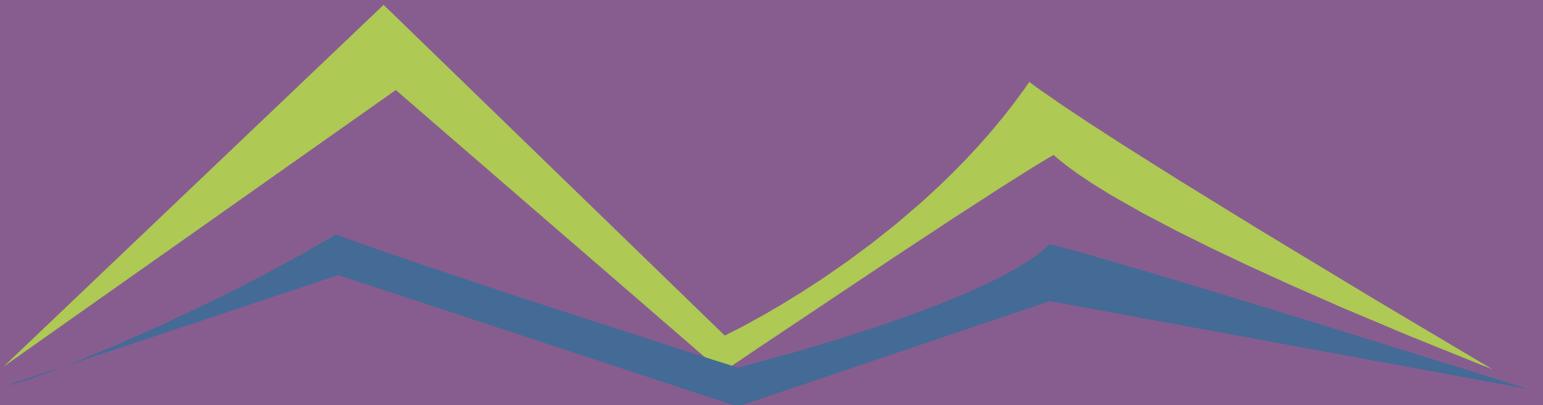


CCOV 2016

American Mountaineering Center





8:00-8:30 – CHECK-IN

8:30-9:15 – WELCOME, BREAKFAST, AND DOVIA COMMUNITY MEETING

9:30-10:30 – KEYNOTE

10:40-12:10 – MORNING SESSIONS

12:10-1:00 – LUNCH

1:10-2:40 – AFTERNOON SESSIONS I

2:50-4:20 – AFTERNOON SESSION II

4:30-6:00 – HAPPY HOUR AND NETWORKING

Dear CCOV Attendees,

Thank you all so much for joining us at this year's Colorado Conference on Volunteerism. We appreciate that you are taking the time to learn with us. We also want to let our sponsors, presenters, and board members know that we appreciate their hard work and support of DOVIA Colorado. We hope you enjoy this opportunity to connect with other volunteer management professionals throughout the day. As a volunteer led and member-based organization, we value the input and active participation of our members. If you have an opportunity, please let us know what we can do to better serve our professional community in Colorado.

Thank you,
DOVIA Colorado Board of Directors



CCOV WORKSHOPS

8:00-8:30 – CHECK-IN

8:30-9:15 – WELCOME, BREAKFAST, AND DOVIA COMMUNITY MEETING

9:30-10:30 – KEYNOTE

Keynote Speaker Spotlight

Ms. Carrie Bennett's keynote will focus on self-awareness, particularly self awareness of our personal habits in conflict as tools for rising above and finding resolution. Which of our personal habits work-- or don't--for moving us forward in positive ways? In being aware of our own habits, and pausing to look at what a situation actually needs, we are more likely to reach positive outcomes. Carrie Bennett is passionate about helping groups of all ages do their best thinking together. She is the founder of Learning Through Difference LLC, which provides facilitation, mediation, training, and conflict design services to businesses, nonprofits, schools, and local governments.

10:40-12:10 - MORNING SESSIONS (SELECT ONE)

THINKING OUTSIDE THE BOX: CREATIVE SOLUTIONS TO VOLUNTEER RETENTION

ROOM A

This session will focus on the benefits of creating advanced volunteer opportunities and innovative ways to engage volunteers. Participants will work with peers to create plans for their volunteer program and discover how they can take it to the next level regardless of where it is now.

