

Thank You for Your Support



The mission of Directors of Volunteers in Agencies - Los Angeles (DOVIA-LA) is to provide education, networking and support opportunities that promote excellence in the field of volunteer management.

The mission of Southern California Association of Directors of Volunteer Services (SCADVS) is to provide an organized structure which advances and develops effective volunteer services administration in healthcare organizations.



## Volunteer Manager Education Day

Presented by DOVIA-LA in collaboration with SCADVS  
"Collaboration is the Key – We Can't Do It Alone"  
Tuesday, October 28, 2008  
City of Santa Clarita Activities Center

9:30 – 10:10	Registration & Welcome
10:10 – 10:45	Karen Baker California Secretary of Service and Volunteering
10:50 – 12:10	Session I Workshops
12:15 – 12:45	Lunch
12:45 – 1:25	Adam Aberman Director of Global Digital Strategy Ashoka's Youth Venture
1:40 – 3:00	Session II Workshops
3:00 – 3:30	Closing Remarks and Networking

Karen Baker, California Secretary of Service and Volunteering  
Morning Keynote Speaker

Karen Baker was appointed by Governor Schwarzenegger to serve as the first-in-the-nation state cabinet Secretary of Service and Volunteering on February 26, 2008. Prior to this appointment, she served the Schwarzenegger Administration as the executive director of CaliforniaVolunteers. Karen brings to the organization 20 years of innovative leadership in all facets of the service and volunteering sector, including local and national non-profits and federal agencies.

### Session I Workshops

#### *Managing Challenging Volunteers*

Janet Schulman, Principal, Executive Consulting For Nonprofit Organizations

#### Canyon Room

Volunteers can help in every aspect of an organization including Boards, program, marketing, fundraising and operational administrative office work, if you design the right opportunity to attract and keep them. This workshop will help you to learn effective tools and strategies to work with challenging volunteers who are essential to achieving the mission of your organization. Learn how to refine your skills to best manage the diverse needs and styles of volunteers who participate in your agency's work. It really is possible to sustain positive relationships between volunteers and staff, and to most effectively leverage the talents and resources of your volunteer workforce. The session includes case studies and lively group discussion and interaction.

#### *Developing a Concrete Plan to Improve Volunteer Communications, Evaluation & Support*

Gary Kosman, Founder & CEO, American Learns

#### Classroom #3

This session is designed for volunteer managers wanting time to reflect upon and make plans to strengthen their program's work around volunteer training, volunteer monitoring, volunteer communications, and program evaluation. You'll dig deep into how your program currently accomplishes these goals and begin to set concrete plans for improving each one. During this workshop, you'll be discussing ideas with peers and writing far more than listening to the workshop facilitator.

Adam Aberman, Director of Global Digital Strategy, Ashoka's Youth Venture  
Afternoon Keynote Speaker

*People Want to Do EXTRAordinary Things ... So Enable Them*  
People volunteer and pursue careers of service because they have a gut feeling that they need to do more with their lives. That's likely what brought you to be a volunteer manager. As you're working with your volunteers it's important to remember that volunteers have many of the same motivations you do ... and that many of your volunteers have the capacity to do EXTRAordinary things!

### Session II Workshops

#### *Get to the Point! (And Get People to See Things Your Way)*

Terri Langhans, CSP & COE (Chief of Everything) Blah Blah Blah, Inc.

#### Canyon Room

This workshop is ideal for anyone who wants to be clear, confident and convincing, whenever you have something important to say. Pitch a new idea, defend a budget, recruit more volunteers or perhaps just change the way "we've always done it around here." Terri packs her workshops with real world examples, plenty of laughs and tangible tools you can use and re-use to craft any message. You'll know exactly how to make your next point, and support it with the right mix of information—even if you're talking to someone who is your complete opposite.

#### *Organizing Information to Create Social Benefit –*

#### *Salesforce's Volunteer Management Software*

Bryan Breckenridge, Director of Nonprofits and Education, Salesforce.com

#### Classroom #3

Learn about Salesforce's volunteer management online application which was designed for the collection and tracking of volunteer events and activities. You will see first hand how this application provides capabilities for tracking contacts such as potential and current volunteers, board members and donors. Bryan will also discuss how your organization can acquire a donation of Salesforce's application which is worth \$11,000. Come learn how to get this for free!