

2017 CENTRAL ILLINOIS VOLUNTEERISM CONFERENCE

CUSTOMER SERVICE: DELIVERING A QUALITY
VOLUNTEER EXPERIENCE



Memorial Center for
Learning and Innovation
228 W. Miller
Springfield, IL 62702

Can't attend
in person?

We now have
offsite access
via the
Internet!
Just \$15.00 to
access as
many
workshops as
wanted!

Wednesday, June 7, 2017
7:45 am–3:30 pm



Morning Keynote: Vicki Clark

Volunteers as Customers

Now more than ever, attracting and keeping volunteers requires considering their needs and never taking them for granted. This keynote will help you think strategically about your organization's relationship with volunteers, including trends in volunteering, what motivates volunteers, and how a bit of "customer service" can help you keep them engaged.



Afternoon Keynote:

Amy Beadle

"RE" Think Your View

There is a silver lining to every interaction, even those interactions that seem negative. Learn how to turn the conversation, and your attitude, to a positive outcome.

This conference is open to everyone with a special interest for:

Non profit directors, staff, and board members

Business and community leaders

Volunteers in public, private, and nonprofit organizations

Members of service organizations

National Service program participants

Students interested in non profit

SCHEDULE

7:45am	Registration, Continental Breakfast, and Networking
8:30—8:40 am	Opening Remarks
8:40—9:40 am	Morning Keynote
9:50—10:50 am	Workshop Session I-DESIGNING GREAT VOLUNTEER PROGRAMS Option 1—"Be Our Guest"- The Disney Model to Customer Service Option 2—Leading Across the Generations Option 3—Designing Internships for Win-Win!
11:00—12:00 pm	Workshop Session II-CAPTURING THE VOLUNTEER EXPERIENCE Option 1—Community Plans—Encompassing the Voice of the Volunteer Option 2—"FUN"draising
12:00—1:00 pm	Lunch
1:10—2:10 pm	Workshop session III-PROFESSIONAL DEVELOPMENT Option 1—Hate to Delegate—Learn how to make your event run smoothly by you doing less Option 2—Building Professional Relationships Option 3—Resiliency & Mindfulness
2:20—3:20 pm	Afternoon Keynote
3:20—3:30 pm	Closing Remarks and Drawing

Register Online Today at www.CIVconference.org

Quick and easy online registration

To register and pay online, please visit:
www.CIVconference.org

Mail registration

If you wish to register by mail, please complete the form on this page and mail along with payment to:

Attn: CIV Conference
Serve Illinois Commission/IL
Department of Public Health
422 S. 5th Street First Floor
Springfield, IL 62701

Note: All checks should be made payable to CIVC.
Please complete this form for each attendee even if you are going to pay with one check.

Fee Schedule (Lunch is provided)

Early registration: \$30.00 if received by May 5, 2017
Regular registration: \$35.00 from May 6 to May 23
Late Registration: \$40.00 after May 24, 2017, subject to availability
Offsite, online access \$15.00
Register now so you get the workshop you want!

Name: _____
Title: _____
Organization: _____
Address: _____
City: _____ ST __ ZIP _____
Phone: _____
Email: _____

First 35 registrants will receive a free copy of the Be Our Guest book, compliments of Friends of Memorial.

If you have any questions, please email Colleen Stone at: executivedirector@habitatsangamon.com

Workshop session I (Please note 1st , 2nd, or 3rd choice)

____ **“Be Our Guest” - The Disney Customer Service Model** Presented by Alice Leefers, Memorial Health System. This session will focus on the practical application of Disney’s approach to customer service using the book *Be Our Guest*. Structured activities will provide insight on how to bring Disney’s approach to life in your organization by making exceeding expectations the standard call of duty, being mindful that “everything speaks” and choosing service solutions that are high-touch, high show and high-tech.

____ **Leading Across the Generations** Presented by Vicki Clark. This workshop will provide insights and tools to help turn the attitudes and skills of a multi-generational volunteer workforce into powerful performance drivers for your agency. You will learn the approaches that will help you mobilize members of each generation, resulting in an engaging and productive environment for everyone. The session will explore strategies to assist leaders in community organizations as you work to engage people from multiple generations in a more productive, efficient and harmonious manner.

____ **Designing Internships for Win-Win!** Presented by Anne Godman, Director of Career Services, MacMurray College. . This workshop will walk through the development of a well-designed internship from planning to completion. Non-profit agencies can benefit from a student's time, talent, and new ideas when an internship has clear expectations, process, and documents. If your agency has projects, events, or ideas an intern could do to strengthen your agency, this session will increase the quality of your internship positions. Well-designed internships can support your mission, programs, and staff. Example internship documents will be shared.

Workshop session II (Please note 1st or 2nd choice)

____ **Communication Plans—Encompassing the Voice of the Volunteer** Presented by Kristi Jones, Management Consultant, Kerber, Eck, & Braeckel (KEB) . This workshop will provide the value in keeping your organizations’ communications plan up-to-date and relevant. Your organizations’ communications plans should encompass “telling the story” of your volunteers and their relationship with the organization. What are the best mediums to do this and how can these stories be told in the most cost effective manner? Communication plans should also be more than just a piece of paper. This workshop will guide you through the implementation of your communications plan, demonstrating the impact your organization has on volunteers to retain current volunteers and increase recruitment efforts.

____ **“FUN”draising** Presented by Kelly Thompson, Executive Director of the Ronald McDonald Charities of Central IL. This workshop will include answering the questions: do your volunteers enjoy raising money for your organization? Are you effectively using your volunteers to help your organization increase its visibility in the community and increase donations for your mission? This workshop is for you if you are seeking tips and suggestions for bringing the “fun” back in “FUN”draising for your volunteers!

Workshop session III (Please note 1st , 2nd, or 3rd choice)

_____ **Hate to Delegate? Learn How to Make Your Event Run Smoothly by You Doing Less** Presented by Tina Arnold, Senior Manager, Alzheimer's Association. This workshop will help you understand that delegating can be tough. Delegating to volunteers can be even harder. Learn how to provide quality customer service and better execute an event, or even day-to-day activities, by successfully using delegation.

_____ **Building Professional Relationships** Presented by Linda Kelley, Memorial Health System. The ability to interact effectively with people is a valuable skill as a leader. This workshop will focus on specific tools and strategies to help you develop skills in building positive, professional relationships. Participants will learn how to find commonalities with others and adapt communication styles to increase trust.

_____ **Resiliency & Mindfulness** Presented by Alicia Sparks and Amy Lally, Memorial Health System. This interactive workshop will help participants understand pressure vs. stress and classify perceived stressors, giving the opportunity to reflect on building resiliency attributes within themselves. Participants will also be able to define and understand what it means to be "Mindful" and develop a personal Mindfulness practice.