Speakers: Ericka Fleming and Katie Bukowski

Ericka Fleming is the Manager of Volunteer Services at Denver Botanic Gardens. She has been with the Gardens since 2012. Prior to joining the Gardens, Ericka worked at Judi's House for 3 years as the Volunteer Coordinator. She has worked in the Denver area nonprofit community for the last nine years and in that time has held the offices as Vice Chair of Directors of Volunteers in Agencies (DOVIA), and Co-chair of National Philanthropy Day Colorado. Ericka has also been involved with Metro Volunteers, a nonprofit resource center, where she has trained new volunteer coordinators and nonprofit staff on the concepts of Volunteer Management 101.

Katie Bukowski works as a Volunteer Coordinator at Denver Botanic Gardens, managing multiple volunteer programs along with coordinating private and special event volunteers. She received her Bachelor's of Science in Communications emphasizing Public Relations and a minor in Art History from Cal Poly Pomona in 2008. Katie earned her Master's Degree in Non-Profit Program Management from the University of Denver in 2014.

10:40-12:10

RECOGNIZING OPPORTUNITY AND LEVERAGING HIGHER EDUCATION AS A SOURCE FOR VOLUNTEERS

ROOM B

The University of Colorado Denver and Boulder have a combined student population of more than 47,000 students. Explore how community engagement centers and staff on university campuses support students through different models of service-learning and understand how to navigate Colorado institutions to leverage some of the best volunteers for your organization.

Speakers: Alyssa Willet and Megan Frewaldt

Alyssa Willet and Megan Frewaldt work for the University of Colorado system. They are colleagues who believe in supporting students who are seeking to engage in or, who are just starting to explore community engagement work. They are passionate about connecting students to the community to create advocates of sustainable change through service and collaboration with communities and organizations.

10:40-12:10

SUSTAINABLE VOLUNTEERISM: THE ROLE OF RELATIONSHIPS IN SUCCESSFUL COMMUNITY DEVELOPMENT

ROOM C

Relationships mean sustainability, real impact, and success – especially when bringing together the skills and resources needed to initiate projects that improve communities and transform lives. Learn about the model that harnesses the power of relationships to create high-value community impact locally and abroad.

Speaker: Michal Kmita

Michal Kmita is the co-founder and president of The Invictus Initiative, a nonprofit organization developing sustainable solutions in the areas of engineering, business, agriculture, education, human rights, and health around the globe. Recent projects include fighting malnourishment in Kenyan schools through aquaponics technologies and helping with earthquake disaster relief in Nepal through clean water, women's health education, and business start-up initiatives.

10:40-12:10

PERFECTING YOUR ORGANIZATION'S ELEVATOR PITCH

AUDITORIUM

Mission Minded's Founding Partner, Zach Hochstadt, walks you through the Minute Message Model. Over the course of an hour and a half, Mr. Hochstadt teaches you how to describe your organization's impacts whether you have just a minute to convey your work, or ten minutes to share about your programs.

Speaker: Zach Hochstadt

Zach Hochstadt is a founding partner of Mission Minded, one of the nation's leading branding firms serving the nonprofit and foundation sector. In his role, Zach leads strategic and creative teams in developing brand strategies, key messages, advertising campaigns and web sites for nonprofit organizations around the country. Clients include San Francisco AIDS Foundation, Los Angeles Gay and Lesbian Center, Children's Museum of Denver, Boettcher Foundation, and the Denver Art Museum. In the fourteen years since Mission Minded was founded, Zach has worked with over 200 nonprofit organizations and trained hundreds of nonprofit leaders nationally and internationally. Zach was appointed by Mayor Hancock to serve on the Board of Directors for Denver Preschool Program.

10:40-12:10

VOLUNTEER BACKGROUND SCREENING: WHAT THE RESEARCH SAYS

CLASSROOM

We all know background screening is integral to the success of a volunteer program. Things get tricky though when deciding what type of screening is right for your organization. Who should you screen, when should you screen them, and how much should you spend to get the best results?

Speakers: Christina Brown

As head of Verified Volunteers' Client Experience group, Christina is in charge of Implementation, Account Management and Client Services, essentially ensuring that clients are treated as what they are – our greatest asset! Christina has 12 years of experience in project management and customer service, eight of them in the background screening industry. She has extensive experience managing screening programs for large nonprofit organizations specializing in complex implementation and system integration projects. Christina holds a Bachelor of Business Administration and a Project Management Certification from Colorado State University and an MBA in Health Care Administration from the University of Colorado Denver.

