

# Developing Effective Leadership Skills for Volunteer Managers

Corning Museum of Glass

November 13, 2013



*Our sponsors include: Volunteer Administrators of the Twin Tiers (VATT), The Corning Museum of Glass, United Way of the Southern Tier, and the Corporation for National and Community Service through the Regional Volunteer Center of the Southern Tier.*

***Thank you!!!***

## 2013 Volunteer Conference

### Agenda

Join IHS and the 2-1-1 HELPLINE Give Help program for our second Annual Volunteer Conference. The Conference is an opportunity for organizations to share their experiences working with volunteers, build skills to better manage them, and learn about new trends and issues. Volunteer leaders of all different experience levels are invited to attend this event. This year's conference will feature a keynote presentation, panels of volunteer administrators and volunteers, and a conference wrap up discussion. ***Participants will take away a toolbox for effectively managing volunteers, including a volunteer agreement, action plan for improvement, and contacts to refer to for help with specific aspects of your program. Please bring your work calender with you.***

8:00 - 8:30 am	Breakfast and Registration
8:30 - 8:45 am	Introductions
8:45 - 11:30 am	Keynote Speaker - Shirley Brown
11:30 - 12:00 pm	Networking Activity - Bring 20 business cards!
12:00 - 1:00 pm	Lunch
1:00 - 2:00 pm	Volunteer Administrator Panel
2:00 - 2:15 pm	Break
2:15 - 3:15 pm	Volunteer Panel
3:15 - 3:45 pm	Conference Wrap Up Discussion

## Keynote Speaker: 8:45 am - 11:30 am

### Finding the Rewards in a Challenging Environment: Enhancing Your Volunteer Program Through Inspired Action

*Presenter: Shirley Brown, Follow Through Consulting*

*In her keynote presentation Shirley Brown will address what it takes to generate inspiration and enthusiasm for yourself and for those who volunteer with you and your organization. You will come away with practical tools to generate authentic inspiration and enthusiasm when you need it most -- in those moments when what you need to get done doesn't seem possible!*

*For over 25 years, Shirley has been supporting others in identifying and reaching their goals and dreams, often while overcoming seemingly insurmountable obstacles. Known as a game changer, Shirley's clients produce results that have eluded them for months or even years.*

*As owner of Follow Through, Shirley works with non-profit organizations, business owners, empty nesters, and those looking to make a difference in the world. She has led workshops to thousands of individuals and is an innovative and dynamic speaker and leader who inspires others to action.*

*Shirley has traveled extensively in the United States and Europe and lived in Italy for 10 years while working for the Food and Agriculture Organization of the United Nations.*

*A committed volunteer, Shirley is a board member of the Trumansburg Central School District Foundation, a mediator with the Ithaca Community Dispute Resolution Center, and a mentor to Femtastic!, a high school gender equality group. She lives in Ithaca with her husband and two children.*

## Networking Activity: 11:30 am - 12:00 pm

*Please bring 20 business cards with you for the networking activity. This activity is meant for conference attendees to make connections with other volunteer administrators who can help with specific aspects of your own volunteer program. If you do not have business cards, please indicate that on your conference registration, and simple cards will be printed for you for the day of the conference.*

## Lunch 12:00 pm - 1:00 pm

*Lunch is included in your registration costs. Dietary restrictions cannot be accommodated. Please take the opportunity to continue networking and to enjoy the beautiful surroundings and museum gift shop.*

## Afternoon Session Theme: Engaging and Empowering Volunteers

### Session 1: 1:00 pm - 2:00 pm

#### Volunteer Administrator Panel

*Ever wonder how other volunteer coordinators do it? A panel of volunteer administrators will be answering questions about various volunteer issues and trends. This diverse and experienced group will address volunteer recruitment, procedures regarding volunteers, and how to empower volunteers. Volunteer administrators will also take questions from conference attendees.*

### Session 2: 2:15 pm - 3:15 pm

#### Volunteer Panel

*Want to know how to keep volunteers engaged? Ask them yourself! A group of volunteers with varying backgrounds will be present to answer questions regarding retention, job fit, and the importance of communication. Volunteers will also take questions from conference attendees.*

### Conference Wrap Up Discussion: 3:15 pm - 3:45 pm

#### Be a Change Agent

*Shirley Brown will wrap up the day with advice and expertise to motivate you to make the changes needed within your program.*

2013 Volunteer Conference	
Registration	

**Conference Fees:**

Registration and payment must be postmarked by November 8, 2013 for the Regular rates. Bring several people from your organization and save!

