinking how volunteers can be involved in skill based and in higher level and leadership roles. With limited resources for staff, this is one of the few routes open to do more, or even keep up. This session will: 1.) Explore opportunities for involving volunteers in project leadership and skill based roles 2.) Look at the complexities of volunteers being placed in higher skill based roles 3.) Offer strategies for success in engaging volunteers in skill based and higher responsibility roles.	Professional Development
S5D	Volunteer Needs Assessment: Design and Implementation Room: West 4	Ramona Lindholm	The Volunteer Needs Assessment is a tool that every volunteer-driven organization can use to determine and quantify their organizational volunteer capacity. The Needs Assessment is designed to identify roles that volunteers fulfill and clarify where shortfalls exist. It begins with every department or branch of an organization assessing the volunteer positions that exist, then evaluating the priority of the position and finally determining where they need to recruit or if a position is filled to capacity. The American Red Cross uses the Volunteer Needs Assessment to drive recruitment efforts across the organization.	Best Practices
S5E	Working Together: Strengthening a Blended Workforce Room: West 105	Mark Giammona	The purpose of Working Together: Strengthening a Blended Workforce is to be the foundational course to support and develop respectful teams that are collaborative, supportive and rooted in the traditional principles and values of your organization.	Best Practices
S5F	Good Works: Research on Connections Between Volunteer Engagement Practices and Social Return on Investment for Volunteers and Non-Profits Room: West 103	Fern Chertok, Sue Carter Kahl, & Sheryl Parker	This session presents findings and implications of research exploring the connections between implementation of volunteer management best practices, the quality of the volunteer experience and social return on investment for volunteers and the organizations they serve. Participants will explore how research findings apply to their own efforts.	Current Trends
S4G	Difficult Conversations - Consulting Sessions Room: East 5	Marla Benson	Ask Marla for help instituting ERA1 or identifying the WIIFT. For participants who have previously attended the Difficult Conversations Session.	Professional Development
S5H	Better Communication, Collaboration, and Creativity...Through Improv Room: West 100	Tane Danger and the Theater of Public Policy	In this engaging and outside-the-box session, participants in this workshop will learn some simple, low-risk improv exercises that stretch and tone their communication and creativity muscles. There will be take-home tools for participants to practice on their own and/or bring back to their workplaces to encourage more creativity and collaboration. The session will also show how an improv mindset and “Yes, and...” can help any group create things together that are stronger, more engaging, and long-lasting than if we were to just stay in our silos.	Professional Development

S6A	<p>Volunteer Value: Beyond the Independent Sector Rate</p> <p>Room: East 106</p>	Sue Carter Kahl	<p>Volunteer value can be captured in many ways, but not all measures resonate with all stakeholders. Discover preferences of funders, nonprofit executives, and volunteer administrators in this session. We will then discuss the implications and feasibility of these preferences and what it means for your work with volunteers.</p>	Current Trends
S6B	<p>Time and Productivity Management for Leaders and Managers of Volunteers</p> <p>Room: West 101</p>	Rob Jackson	<p>We all have the same number of hours every week yet often it feels like we need more just to stay on top of our roles. In this workshop we'll explore the limitations of traditional time management approaches and focus instead on how we can be more productive. Filled with tips and tricks this session will get you thinking in new ways for how to make the most of those precious hours you have to get your job done.</p>	Best Practices
S6C	<p>Getting and Keeping the Volunteers You Need</p> <p>Room: West 103</p>	Betsy McFarland	<p>Volunteers are the lifeblood of mission-driven organizations. When engaged effectively, they can be transformative, helping an organization reach and exceed its lifesaving goals. If not properly supported, they can burden or even undermine the organization. Engaging volunteers strategically can dramatically increase the ability of your organization to meet its mission. Learn the key steps for successful volunteer engagement in this fun and interactive session.</p>	Best Practices
S6D	<p>This is Not Your Grandma's Volunteer Program</p> <p>Room: East 5</p>	Meridian Swift	<p>Today's volunteer programs can no longer fit into Grandma's volunteer services department. Gone are the tried and true volunteer management techniques that have worked well in the past. The future of volunteer management depends upon the steps volunteer managers take right now. In this workshop, we will explore the radical changes affecting volunteerism and the need to create strategic plans that work with today's volunteer programs.</p>	Current Trends
S6E	<p>How to Have Difficult Conversations with Volunteers: What to Say and How to Say It</p> <p>Room: West 105</p>	Marla Benson	<p>Discover how even the most difficult conversations with volunteers (and others) can be met with courage, compassion and clarity. Situations may include the need to deny a volunteer request or managing volunteers who are in conflict with one another causing disruption to delivery of your mission.</p>	Professional Development
S6F	<p>Inclusive Civic Volunteerism: Engaging Diverse and Immigrant Communities</p> <p>Room: West 100</p>	Lisa Joyslin	<p>Many nonprofit and government organizations struggle to engage a volunteer pool that reflects the diversity of the communities they serve. For the past year, MAVA has embarked on an initiative aimed at learning why this problem exists and identifying practical solutions to help civic-minded programs recruit and retain diverse and immigrant volunteers. Please join us for an unveiling the results of this initiative, including new ideas, tips, and stories of success.</p>	Current Trends