10:40-12:10

BE FOR IMPACT

ROOM D

Be For Impact: This is The Suddes Group's philosophy and part of our point of view for how organizations can best achieve their impact in the world. This foundational session will help organizations learn how to articulate their impact, add tools around mindset, and just ask for help.

Speaker: Mike Gemm

Mike is a veteran coach with For Impact, tracing his roots back to 2003. Mike has a background in business, including several years in finance/accounting and an MBA from the University of Notre Dame. After graduation, Mike decided to transition from the world of business to the social sector as an AmeriCorps volunteer, where he truly had an epiphany that "he could really have an impact on the world in a meaningful way in this sector." From that experience, Mike came to For Impact originally back in 2003 before rejoining in 2010, following several years in education at College Summit, an award-winning national organization increasing the college enrollment rate in low-income communities.

12:10-1:00 – LUNCH - JOIN US IN THE MAIN ENTRYWAY

1:10-2:40 - AFTERNOON SESSIONS I (SELECT ONE)

#SERVICE ENTERPRISE: INCREASE IMPACT THROUGH INTEGRATED VOLUNTEER ENGAGEMENT

ROOM A

As nonprofit professionals, your experience has probably demonstrated that organizations which engage volunteers strategically and across all departments outperform those organizations that relegate volunteers to one program. Yet, experience isn't data. Well, now we have the research to demonstrate it. In this session, we will share the research that spawned the Service Enterprise movement and is helping to transform nonprofits across the nation. Hear from local organizations who are working to become certified Service Enterprises, and leave with some tools to begin shifting your organization towards a more comprehensive engagement strategy so you, too, can achieve your mission more effectively and efficiently.

Speakers: Beth Steinhorn and Kristy Judd

Beth Steinhorn is a nationally recognized leader, writer, and innovator in volunteer engagement. Beth

specializes in helping organizations achieve their missions through strategic and innovative engagement. In addition to presenting at local and national conferences including Points of Light's Conference on Volunteering and Service, Beth is a certified Service Enterprise trainer.

Kristy Judd is an expert in volunteerism including advocacy, board service, skilled volunteering and corporate social responsibility. She has been a nonprofit executive for 20 years. Serving on 15 boards of directors, her recent affiliations include: Denver Office of Strategic Partnerships, COVOAD, CVCN, DOVIA, and the Scientific & Cultural Collaborative.

1:10-2:40

CONFLICT FLUENCY

ROOM B

Do you feel cool and collected managing most of your work duties but then fall to pieces navigating basic conflicts between colleagues or volunteers? You're not alone! In a world where time and resources are scarce but pressures to produce results are always increasing, conflict is natural and expected. Sadly, poorly managed conflict adds stress to an already stressful profession and drains many employees and volunteers of their enthusiasm for the work. Join Carrie Bennett from Learning Through Difference LLC to begin to learn the language of healthy conflict resolution! In this workshop we will explore our common experiences with conflict, better understand our own unique habits in conflict, and to build practical skills for navigating difficult conversations in the future. This highly interactive workshop will leave you with personal insights and help build your conflict fluency so you can solve problems while preserving (or improving!) relationships!

Speaker: Carrie Bennet

Carrie worked in K-12 education for 10+ years where she developed skills and passion for helping groups of all ages do their best thinking together, Carrie left education to earn a Master's Degree in Conflict and Dispute Resolution from the University of Oregon School of Law. After graduating she founded Learning Through Difference LLC, which provides facilitation, mediation, training, and conflict design services to businesses, nonprofits, schools, and local governments. Carrie volunteers with the Center for Public Deliberation and Colorado State University and serves on the Board of Directors for the Allied Women Entrepreneurs, a nonprofit based in Fort Collins. Outside of work Carrie is a backyard chicken enthusiast, retired roller derby skater, and active pickle-ball player. She lives in Fort Collins with her husband Drew.

1:10-2:40

IDEA EXCHANGE: MARKETING YOUR VOLUNTEER PROGRAM – RECRUITMENT RESOURCES

ROOM C

1:10-2:40

COACHING SKILLS FOR SUPERVISORS

ROOM D

Coaching is a methodology used to inspire and empower. This session will introduce participants to coaching and how it can be used to build stronger relationships and empower staff and volunteers. Participants will learn several skills that can be put to use immediately.

