

# Trainings & Events in Volunteer Engagement

# Catalog 2017



HandsOn Twin Cities  
2021 East Hennepin Ave Suite 420  
Minneapolis, MN 55413  
(612) 379.4900  
[www.handsontwincities.org](http://www.handsontwincities.org)



Minnesota Association for  
Volunteer Administration (MAVA)  
1800 White Bear Ave. N.,  
Maplewood, MN 55109  
(651) 255-0469 MAVA office  
[www.mavanetwork.org](http://www.mavanetwork.org)



## About HandsOn Twin Cities

---



HandsOn Twin Cities is the area's only full service volunteer center that both promotes and facilitates volunteerism while improving the community's ability to create more impact with the time generously given by volunteers. We work with all types of volunteers, companies and nonprofit affiliates to ensure that every hour spent in the community is valuable.

For people who want to volunteer we promote local, organized and relevant volunteer opportunities at nonprofits that know how to work with volunteers.

For nonprofits we work as an extension of your staff, increasing your ability to provide meaningful volunteer experiences that are good for the volunteers and add to your impact. We provide training, tools and resources to help you serve your clients better and fulfill your mission. We promote your volunteer opportunities that support your mission.

For companies we ease the burden of busy foundation and corporate relations staff, empowering you and your volunteers to serve the community better. We expertly manage individual and group projects from start to finish and help you pick projects and partners that align with your employee interests and corporate goals. In short, we make it easy for you.

Building on 98+ years of experience as the Nation's first Volunteer Center, HandsOn Twin Cities and our 300 plus affiliates give communities the opportunities to Be The Change.



## About Minnesota Association for Volunteer Administration

---

MAVA is Minnesota's only statewide, multi-sector alliance of volunteer resources and leaders. Founded in 2001 as a 501(c) (3), MAVA was created by uniting several long-standing and diverse networks of volunteer administrators into one association with an increased and diversified statewide membership.

MAVA's mission is to inspire excellence in leadership of volunteers to impact communities. Nationally recognized for innovation, MAVA unites leaders of volunteers, conducts research, builds capacity for quality and leadership, and provides an energetic, respected voice for volunteerism. Our overall goal is to create opportunity for all to succeed as leaders of volunteers and empower nonprofits to achieve maximum mission capacity. MAVA's strategic goals include increased and diversified membership, strategic partnerships and collaborations, diversified resources to support MAVA's mission, regular and frequent access to training for paid and unpaid leaders of volunteers, and a strong MAVA voice that influences public policy and organizational systems change. MAVA has significant impact on building capacity for non-profits and government entities in all regions of the state. MAVA has become a prominent resource and is the catalyst for the profound changes to transform volunteer engagement to meet the expectations of the new volunteer workforce.

MAVA's constituents are non-profits and government entities working on behalf of the hungry, homeless, at-risk youth, immigrant and communities of color, environmental advocates and a huge range of other community improvement entities. MAVA's uniqueness is that it's mission is to increase the capacity of all social service, advocacy and social change organizations. By increasing MAVA's technological reach, thousands of Minnesotans reap the benefits of more effective governmental and non-profit capacity.

## You Are Invited!

### HandsOn Twin Cities Orientation for Nonprofits

Attend a free orientation to learn more about the resources and opportunities that are available to your organization. For nonprofit organizations only. Orientations are held quarterly on the first Tuesday of the month. All orientations are from 9:00-10:00 am at HandsOn Twin Cities. Space is limited, please register to reserve your seat. If you have a conflict with orientation dates, feel free to contact [katie@handsontwincities.org](mailto:katie@handsontwincities.org) to schedule an individual site visit.

