

2024 CCOV Educational Session Schedule

Session 1 - 10:45 - 11:45 AM

❖ **Navigating Challenging Volunteer Dynamics with Confidence and Grace -** *Betsy McFarland*

- Have you ever grappled with addressing a challenging volunteer issue or sidestepped an uncomfortable conversation due to concerns about potential reactions? Leading volunteers can be exceptionally fulfilling, but it also presents unique challenges—after all, navigating interpersonal dynamics can get messy. This workshop empowers leaders by providing proactive strategies to confidently tackle awkward moments, mitigate conflicts, and cultivate a positive team atmosphere. Through engaging discussions and real-life case studies, participants will gain valuable insights into recognizing and addressing potential issues before they escalate. Practical exercises will help attendees apply proven techniques for leading courageous conversations. Whether you're an experienced leader or new to the role, this highly interactive session aims to boost your confidence in managing volunteer relationships, fostering a harmonious, and ultimately, productive environment.

❖ **Integrating Youth Volunteers -** *Aimee Resnick*

- Ready to revolutionize your volunteer program? Join our workshop and learn how to engage youth volunteers! From social media strategies to fun incentives, we'll explore practical tips and creative ideas to harness the energy and passion of young changemakers between the ages of 12 and 25.

❖ **Bring out the Best in Your Volunteers by Creating Supportive Environments for Effectiveness -** *Traci Lato-Smith, CVA*

- Supportive Environments for Effectiveness (SEE) is a research-based framework that offers a new way to think about volunteer engagement, considering how we support both volunteers and staff. Using this framework to provide what people need to succeed, we see happier volunteers and more productive organizations, with deeper and longer-lasting relationships between the two.

❖ **Numbers to Narrative: Strategic Data Communication for Volunteer Professionals -** *Roseanna Galindo*

- In this workshop, attendees will learn how to plan, visualize, and communicate data stories effectively. Building upon the May 2024 webinar focused on the visualization aspect, this session offers new insights without redundancy. Through hands-on activities and worksheets tailored to individual needs, learners will gain practical experience in crafting data stories that engage and inform. While a brief recap of visualization techniques will be provided, the primary focus will be on honing communication strategies. Although time constraints prevent a detailed exploration of narrative addition, attendees will receive a preview of this critical aspect.

Session 2 - 1:00 - 2:00 PM

❖ **Navigating Volunteer Burnout: The Art of Saying No with Compassion -** *Tim Suda, CVA*

- In the dynamic world of volunteer engagement, the risk of burnout is ever-present. In this thought-provoking presentation, we explore the crucial role of boundaries and the art of

saying "no" with compassion as well as teaching volunteers how to say no gracefully to prevent volunteer burnout.

- ❖ **Engaging Volunteers as Donors - *James Goalder***
 - In this session, we'll focus on how you can turn your volunteers into loyal and engaged donors by understanding what motivates your volunteers and donors, tips for segmenting your volunteers, and how to double down on storytelling to connect with your audience.
- ❖ **Enhancing Volunteer Engagement Metrics: Moving Beyond Headcount and Hours - *Jordanya Reeves, CVA***
 - Volunteer engagement is a vital aspect of any organization's success, and measuring the impact of volunteers goes beyond headcount and hours served. Together, we will explore innovative ways to enhance volunteer engagement metrics to provide a more comprehensive understanding of the value volunteers bring to an organization.
- ❖ **The Power of Focus - *Chalice Springfield***
 - Unlock unprecedented productivity in "The Power of Focus" workshop. Learn to leverage the 80/20 concept for transformative results. Identify high-impact activities, integrate strategies into daily habits, and gain tangible tools for maximum efficiency. Join us for an empowering session to amplify your capacity and achieve meaningful outcomes.

Session 3 - 2:15 - 3:15 PM

- ❖ **Leading Volunteer Programs with a DEIB Lens - *Dr. Ellen Winiarczyk and Jenifer Waldrop***
 - Strong and comprehensive volunteer program leadership and management require ethical and culturally responsive leadership and guidance. Volunteer leaders and managers who develop and maintain a diversity, equity, inclusion, and belonging (DEIB) lens are capable of attracting, engaging, partnering, and maintaining relationships with a much more diverse volunteer population. Strategies volunteer program leaders employ to conduct outreach and message, recruit and onboard, then supervise, reward/recognize, and advance their volunteers are assessed for inclusivity, cultural responsiveness, and ability to interrupt and remedy historic inequities and harmful narratives.
- ❖ **Making the Case for Volunteer Engagement - *Beth Steinhorn***
 - While many accept and support the need for volunteers to help deliver programs, not all leaders and funders recognize the benefits of truly embracing volunteer engagement as a strategy throughout the entire organization. This session will introduce research and provide tools to help you effectively advocate for strategic volunteer engagement.
- ❖ **Retain, Don't Recruit! - *Elizabeth Rachchh, CVA***
 - Discover the power of volunteer retention with Elizabeth Rachchh. Learn actionable strategies to enhance retention rates, uncover hidden turnover costs, and build resilient volunteer programs. Gain insights to maximize engagement and amplify your organization's impact. Join us to unlock the secrets of sustainable volunteer management.
- ❖ **Volunteer Appreciation "Whodunit" - *Severina Ware, CVA***
 - Join us for a unique experience of exploring how you can make volunteer recognition/appreciation exciting and fresh with whodunit you've never experienced before. Bring your thinking caps and leave with some fresh ideas!