



Advanced Volunteer Management Conference
October 27-29, 2008
Portland, Oregon

Schedule subject to change

Time	Topic	Format	Presenter
Monday 10/27/08			
9:00	Welcome and Introductions	Plenary	Steering Committee
9:15	Warm Up Ice-breaker	Plenary	Rick Lynch
9:45	<p>Philosophy and Ethics of Volunteerism</p> <p>This is a conference for “advanced” volunteer management professionals. A hallmark of professionalism is to operate on the basis of clear, commonly-held principles. So, what is your philosophical foundation? What do you believe and value about volunteerism? Where do you stand? Do you share a perspective with everyone else in the room? Do we face any ethical dilemmas in our work and how do we behave ethically? Come to be challenged and don’t expect clear-cut answers!</p>	Plenary	Susan J. Ellis & Steve McCurley
11:15	Formation of Support Circles	Plenary	Martin J. Cowling
11:30	Support Circle Meeting #1	Small Groups	
12:00	Lunch	Plenary	Steering Committee
1:00	Session 1		
	<p>Lessons from the Global Volunteer Management Survey</p> <p>During the later part of 2007 and early 2008, the first ever global survey of volunteer managers was conducted, with 850 respondents sharing their views about the state of our profession. This session will share the outcomes of that survey and examine what the results mean for volunteer managers. An emphasis will be on exploring what actions, managers can take that will impact on their own role within their organization.</p>	Workshops	Martin J. Cowling

	<p>Keeping up with Internet Technology OK. So now we've learned to use e-mail, find things on the Web, and post volunteer opportunities online. But the Internet has continued to evolve and new resources develop all the time. How to keep up? Is there really that much out there to be of value of a volunteer program manager? In this workshop, participants will explore a wide variety of new online environments, including sites for social networking, videos, surveys and polling, and professional exchange. See whether Second Life, LinkedIn, Google for Nonprofits, and other online resources can help you work with volunteers – and learn how to recruit “cyber deputy” volunteers to keep you up to date.</p>	<p>Workshops</p>	<p>Susan J. Ellis</p>
	<p>Risk Management Greater risks exist, and the potential for liability grows, as the work of volunteers becomes more responsible. Risk management systems are needed to set boundaries and to define what is and what is not acceptable.</p> <p>In this workshop we review a simple, comprehensive, risk management system that can be applied to any volunteer program in any organization. We look at liability and how to identify points of greatest exposure. Do you place your volunteers in positions of trust? If you ask your volunteers to do important work, if they are in direct contact with clients or confidential information, or if they have any fiscal responsibility, you really should attend this workshop. Whether you are new to volunteer management or an expert in the field, you will find this workshop revealing, practical, and directly applicable to your program. You will learn how to reduce liabilities through the implementation of a risk management system, establish clear boundaries, and ensure greater safety for volunteers, clients, and staff.</p>	<p>Workshops</p>	<p>Linda Graff</p>

	<p>Building an Environment that Enhances Self-Esteem</p> <p>When people look forward to going to work, they tend to expend discretionary effort. In such circumstances, people feel good about their work experience and do their best to make the organization effective. This seminar equips managers with skills in diagnosing and nurturing an organizational climate that promotes enthusiastic performance. Sub-topics include developing positive values, enhancing worker self-esteem, creating teamwork, tapping worker motivation, and the role of the organization's systems in promoting or blocking a positive atmosphere. Participants will learn leadership skills in creating a high-performance organization. In particular, they learn to make the work experience one that fulfills the motivational needs of the individual and builds his or her self-esteem.</p>	Workshops	Rick Lynch
	<p>Succession Planning for Volunteer Leadership</p> <p>One of the major hidden problems within many volunteer groups is the absence of turnover among top leadership. In the short-term this results in the inability to involve new members, particularly from diverse backgrounds, and in the long-run it results in significant operational difficulties as the leadership ages and the organization fails to renew itself. This session will examine the causes of this common syndrome and using case examples explore ways to create planned turnover through leadership succession planning.</p>	Workshops	Steve McCurley
4:15	Support Circle Meeting #2	Small Groups	
5:00	<p>Reception:</p> <p>Relax, connect, and rejuvenate the spirit with fellow volunteer management professionals. Chat in a relaxed atmosphere with conference presenters and attendees. Don't miss this fun event to renew your spirit with entertainment</p>	Plenary	Conference Steering Committee