### MAVA Open Houses / Voices of Service

February 8th, April 13th, & June 14th. Learn more about the great work of MAVA as well as the nonprofits and other organizations who engage volunteers to achieve maximum mission achievement. These one hour sessions will introduce you to the great work that is being done by volunteers across the state and will help you learn how to get plugged in. Open houses are held once every other month. Sign-up Online at: [www.mavanetwork.org](http://www.mavanetwork.org)

### MAVA Connections Brown Bag Chat

February 16th, April 6th, June 8th, August 10th, October TBD & December 7. Once every other month volunteer engagement leaders come together to network and learn from one another. Many of these connection events happen in the Twin Cities and some occur via teleconference or video conference. Topics have included: Guiding Staff on Volunteer Engagement, Telling the Impact of your Volunteer Program, CVA Certification and many other topics. Sign-up Online at: [www.mavanetwork.org](http://www.mavanetwork.org)

### MAVA Geographic and Sector Specific Networks

Regional or sector networks allow members to connect regularly with other members and volunteer managers in their field or area. Networks provide additional professional development, leadership and networking opportunities. To join a network near you, simply contact the network chairperson.

3.

## Geographic Networks of Volunteer Administrators

Location of meeting	Network Name	Contact
Albert Lea	CLOVE Council of Local Organizations for Volunteer Enhancement	Heather Ballman <a href="mailto:heather.ballma@girlscoutsv.org">heather.ballma@girlscoutsv.org</a>
Anoka County	Anoka County Volunteer Alliance	Tricia Lehti (763) 422-7090 <a href="mailto:Tricia.Lehti@co.anoka.mn.us">Tricia.Lehti@co.anoka.mn.us</a>
Bemidji	Northwoods Volunteer Professionals Network	Jolene Engelking (218) 835-5768 <a href="mailto:sapvolunteer@gmail.com">sapvolunteer@gmail.com</a>
Brainerd	CWCVC Crow Wing County Volunteer Coordinators	Deb Anderson (218) 828 7610 <a href="mailto:Deb.Anderson@essentiahealth.org">Deb.Anderson@essentiahealth.org</a>
Dakota County	DVDC Directors of Volunteers Throughout Dakota County	Diane Erickson <a href="mailto:derickson@wspmn.gov">derickson@wspmn.gov</a>

4.

## Geographic Networks of Volunteer Administrators

Location of meeting	Network Name	Contact
Duluth	Volunteer Coordinators Network	Liz Pawlik volunteercenter@unitedwayduluth.org
Fargo-Moorhead	DOVS Fargo-Moorhead Directors of Volunteer Services	Emily Gunderson (701) 239-3246
Little Falls	MCVN Morrison County Volunteer Network	Linda Johnson (320) 631-5432 lindajohnson@catholichealth.net
Mankato	CLOVE Council of Local Organizations for Volunteer Enhancement	Mandy Huenecke director@mankatoleep.org Alison Troidahl atroid1@isd77.k12.mn.us
Rochester	RAVA Rochester Area Volunteer Administrators	Brett Adler - Camp Victory Marilyn Campbell - Rochester Public Library ravanetwork@gmail.com
St. Cloud	SCAVC St. Cloud Area Volunteer Coordinators	Mary Krippner (320) 252-0227 mkrippner@unitedwayhelps.org www.scavc.org/ Current Chair: Emily Chaphalkar (320) 229-4579 echaphalkar@ccstcloud.org

5.

## Geographic Networks of Volunteer Administrators

Location of meeting	Network Name	Contact
Scott- Carver County	SAVI Scott- Carver Association for Volunteer Involvement	Paulette Rislund (952) 496-5028 prislund@shakopee.k12.mn.us
Sherburne County	Volunteer Bridge	Charlotte Strei (763) 635-4505 charlotte.strei@ci.stcloud.mn.us,
Stillwater	Washington County Volunteer Leadership Network	Sara Pennebecker, Community Thread (651) 439-7434 ext. 207 Sara@communitythreadmn.org
Twin Cities Metro Area	MAVA Connections	Samantha Sleeman connections@mavanetwork.org www.mavanetwork.org/connections
Virginia	Northland Volunteer Center	Bonnie Ebnet (218) 748-7328 bonnie.ebnet@aeoa.org www.aeoa.org
Winona	Winona Network	Sue Degallier (507) 450-0287 sdegallier@ccwinona.org

6.