Speaker: Amy Brady, Founder, StandUP

Amy Brady has been working and volunteering within the Denver community for over 20 years. After spending 11 years as an educator in middle and high school classrooms, Amy joined Colorado State University Extension as a Youth Development Specialist. During her time at CSU Amy developed a robust volunteer program designed to serve youth in Denver's inner city. In 2013 she founded StandUP

where she works within the education and non-profit sectors to maximize grassroots impact. Amy is a Professional Certified Coach and an experienced trainer, facilitator and speaker.

1:10-2:40

BUILDING RELATIONSHIPS WITH MANDATED VOLUNTEERS

CLASSROOM

Many NPOs are using an increasing number of mandated volunteers. The mandated volunteer workforce is plentiful but usually temporary. Volunteer Managers are faced with the challenge of inspiring these volunteers to build an ongoing relationship with their agencies. This interactive session will help you prepare to tap into this volunteer workforce.

Speaker: Candace Gross, Certified Volunteer Administrator

A woman of many hats (who prefers fedoras), Candace Gross has been a nonprofit professional for over 10 years. After receiving her Bachelor's degree from the University of Central Florida, Candace began her nonprofit career in 2004, by helping those who had suffered loss from hurricanes Charley, Francis, and Jean repair their damaged homes and lives. Pursuing her Master in Nonprofit Management degree led Candace into a diverse range of services and roles. Always, her journey led her back to working with Volunteers. Today Candace fulfills her passion as Volunteer Services Coordinator for Discover Goodwill of Southern and Western Colorado. Working primarily with potential volunteers whose lives have been impacted by homelessness, job loss, or legal infractions, Candace's motto is "Connecting Good People to Good Works!"

1:10-2:40

HOW TO KEEP YOUR VOLUNTEERS IN THE LOOP (WITHOUT TYING YOURSELF IN KNOTS)!

AUDITORIUM

Learn communication tools that retain your volunteers--and your sanity. We'll cover healthy boundaries, surveys and reverse surveys, conditional statements, and messaging through challenging situations.

Speaker: Brianna Doby

Brianna Doby is the CEO of Positive Rhetoric, LLC and an expert in messaging and communications. She's a proud DOVIA Colorado board member, a volunteer, and a big believer in the power of volunteer management professionals!

2:50-4:20 - AFTERNOON SESSIONS II (SELECT ONE)

INNOVATIVE VOLUNTEER ENGAGEMENT- YES, VOLUNTEERS ARE TRENDY!

ROOM A

What are the latest & greatest trends in volunteer engagement? What does the research tell us? Are there trends we can finally let go of? Join our dive into pivotal research, case studies and innovation.

Speaker: Erin Beauprez, MPA, CAVS, CVA

As a volunteer engagement director with 19 years experience, Erin Beauprez works closely with nonprofits of all sizes from 10 volunteers to 19,000+ volunteers. Currently, the training specialist for a faith-based nonprofit, Erin works with organizations in Michigan, Colorado, Virginia, and other states to grow their capacity and exceed their mission.

2:50-4:20

ASK US ANYTHING (INSURANCE)!: EXPERTS ON RISK MANAGEMENT AND LOSS CONTROL ANSWER YOUR QUESTIONS

ROOM B

In a welcoming and open environment, ask a panel of friendly, engaging experts your questions about effective risk management for volunteer programs! Nothing is too odd, nothing is too specific--these are experts who want to listen and provide education on keeping you, your volunteers, and your organization safe and savvy.

Speaker: Michael J. Brown, CPCU, CRM, ARM Director of Marketing

Mike serves as Director of Marketing for Flood and Peterson where he leads the insurance placement efforts for property and casualty coverage for clients. Mike will be joined by loss control and claims experts from the insurance industry.

Mike earned a Bachelors in Business Administration in Risk Management & Insurance from the University of Georgia.

2:50-4:20

HOW TO CREATE A FIRST-RATE NEWSLETTER

ROOM C

Looking for a way to tell a compelling story about your volunteers' great work? Newsletters help recruit, keep, recognize and communicate with the most important resource at your organization: volunteers. This training will set you up for success as we review popular platforms, common mistakes and best practices when writing e-newsletters. A personal writing activity will make sure each participant feels prepared and gets feedback.

Speakers: Sarah Sadler of Volunteers of America and Carrie Webber of Girls Inc. (and Jordan Kellerman of Volunteers of America pending availability due to pregnancy).