	<p>by a Native American performer, good food and great conversation.</p> <p>When: Monday, Oct. 27 – 5:00pm Location: Native American Student and Community Center at PSU</p> <p>Hosted by: Conference Steering Committee</p>		
Tuesday 10/28/08			
8:30	Elf Management	Plenary	Steve McCurley
9:00	What's on Your Mind These Days	Panel Discussion	Presenters
10:00	Break		
10:30	Discussion Groups with Presenters: The presenters will lead facilitated conversations with attendees to further discuss more in-depth current volunteer management topics	Discussion groups	Martin J. Cowling Susan J. Ellis Linda Graff Rick Lynch Steve McCurley
12:00	Lunch	Plenary	Steering Committee
1:00	Support Circles Meeting #3	Small Groups	
1:30	Session 2		
	<p>Sabotage - The Five Ways Volunteer Managers are Undermining Their Programs</p> <p>Building on material from series of articles entitled Sabotage, this session considers what the not for profit sector, government are doing to sabotage volunteering and what we can do about it to make sure we are not repeating the same mistakes.</p>	Workshops	Martin J. Cowling
	<p>Writers Workshop</p> <p>Here's a truly "advanced" and unique opportunity for anyone wanting to explore becoming a writer for the field of volunteerism. Susan J. Ellis is offering her long experience as an author of books and articles, and as editor of two major journals in the field, to mentor people who want that "extra push" to put fingers to keyboard. The workshop is</p>	Workshops	Susan J. Ellis

	<p>open only to people with a specific idea for a writing project, and ideally who already have a first draft or outline. You will spend at least an hour of this session actually writing, so bring your laptop or notepad! You will get feedback, constructive criticism, and fresh ideas from Susan and your colleagues. The workshop is also meant to become an ongoing support group, as Susan has promised to continue reviewing subsequent drafts as you write (later in the conference or by e-mail afterwards). <i>Pre-registration required; space for only 20 people.</i></p>		
	<p>Integration of High-Skills Volunteers The population is better educated and more highly skilled, and possesses a rainbow of talents we could engage. We rarely do. Doers of little jobs or solvers of organizational problems? Those options represent two ends of the volunteer involvement spectrum open to nonprofit organizations. Where is your organization on the continuum? Is there help out there you're not taking advantage of? Nonprofit organizations are currently ignoring the greatest potential repository of talent this sector has ever seen. In this rare good news session, Linda Graff, the risk management maven of doom, opens the doors on a whole new way of engaging volunteers. The potential is nearly boundless. But of course there's a catch. High skills volunteers (HSVs) are picky, demanding, and sometimes downright difficult. Explore some of the cutting edge thinking on the management and infrastructure modifications needed to effectively engage the new waves of HSVs waiting to do business with your organization.</p>	<p>Workshops</p>	<p>Linda Graff</p>
	<p>Building an Environment that Enhances Self-esteem When people look forward to going to work, they tend to expend discretionary effort. In such circumstances, people feel good about their work experience and do their best to make the</p>	<p>Workshops</p>	<p>Rick Lynch</p>