Name	Contact
AHV Administrators of Health Care Volun- teers	Pamela Mills (612) 775-2727 pamela.mills@allina.com Sue DeGolier (952) 442-2191 ext. 5572 sue.degolier@ridgeviewmedical.org
DCVM Directors of Church Volunteer Ministries	Travis Salisbury TSalisbury@mary.org
MAFEL (Minnesota Association for Expe- riential Learning)	<a href="http://www.mafel.org/home">http://www.mafel.org/home</a> Victor Cole (Schools Co-Chair) info@mafel.org Sadie Ward (Sites Co-Chair) mafel@mafel.org
Volgistics Users Group	Shelli Beck (651) 414-5297 sbeck@lyngblomsten.org Meets every other month on the last Tuesday of the month at Lyngblomsten. Free of charge but RSVPs are required

**February 18<sup>th</sup>, 2017**

**Volunteer Expo**

Eighty or more of current HandsOn affiliate organizations are invited to table during the HandsOn Twin Cities Volunteer Expo. The event is usually held on the last Saturday of February, from 10:00 am – 3:00 pm. The event takes place in the Rotunda and all four courts on the first floor of Mall of America. In addition to the eighty organizations tabling throughout Mall of America; HandsOn also gives Be the Change Awards to selected nominees garnered from affiliates. Fifteen thousand people attend the event; 100,000 mall goers are also encouraged to learn more about volunteering by visiting the eighty plus booths and/or participating in one or more speed volunteering events held in the Rotunda. Organizations interested in participating in the HandsOn Twin Cities Volunteer Expo should contact:

Katie Walsh, Program Director at  
katie@handsontwincities.org or (612) 379-4900 ext. 12

**July 25<sup>th</sup>, 2017**

**Skills Based Summit**

This years' theme is diversity, equity, and inclusion. Successful nonprofits have built effective practices and efficiencies rivaling business practices. In an effort to continually learn from and partner between the nonprofit and business communities, HandsOn Twin Cities offers the Summit engaging skills-based volunteer opportunities for our corporate partners to share tips, tools and techniques that would be helpful for our nonprofit partners. On average, twenty-five presentations are presented during the day of the Summit. Participants may choose to attend up to five sessions. Nonprofits are encouraged to bring a team of participants in order to take advantage of all sessions. A nominal participant fee reserves a spot at the Summit. Individuals or organizations interested in participating in the Summit should contact: Zeeda Magnuson, Associate Director; Zeeda@handsontwincities.org; (612) 379-4900 ext. 13

## HandsOn Twin Cities Annual Events

---

### **Find Your Cause Millennial Edition**

October 2017. MAP and HandsOn will be planning an innovative event for young professionals to engage with nonprofit staff in a fun and interactive networking atmosphere to determine a perfect match for skills and needs. HandsOn will be marketing to both the organizations seeking volunteers in leadership roles and to the young professionals seeking skills-based, board and leadership volunteer positions.

### **Affiliate Meet-Ups – held every other month starting in January**

The Affiliate Meet-Ups are ninety minute networking sessions for HandsOn Twin Cities affiliate staff members. The content of the Meet-Ups include the opportunity to share best practices, challenges and ask questions of other affiliates. Individuals interested in attending an Affiliate Meet-Up should contact: Katie Walsh, Program Director; [katie@handsontwincities.org](mailto:katie@handsontwincities.org) (612) 379-4900 ext. 12

## MAVA and HandsOn Professional Development Opportunities

---

### **Taking Volunteer Engagement to the Next Level through Service Enterprise**

The Minnesota Association for Volunteer Administration (MAVA) and HandsOn Twin Cities (HOTC) have partnered to bring a new cutting-edge model for volunteer engagement called the Service Enterprise Initiative. Service Enterprise is a strategy that helps nonprofits build their capacity and increase their community impact by maximizing their volunteer engagement potential. Organizations apply to participate and if accepted they receive an in-depth research based assessment, 16 hours of training for a team of 3-7 organization staff members, up to 10 hours of consulting and the option to pursue a national certification through the Points of Light organization. MAVA and HOTC are currently recruiting organizations to participate in upcoming Service Enterprise Training cohorts.

## MAVA and HandsOn Professional Development Opportunities

---

For more information, including a link to the online application, visit <http://mavainetwork.org/serviceenterprise>, <http://www.handsontwincities.org/SE> or email [swessling@mavainetwork.org](mailto:swessling@mavainetwork.org) or [zeeda@handsontwincities.org](mailto:zeeda@handsontwincities.org).

