



Session 1A: Let's Get Certified: Basics – Susan Neal
(Commitment to the Profession)

This workshop is held to introduce and assist those working toward certification in NC. Attendees will discuss why certification is important for professional and personal growth. The steps required for certification will be reviewed and participants questions answered. The aim is to help attendees realize this is something to strive toward and accomplish!

Session 1B: Creating a Culturally Diverse Volunteer Program: Recruiting strategies for Hispanic volunteers – Eniris Riddick
(Resource Development and Management)

Our diverse population is increasing rapidly and as organizations we must adapt and find ways to serve our community. Diversity could be a challenge sometimes when understanding other cultures and how to reach out to them. This workshop is intended to give you an introduction to the Hispanic/Latin culture and how to be culturally sensitive when interacting with other cultures.

Session 1C: Community Driven Volunteer Programs – Jack Henry
(Perspective and Responsiveness)

This workshop will introduce the participant to practical tools to develop culturally and socioeconomically sustainable volunteer programs that achieve community-defined well-being. Non-profits have been operating using much the same strategy and model for over 100 years, and they have not generally brought historically oppressed communities any closer to social equity and justice. Volunteer programs are the ideal space to show our non-profit leadership the impact that community empowerment will have on their mission and resources.



Session 2A: Becoming a More Effective Learning Leader for your Volunteers – Barry Altland (*Commitment to the Profession*)

Many Leaders of Volunteer Engagement are called upon to serve as a leader of learning sessions of all types for their Volunteers, but most have been ill-equipped with the leading-edge knowledge, skill and acumen required to leverage adult learning theory and enhance the way their Volunteers grasp and apply new knowledge.

Simply stated, they are Volunteer Experts, but not Learning Experts.

Participants will embrace the importance of interactive learning that employs self-discovery and social learning principles, while relying less on traditional, didactic approaches to Volunteer learning.

Session 2B: Want to Volunteer in Your Pajamas? Utilizing Remote Volunteers – Erin Pavelchak (*Resource Development and Management*)

Technology allows us to work from a large variety of locations. It is imperative that we have the tools, systems and best practices to engage or create an environment conducive to volunteering from anywhere. This session will use interactive activities, small group discussion and lecture to equip attendees with best practices and an action plan for creating or improving remote volunteer programs.

Session 2C: Training, Not Torture: Designing In-Person Training for Engagement and Efficacy – Dylan Simosko (*Planning and Conceptual Design*)

Interactive workshop designed to assist volunteer administrators in the development of engaging and effective training for volunteers. We'll explore the concept of backward design and how working from desired outcomes improves volunteer training experiences. Participants are encouraged to arrive with their own training plans and program materials for review and evaluation during our time together. We end the workshop by reviewing some hands-on training exercises and ideas to take back to your own programs.



"Talk the talk in Kitty Hawk, walk the walk at home."

Session 3A: Elevating Volunteer Performance Through Relationship Building – Barry Altland (*Commitment to the Profession*)

Each Volunteer is driven by deep-rooted needs, wants and desires. As well, every Volunteer carries a unique set of gifts, knowledge, skills and experiences that accompany their passions. When brought together, this combination creates a one-of-a-kind set of intrinsic drivers that compel them to choose to do what they do, and how they do it.

The session will introduce and reinforce a simple strategy, the Coaching conversation, that people leaders are using to deepen the engagement of each unique individual on their team.

Session 3B: Assessment: A Way to Get the Attention Your Volunteer Program Deserves – Susan Neal (*Accountability*)

This roundtable is held to introduce and assist volunteer managers to recognize the need to establish measures to evaluate their volunteer program and events. Attendees will discuss what is assessment and accountability. Help attendees to identify measurements already being used and other measurements to take assessment to the next level. Consider ways to share what outcomes are achieved by volunteers and volunteer programs.

Session 3C: The NCAVA Board: Who We Are? What We Do? Why We Need You? – NCAVA Board Members (*Commitment to the Profession*)

This panel discussion will detail the ins and outs of the NCAVA Board. Various Board members will share with you their experience with serving on the Board and why it is important for them to be involved. They will also be ready to answer almost any question our members have about NCAVA.



Session 4A: Rethinking Strategic Recognition for Volunteers – Barry Altland
(Planning and Conceptual Design)

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Session 4B: Say What You Mean and Mean What You Say – Kathleen Sullivan
(Resource Development and Management)