Carrie Webber has been the Manager of Volunteer Programs for 3 years at Girls Inc. of Metro Denver. She holds a Journalism degree from Central Michigan University and recently attended an International Storytelling course with TOL in Prague, Czech Republic. She worked as journalist for a number of Michigan newspapers before taking her writing, photography and videography skills into the non-profit sector. She writes a weekly newsletter for Girls Inc. volunteers to keep them informed and to recognize the amazing work they do with girls.

Sarah Sadler is a communications professional currently working the nonprofit sector as a public relations and marketing specialist for Volunteers of America Colorado Branch. Sadler previously served as Communications Director for a United States Senate campaign and has a background in print media.

2:50-4:20

EXTENDING THE REACH OF YOUR ORGANIZATION: COLLABORATIVE COMMUNITY PARTNERSHIPS

ROOM D

Learn how to build community partnerships to leverage your organization's resources and build capacity. Discover tools and best practices to help your organization assess partnership needs, identify brand value, and build depth to partnerships to add more resources and funding to your organization. Find tips and tools to how best manage partnerships, even when things go wrong.

Speaker: Lori Thompson

Lori Thompson has been building collaborative partnerships for over 10 years with Affordable Housing and Youth Development organizations. Lori previously managed a team that created community partnerships that provided over \$200,000 in in-kind programming annually and over \$500,000 in grants over 4 years. Lori is currently the Community Partnerships Manager for Girl Scouts of Colorado, where she is currently working with over 30 partners statewide to bring additional programming and funding to her organization.

2:50-4:20

IDEA EXCHANGE: DEVELOPING/UTILIZING VOLUNTEER LEADERSHIP COUNCILS

CLASSROOM

2:50-4:20

FUNDAMENTALS OF VOLUNTEER ENGAGEMENT: PROGRAM DESIGN & IMPLEMENTATION

AUDITORIUM

This workshop explores the fundamentals of creating and running an effective and efficient volunteer program including: identifying and documenting potential volunteer roles, determining appropriate screening and intake processes, developing necessary orientation and training components, managing and tracking volunteer assignments and retaining your vital volunteers.

Speaker: Traci Lato-Smith, CVA

Traci Lato-Smith, a Certified Volunteer Administrator, has spent her career developing systems for engaging volunteers to support mission-focused work. Traci has created vibrant volunteer programs for organizations in the fields of social justice, senior advocacy and education, and consults on building infrastructure for effective volunteer programs across all sectors.

4:30-6:00 – HAPPY HOUR NETWORKING

Please join us in the American Mountaineering Center Museum for Happy Hour. A great way to connect and network with DOVIA Colorado members and new colleagues that you met today.

Thank you to our Happy Hour Sponsor: Scientific Cultural Collaborative

DOVIA COLORADO ANNUAL NETWORK SPONSORS



CCOV CONFERENCE SPONSORS



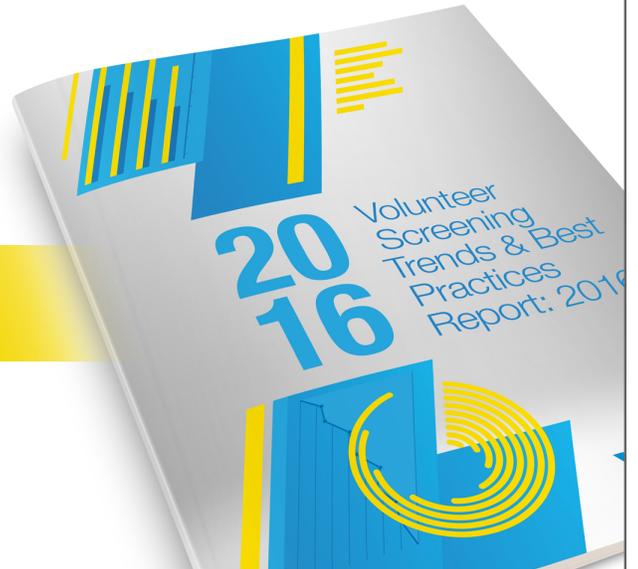
CONSULTING AND SESSION SPONSORS



Volunteer Screening 2016: Research Results and Insights

See how your organization stacks up.