### **Earn Your Certificate in the Leadership of Volunteers**

Interested in increasing your impact as a leader of volunteers? Attend the Volunteer Impact Leadership Training Series and learn the key elements for effective leadership of volunteers. This two-day training series presented by the Minnesota Association for Volunteer Administration (MAVA) and co-hosted locally by HandsOn covers: Capturing Volunteer Motivation & Conducting Effective Interviews, Designing Volunteer Positions, Managing Risk, Recruiting Volunteers, Supervising Volunteers, Recognizing and Retaining Volunteers, Positioning Your Volunteer Program for Success, and Measuring Your Impact. The series is offered 6-8 times per year. For more information, and to register visit <http://mavainetwork.org> or email [office@mavainetwork.org](mailto:office@mavainetwork.org)

## MAVA and HandsOn Professional Development Opportunities

---

### Showing Impact through Data

Date: February 9, 2017 from 2:00-4:00pm

Two locations:

Trainers from Improve Group will be presenting at the College of St. Benedict (St. Ben's) in St. Joseph, MN. Video Satellite location at Northwest Area Foundation in St. Paul, MN. Please indicate whether you will attend in person at St. Ben's or via video at the St. Paul satellite location.

Almost every volunteer program collects data on their volunteers. Quantitative data can include: the number of volunteers, the number of hours per volunteer, the number of fleece blankets delivered, etc. Qualitative data is also gathered and can include: On a scale of 1 to 10 how does the volunteer feel about their experience, etc. We all spend time in gathering this data; but do we spend enough time analyzing and purposefully utilizing the data to make a case to our organization, funders and other stakeholders as to the value and impact of our volunteer program?

Maintaining leadership engagement and resources in the absence of a quantifiable return on investment can be difficult. Data quantifying the quality and cost of engaging volunteers to drive an organization's mission may lead to a growth in resources dedicated to the volunteer program.

Join HandsOn Twin Cities and the Minnesota Association for Volunteer Administration for a two-hour interactive workshop on how to work with your Qualitative and Quantitative Data sets to show impact and purpose for your volunteer program.

## MAVA and HandsOn Professional Development Opportunities

---

Specifically, the workshop has the following objectives:

- Use data to tell a compelling story about your volunteer program
- Identify data sources that should be considered when collecting data to tell a compelling story
- Analyze data to determine impact towards achieving your organization's mission
- Show impact and meaningfulness of the work volunteers, volunteer coordinators, and directors do with the data collected
- Hear about a tool that showcases Return on Volunteer Investment results
- Learn about organizational impact of becoming a Service Enterpris

### Pricing Information:

Each Individual session: \$50 for MAVA and HOTC Members; \$65 Non-members.

Organizations currently enrolled in the Service Enterprise Initiative who have not completed their 10 hours of consulting may send up to 5 staff members to either or both locations free of charge in exchange for three consultation hours.

Registration: Sign-up online at [www.mavanetwork.org/training](http://www.mavanetwork.org/training)

## MAVA and HandsOn Professional Development Opportunities

---

### Support Organizational Staff in Working with Volunteers

Date: March 7, 2017 from 2:00-4:00pm

Two locations:

Trainers from HandsOn Twin Cities and Minnesota Association for Volunteer Administration will be presenting at a Twin Cities location (TBD) and utilizing video satellite capabilities at the College of St. Benedict (St. Ben's) in St. Joseph, MN. Please indicate whether you will attend at St. Ben's satellite location or the Twin Cities location for the in-person training.

Join HandsOn Twin Cities and the MAVA for a two-hour interactive workshop on how to Support Staff When Working with Volunteers.

Training, supervising and motivating volunteers may be an expectation of a number of staff in your organization. However, many staff may not feel confident in supervising others. This workshop is designed for volunteer managers who want to support staff in effectively working with volunteers. This two-hour "train-the-trainer" session will cover what staff (who are not the identified volunteer manager) need to know to work successfully with volunteers and tips on how to train staff in the development of those skills. Volunteer managers will learn how to gain staff buyin, train staff in volunteer supervision, how to help staff deal with challenging volunteer situations and how to build an organizational culture that supports volunteer engagement.