	<p>organization effective. This seminar equips managers with skills in diagnosing and nurturing an organizational climate that promotes enthusiastic performance. Sub-topics include developing positive values, enhancing worker self-esteem, creating teamwork, tapping worker motivation, and the role of the organization's systems in promoting or blocking a positive atmosphere. Participants will learn leadership skills in creating a high-performance organization. In particular, they learn to make the work experience one that fulfills the motivational needs of the individual and builds his or her self-esteem.</p>		
	<p>Targeting Recruitment to Specific Populations Targeted recruitment is the best way for a program to expand its volunteer base. This session will show you how to think through a targeted recruitment campaign, from design to implementation, identifying the needs of your target audience and designing recruitment appeals to match those needs. Much of the session will involve an examination of materials used by various organizations.</p>	Workshops	Steve McCurley
4:15	Support Circle Meeting #4	Small Groups	
5:00	<p>Affinity Dinners (no-host) This is your time to continue to make connections with colleagues from organizations that have similar missions and service populations. Affinity dinners will be small group events at local restaurants that are a relaxed time to talk with other volunteer professionals about the issues that similar organizations face. The dinners are no-host events. If you interested in participating please check the box on your registration form and look for details at the conference.</p>	Small Groups (Optional)	
Wednesday 10/29/08			
8:30	Is Volunteering on the Decline?	Plenary	Linda Graff
9:00	Session 3		
	Futurism and Volunteering:	Workshops	Martin J.

	<p>Renewing Volunteerism in this Millennium Where are we headed with volunteering? What could or will volunteering look like in 2020? What's our future? Which trends could lead us to expanding our profession, holding our own or even going backwards?</p>		<p>Cowling</p>
	<p>Why Trends Matter: Capitalizing on the News Two weeks after this conference there will be a new US President-elect. Gas, food, and office supply prices will go up or down. Hurricanes will hit somewhere. Nobel Prizes will be awarded. In other words, there will be news, both positive and negative (sometimes depending on the eye of the beholder). Does any of this matter to your local volunteer program? In this session, we'll try to understand how social, cultural, and economic trends affect volunteering, and what you might do about the impact of news stories. Can you welcome and adapt to current events? Do you want to prevent or minimize the effects? Make sure you're relevant in a changing world.</p>	<p>Workshops</p>	<p>Susan J. Ellis</p>
	<p>Establishing Boundaries for Volunteers Boundaries present some of the biggest challenges for volunteers and some of the biggest risks to the organizations for which volunteers work. Volunteers want to be helpful, and the very nature of the helping relationship creates an atmosphere vulnerable to boundary violations. For example,</p> <ul style="list-style-type: none"> • What is the nature of the relationship you want your volunteers to cultivate? • How personal can it become? • What is the difference between being "friendly" and being "a friend"? <p>The demarcation between what behaviour is and is not acceptable is not always clear - to volunteers or to their managers! Additionally, boundaries around positions are often fuzzy.</p> <ul style="list-style-type: none"> • How far can the volunteer go? 	<p>Workshops</p>	<p>Linda Graff</p>

	<ul style="list-style-type: none"> • How “helpful” can they be? • Can they do things that are not in their job description? 		
	<p>Failure Proofing Yourself and Your Volunteers</p> <p>The difference between success and failure often lies in a person’s ability to keep going in the face of life’s inevitable setbacks. This workshop presents a method for maintaining an optimistic attitude in the face of adversity. The four components of a positive attitude are presented, and participants learn the steps to go through to keep life’s setbacks from overwhelming them. The skills learned in this workshop help people to be positive with themselves and others, even in difficult times.</p>	Workshops	Rick Lynch
	<p>Supervising the Invisible Volunteer: A Guide to Distance Management</p> <p>Discovering that supervising volunteers that you seldom see is a bit more difficult than you were told? This session will deal with the problems (and solutions) involved in working with volunteers with whom you have minimal contact. Learn the tricks of maintaining communication lines, delegating at long distance, and recognizing those you never see!</p>	Workshops	Steve McCurley
<p>11:45</p> <p>12:15</p>	<p>Making Commitments for Future Action</p> <p>Wrap Up</p> <p>Closing Lunch - Box Lunches with Affinity Groups</p>	Plenary	Martin J. Cowling & Steering Committee