S6G	High Capacity Volunteers: How to Get Them and Keep Them Room: West 6	Garrett Zaffke	If you are a volunteer coordinator, you love high capacity volunteers. They're the ones who you can rely on time and time again to do an outstanding job. But sometimes keeping them, let alone finding them, can be a hassle. Not anymore! This session will zero in on key strategies to ferret out key volunteers in your organization and how to keep them happy so that you can maximize their time and energy.	Professional Development
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2018 MAVA Conference Breakout Session 7: FRIDAY 10:15 am - 11:45 am

S7A	Volunteering Across the Generations Room: West 6	Jay Haapala	How are Millennial, Generation X, Boomers and Traditional generation volunteers similar and different? In this session, learn how a better understanding of generational characteristics can help your organization be successful recruiting and retaining volunteers from all generations. Share your experiences with volunteers from the different generations and hear strategies for engaging each generation as volunteer.	Professional Development
S7B	Working Together: Strengthening a Blended Workforce Room: West 4	Mark Giammona	The purpose of Working Together: Strengthening a Blended Workforce is to be the foundational course to support and develop respectful teams that are collaborative, supportive and rooted in the traditional principles and values of your organization.	Best Practices
S7C	Top Trends in Volunteer Engagement Room: West 105	Mary Quirk & Judie Russell	What changes are you seeing in who is volunteering and what volunteers expect? What glimpses into our world give clues to volunteerism in the future? Come to this session to be the first to hear the results from a recent MAVA research study on trends and to look into the future of volunteering. MAVA will share practical tips on how to capitalize on the trends and successfully involve volunteers in skilled roles and in shorter term roles and to respond to the diversity and generational differences of who is volunteering. You will work with your colleagues to develop strategies to respond to the most current trends in volunteerism.	Current Trends
S7D	Millennials- A Fresh Perspective for Volunteer Managers Working With Generation Y Room: East 5	Terry Straub	A new spirit of volunteerism is beginning to bubble up from the millennial generation. A wide range of evidence suggests that young Americans display a commitment to volunteerism without parallel among immediate predecessors. As this generation assumes their role in the workplace and begins to build their families, it is essential that volunteer managers tap into the resource of energy, technological expertise and passion for community involvement which Millennials have to offer. This session will explore who the Millennials are and how to engage this vibrant generation as volunteers.	Current Trends
S7E	Outperforming the Norm Room: West 101	Scott Welle	Today's competition is brutal and everyone is feeling the heat. What are you doing to stay ahead and keep from burning out? Come learn about leadership, teamwork and raising your personal standard of excellence.	Professional Development

S7F	<p>Communication Is a Two-Way Street: Maximize Every Communication Opportunity</p> <p>Room: West 103</p>	Marla Benson	<p>Maximize your communication potential to build trust and rapport and form stronger relationships to propel your career. Speaking, writing or listening; each are critical to your every-day life. Achieve better understanding of others and be more clearly understood by using Marla's superior techniques.</p>	Professional Development
S7G	<p>Cutting Edge Strategies for Engaging Volunteers to Meet Mission</p> <p>Room: West 100</p>	Krista Eichhorst	<p>In the "New Normal" of high demand for service and tight funding, nonprofits are turning to volunteers in fresh and creative ways to meet mission. The Minnesota Association for Volunteer Administration has been developing strategies to do just that. Learn what we have found in researching trends, surveying our members across the state, and leading focus groups with nonprofits that deliver the majority of their services with volunteers.</p>	Best Practices
S7H	<p>Stacking Up: Negotiation Skills to Elevate Your Professional Role</p> <p>Room: East 106</p>	Karmit Bulman	<p>As a volunteer engagement leader, you might be apprehensive or tentative about work-related negotiations. Volunteer leaders need to negotiate in order to obtain promotions, upgraded position titles, higher salary, new initiatives, projects or resources, and to advance their careers and enhance their status as leaders. In this interactive workshop you will learn to lead at the bargaining table by sharpening your negotiation skills. You will achieve better outcomes by learning negotiation strategies, improve working relationships and resolve seemingly intractable disputes, evaluate your personal short-comings when asking for what you want and practice by taking part in negotiation scenarios.</p>	Professional Development