Specifically, the workshop has the following objectives:

- Know how to assess staff training needs
- Understand key content useful to staff in working with volunteers
- Gain new ideas on how to help staff deal with challenging volunteer situations
- Feel more ready to support other staff in working with volunteers

## MAVA and HandsOn Professional Development Opportunities

---

### Pricing Information:

Each Individual session: \$50 for MAVA and HOTC Members; \$65 Non-members.

Organizations currently enrolled in the Service Enterprise Initiative who have not completed their 10 hours of consulting may send up to 5 staff members to either or both locations free of charge in exchange for three consultation hours.

Contact Karmit Bulman (651) 255-0468; [kbulman@mavanetwork.org](mailto:kbulman@mavanetwork.org) or Kyle Krym (612) 379-4900 ext. 10; [kyle@handsontwincities.org](mailto:kyle@handsontwincities.org)

Registration: Sign-up online at [www.mavanetwork.org/training](http://www.mavanetwork.org/training)

### MAVA 2017 National Summit on Volunteer Engagement Leadership

July 26th - 28th, 2017. MAVA's summit is the largest volunteer engagement conference in the world! MAVA is excited to host a national summit of leaders at its 2017 conference to learn, connect and create the future of volunteer engagement. Check [www.mavanetwork.org](http://www.mavanetwork.org)

### Cancellation Policy:

Classes that do not achieve minimum enrollment may be cancelled at least 7 days prior to the first class meeting, with a full refund to all students. Should this occur, you will receive notification via email or phone.

### Refund Policy:

We are unable to process refunds.

### Discounts / Scholarships:

Contact MAVA at [office@mavanetwork.org](mailto:office@mavanetwork.org)

**Sign-Up: Register for a workshop at [www.mavanetwork.org](http://www.mavanetwork.org)**



## HandsOn Professional Development Opportunities

---

### **HandsOn Twin Cities Professional Credentials Trainings**

#### **An afternoon with Central States Communication Association and HandsOn.**

Date: March 15, 2017

#### **A Conversation about Persuasion and Diversity**

1:00 - 2:05 PM. This panel brings together communication scholars from across the nation to discuss public advocacy and diversity in the non-profit environment. Scholars will discuss and offer practical advice for crafting appeals and engaging diverse audiences, whether donors, volunteers, employees, or recipients of services.

#### **A Conversation about Building Relationships**

2:20 - 3:25 PM. This panel brings together communication scholars from across the nation to discuss building relationships in the non-profit environment. Scholars will discuss and offer practical advice for developing relationships with donors and volunteers. Additionally, discussion will focus on the superior-subordinate relationship within non-profits.

#### **A Conversation about Volunteers and Interns**

3:30 - 4:45 PM. Working within the communities around us, and around the world, not only builds important relationships that can provide research connections and service projects for students, but also valuable opportunities to give back. However, simply showing up at the door with good intentions is not always the best approach. This panel will discuss best practices when working within the non-profit environment, including how to develop and enhance internship and field experience programs. First-hand accounts from members of HandsOn Twin Cities, as well as communication scholars, will provide insight and guidelines to ensure mutually beneficial experiences.

## HandsOn Professional Development Opportunities

---

### **Stay for Happy Hour with CSCA and HandsOn Twin Cities**

4:45 - 5:45 PM. Bring your business cards and join us for a networking mixer immediately following the panel presentations. Light refreshments and a cash bar will be available.

#### **Cancellation and Refund Policy:**

HandsOn Twin Cities reserves the right to cancel any workshop or training due to insufficient registration, poor weather, speaker illness, and other emergencies. A full refund (or credit) is available if HandsOn Twin Cities cancels a workshop. A portion of your registration fee will be refunded if HandsOn Twin Cities is notified more than five business days prior to the event. In fairness to all registrants, no-shows will not be credited or refunded.

# HandsOn Customized Training Opportunities

---

## Customized Training Opportunities

### HandsOn Customized Trainings

HandsOn Twin Cities offers custom presentations suitable for any organization that engages volunteers. HandsOn Twin Cities' trained staff lead participants through informal and interactive training sessions to simulate situations that may arise in program or project work and gives staff of your organization insight on working with volunteers.