GET YOUR FREE REPORT:
www.verifiedvolunteers.com/Research



- ✓ RECRUIT VOLUNTEERS
- ✓ DEVELOP YOUR SKILLS
- ✓ WORK W/ COMPANIES

NONPROFIT MEMBERSHIP
\$150 | Premium
\$25 | Basic

Earn a certificate in volunteer mgmt through our 6-part training series.

Post opportunities in our online database with 3000+ volunteers.

THANK YOU TO OUR 2016 CCOV SPONSORS



MANY SPEAKERS AND TRAINERS INSPIRE.

ONLY SOME PROVIDE A PLAN FOR ACTION.

FEWER STILL STAND BY YOUR SIDE AS YOU TRANSFORM YOUR ORGANIZATION.

AT POSITIVE RHETORIC, WE MOVE PAST GLITZY SLIDE DECKS AND MANAGEMENT CLICHÉS—AND INTO THE EVERYDAY, PRACTICAL SKILLS THAT WILL HELP YOU MOVE YOUR TEAM TO EMBRACE AND PURSUE GOALS BOTH GREAT AND SMALL.

WE TEACH YOU HOW TO HAVE THE HARD CONVERSATIONS THAT LEAD TO CONNECTION, TRUST, AND VULNERABILITY.

WE DISRUPT THE STATUS QUO WITHOUT ALLOWING RIFTS; WE MOVE YOU AND YOUR TEAM PAST FEAR AND INTO AUTHENTIC COMMITMENT TO IMPROVEMENT.



OFFERO
WORK SMARTER WITH A *PROVEN* SOLUTION



EDUCATION & VOLUNTEER COORDINATORS SEE HOW WE CAN MAKE YOU MORE PRODUCTIVE AND EFFICIENT. SPEND MORE TIME WITH THE PEOPLE NOT THE PAPER.

OFFERO.COM
970) 377-0077

Volunteer Management Consulting provides consultation and support for every component of your volunteer program and can help your organization build and enhance infrastructure for an *efficient and sustainable* volunteer program.

Services Include:

- ▶ **Customized Professional Development** for new and experienced volunteer coordinators
- ▶ **Volunteer Data Management Support** specializing in the Raiser’s Edge, a Blackbaud product
- ▶ **Interim Volunteer Management** for organizations in transition
- ▶ **Customized Trainings & Special Projects**

For more information, please contact:

Traci R. Lato-Smith, CVA

Traci@VolunteerManagementConsulting.com

www.VolunteerManagementConsulting.com

720.446.6862



Yes on 4B  **SCFD**
Scientific & Cultural Facilities District
Culture for all.
Paid for by Citizens for Arts to Zoo.

Got Conflict?

You're not alone, and we can help!

- **Facilitation**- Stay focused, balanced, and on track for difficult conversations and group decision-making.
- **Mediation**- Resolve conflicts, increase understanding, and improve your relationships in the process.
- **Training**- Learn valuable tools for your team to better manage conflict independently.
- **Assessments**- Improve overall nonprofit governance.

"Carrie is skillful at navigating difficult discussions, keeping the group moving forward while ensuring that people feel heard. When we need a facilitator, Carrie is our top choice."

Megan Shultz, Former Executive Director, CASA of Lane County

LTDifference.com

Cbennett@LTDifference.com | 720-299-0746



THANK YOU TO OUR 2016 CCOV SPONSORS



Loved the CCOV? Tell a friend and they can save on their new membership!

CODE: **FRIENDS**

SAVE 30%
until 12/31/2016

Imagine a world in which
your organization has
all the resources it needs to:

- Serve more clients and members
- Deliver more programs
- Strengthen staff
- Raise more funds
- Spread your message more widely
- Be recognized as Leaders in your field



Innovative Volunteer & Member Strategies

Consulting
Training
Strategic Planning
Facilitation

303.699.1708
www.JFFixler.com
info@JFFixler.com



Proud to Support the 2016 DOVIA Conference

Commercial Insurance | Employee Benefits
Surety | Home - Life - Auto

Denver | Greeley | Fort Collins
floodpeterson.com

THE COLORADO CONFERENCE
ON VOLUNTEERISM



Now that you've attended the
CCOV, join DOVIA with a discount!

code:

CCOV2016

30% DISCOUNT
until 10/31/2016

THE COLORADO CONFERENCE
ON VOLUNTEERISM

20
16

DOVIA
DIRECTORS OF VOLUNTEERS IN AGENCIES

Rising Above