	First Registrant	Additional Registrants*
<b>Early Bird Registration Rate</b> <i>(until September 30)</i>	\$25	\$20
<b>Regular Registration Rate</b> <i>(October 1 to November 8)</i>	\$35	\$30
<b>Door Registration Rate</b> <i>(November 9 to November 13)</i>	\$40	\$40

\* This discount must be taken off at the time of the registration, so be sure to register together.

To register, please send the completed form and payment to the Institute for Human Services. You can register by mail, email, or online. **Prepayment is required at the time of registration.** Send checks payable to the Institute for Human Services, Inc. to 6666 CR 11, Bath, NY 14810-7722.

If your organization is unable to pay the conference fee, you may be eligible for a scholarship. Please email [mckinleyt@ihonet.org](mailto:mckinleyt@ihonet.org) for more details. Scholarships are limited.

- **Confirmations:** We'll send an email confirmation if you register by November 11, 2013.
- **Cancellation Policy:** Registration is transferable but not refundable.
- **Photography:** By registering, you are agreeing to be photographed or videotaped on-site for possible use in publications, website, or publicity.

**Registrant Information:**

<b>Name:</b>		
<b>Organization:</b>		<b>Title:</b>
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b> <input type="text"/>
<b>Phone:</b>	<b>Fax:</b>	
<b>Email:</b>		
<b>I do not have business cards - please print simple ones with my contact information:</b>		

**Additional Registrants:**

Name:	Title:	Email:

**Payment Information:**

<b>Total Due:</b>	\$
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# About Us

## **The Institute for Human Services, Inc.**

The Institute for Human Services is a non-profit management support organization founded in 1984. The Institute provides management support, information and referral, organizational development, research and technology services to planners, funders and providers serving the Southern Tier of New York State. For more information, visit [www.ihsnet.org](http://www.ihsnet.org).

## **2-1-1 HELPLINE**

2-1-1 HELPLINE is a free and confidential information and referral service that connects individuals with programs, services and volunteer opportunities in our community. Callers speak directly with a real person 24 hours/day, 7 days/week, with translation services available as well. For more information dial 2-1-1 or visit [211helpline.org](http://211helpline.org). 2-1-1 HELPLINE is a service of The Institute for Human Services. It is supported by Steuben and Chemung County Departments of Social Services, the United Way of the Southern Tier, Allegany County United Way, Community Foundation of Elmira-Corning and the Finger Lakes, NYS Department of Transportation, NYS Office of Children & Family Services, and IHS member agencies.

## **Volunteer Administrators of the Twin Tiers**

Volunteer Administrators of the Twin Tiers, or VATT, works to increase awareness and cooperation among persons in the Twin Tiers involved in the development, implementation, coordination, and participation of volunteer programs. Since 2000, VATT has been providing volunteer administrators with workshops and other educational opportunities to develop important skills regarding volunteer management.

## **The Corning Museum of Glass**

The Corning Museum of Glass is the foremost authority on the art, history, science, and design of glass. It is home to the world's most important collection of glass, including the finest examples of glassmaking spanning 3,500 years. Live glassblowing demonstrations (offered at the Museum, on the road, and at sea on Celebrity Cruises) bring the material to life. Daily Make Your Own Glass experiences at the Museum enable visitors to create work in a state-of-the-art glassmaking studio. The campus in Corning includes a year-round glassmaking school, The Studio, and the Rakow Research Library, the world's preeminent collection of materials on the art and history of glass. Located in the heart of the Finger Lakes Wine Country of New York State, the Museum is open daily, year-round. Kids and teens, 19 and under, receive free admission.

## **United Way of the Southern Tier**

United Way of the Southern Tier ([www.uwst.org](http://www.uwst.org)) is a locally managed non-profit organization focused on effectively mobilizing the caring power of our community to help people improve their lives. United Way of the Southern Tier is the largest non-governmental provider of funding for health and human services in Chemung and Steuben Counties.

## **The Regional Volunteer Center of the Southern Tier**

The Regional Volunteer Center of the Southern Tier is a new collaboration which promotes and enhances local volunteer efforts. Working with local nonprofits, the Center's goal is to build the volunteer infrastructure in the region so that more people are able to make a difference. It is led by the Institute for Human Services, the United Way of Broome County, and United Way of Tompkins County. To learn more about the volunteer center or to search for opportunities dial 2-1-1 or visit [211helpline.org/givehelp](http://211helpline.org/givehelp).

The Institute for Human Services  
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[www.ihsnet.org](http://www.ihsnet.org)