Customized training services can include:

- Volunteer Management Workshops
- Retreats
- Consultations

Potential Customized Volunteer Management Workshop Topics Include:

- Eight Steps to Effective Volunteer Program Management
- Train Staff to Supervise Volunteers
- Volunteer Recruitment Strategies
- Strategies for Retaining Volunteers
- Motivating Volunteers
- Orientation and Timing
- Conflict Management Strategies
- Understanding Different Generations
- Team-Building Strategies

Presentations are customized to include several of these topics. Presentation time may vary according to topic and organizational needs.

### Fees for HandsOn Customized Workshops

The fee for a HandsOn Twin Cities customized workshop is \$250 for the first hour and \$200 for every hour after (\$350 for non-affiliates). This fee includes training for up to twenty people, consultation time with agency representatives, preparation work including consultation time with agency representatives, and evaluations.

To learn more or if you have questions, contact Zeeda Magnuson at (612) 379-4900 ext.13 or [zeeda@handsontwincities.org](mailto:zeeda@handsontwincities.org)

# MAVA Customized Training Opportunities

---

## Customized Training Opportunities

### MAVA Customized Trainings

Let MAVA bring top notch volunteer training to your staff. Any of our regularly scheduled trainings can be customized for your organization or business. We can also build a training just for you.

A contract can be arranged with MAVA to provide in-house for your staff:

- All, or some, of the modules from the Volunteer Impact Leadership Training Series on the best practices for effectively engaging volunteers
- Training on Engaging Boomers as volunteers or Engaging Volunteers in Higher Responsibility Roles
- Training on other current trends in volunteerism
- A range of current topics in volunteer management

**Prices:** A full day customized training is \$2,000, a half day is \$1,000, and a two-hour training is \$500. Special rates are available for nonprofits and other organizations.

\* Customized Training is available in all regions of Minnesota. Contact the MAVA Office at (651) 255-0469 or [office@mavainetwork.org](mailto:office@mavainetwork.org) for more information.

### Consulting and Technical Assistance

#### MAVA Consulting and Technical Opportunities

Your organization can contract with MAVA for consultation on building your volunteer program. MAVA has a consultation package that includes an assessment of organizational volunteer program practices and resources for building the program. Consultation can also be arranged on most aspects of volunteer management.

- Developing a volunteer program work plan
- Energizing and improving the volunteer program
- Revamping the volunteer program for the new volunteer workforce
- Developing a volunteer program manual
- Most aspects of volunteer management

\* Consultation is available in all regions of Minnesota. Contact the MAVA Office at (651) 255-0469 or [office@mavanetwork.org](mailto:office@mavanetwork.org) for more information.

### MAVA and HandsOn Volunteer Program Assessments

---

Talk with HandsOn about conducting an assessment to gain your organization's perception of volunteer involvement; build awareness of additional roles volunteers may engage in; gain an understanding of inclusiveness from your staff; and build upon organization successes when working with volunteers.

HandsOn Twin Cities staff is experienced in:

- Facilitating idea generating focus groups
- Conducting effective surveys
- Customizing assessments to gain perspective on your volunteer program

### HandsOn Volunteer Program Assessments

Benefits:

- Determine how to most effectively utilize resources
- Create a more effective volunteer involvement system
- Assess the climate for change
- Involve people in organization in examining volunteer involvement
- Change attitudes about volunteer involvement
- Create higher impact positions for volunteers
- Improve retention of volunteers
- Build teamwork between staff and volunteers
- Link volunteers and staff to a vision of what your org. can accomplish

To learn more, contact Zeeda Magnuson at (612) 379-4900 ext. 13 or [zeeda@handsontwincities.org](mailto:zeeda@handsontwincities.org).

### MAVA Program Assessments and Audits

MAVA focuses on Greater Minnesota programs needing outside expertise in developing greater volunteer engagement. This includes creating and administering surveys, facilitating meetings, consulting with key leaders and staff and providing training. Development of materials may be included. Contact [office@mavanetwork.org](mailto:office@mavanetwork.org) or (651) 255-0469.

### Join Us

---

To join MAVA go to: [www.mavanetwork.org](http://www.mavanetwork.org)

To become a HandsOn Affiliate go to: [www.handsontwincities.org](http://www.handsontwincities.org)

Please visit our websites for the most up to date information.