



*Customer Service: Delivering a quality volunteer experience*

## 2017 Request for Workshop Presenters

Conference Date: Wednesday, June 7, 2017

Primary Location: Springfield-Memorial Center for Learning and Innovation

Proposals Due Date: January 16, 2017

### Proposal Information

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◆ **Presenter Information Sheet**

Professional References

Short Bio to be used for marketing materials if selected

◆ **Workshop Information Sheet**

Workshop Title

Workshop Description

Workshop Learning Objectives

How your workshop ties back to the theme:

*Customer Service: Delivering a quality volunteer experience*

One-page outline of the presentation you propose to deliver

### General Information

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#### Conference Mission

The Central Illinois Volunteerism Conference provides quality professional development opportunities for volunteer managers/volunteer administrators that focus on the key areas of a volunteer delivery system including personal readiness, organizational readiness, engagement of volunteers, education of volunteers, and sustainability of volunteer efforts.

#### Presenters

Presenters are provided *free conference registration* which includes lunch. Presenters will be expected to bring their own workshop materials and handouts. Those submitting proposals will be notified of acceptance by **February 20, 2017**.

#### Audience

The conference hopes to attract volunteer administration professionals and volunteers with a wide range of knowledge and experience, representing the non-profit, governmental, educational, and private sectors in Central Illinois. Please plan for an average workshop attendance of 35 participants, and possible simulcasting from Springfield. We hope to offer no more than four workshops during each time slot.

## Conference Schedule

The conference schedule includes up to two general sessions with presentations by keynote speakers. The professional level of our audience varies greatly; we provide workshops for both new and experienced professionals and volunteers. The workshops will be categorized into different tracks. They will be defined by the following criteria as well as by workshop type which will be determined by the selection committee:

- **Basic:** Audience is new volunteer coordinators/administrators seeking program fundamentals in volunteer job design, recruitment, recognition, and retention.
- **Intermediate:** Audience is volunteer coordinators/administrators who have been in the field for 1-4 years. The group is looking for workshops pertaining to volunteer training, supervision, and evaluation.
- **Advanced:** Audience is volunteer coordinators/administrators who have been in the field for 5 or more years. The group is looking for workshops that include innovative approaches or best practices that help address the challenges in the field. This includes developing and implementing the infrastructure to support volunteer delivery systems as well as the review and analysis of existing volunteer delivery systems.

## Workshops

Workshops will be approximately 45-75 minutes in length. Conference presenters will be selected based on proposal quality and workshop relevance to the audience as well as timeliness and originality of proposal. You will hear back from us by

**February 20, 2017** regarding your workshop acceptance. Workshop presenters will be provided complimentary use of a white board, computer, and screen (or comparable alternatives). Additional needs may be arranged, but are not guaranteed. Presenters are encouraged to email their presentations prior to the event. If that is not possible, presenters are expected to bring their own presentation on a flash drive. Presentations must be in 16x9 format to ensure compatibility with the display screens.

**Topics for presentations** must tie back to the conference theme. Below are ideas the planning committee believe will resonate with the audience:

- Basic:
  - Charting and Evaluating Your Organization's Volunteer's Experience
  - Valuable Engagement Practices: Stepping
  - Effective Delegation: What is necessary to make this easier?
  - Case study of effective volunteer engagement models
- Intermediate/Advanced:
  - Engaging Pro-Bono Volunteers
  - Sustainability Planning for When Your Retirees Actually Retire
  - Managing Volunteer Groups of High Diversity (i.e. Millennials and Boomers, etc.)
  - Critical Thinking In The Workplace
  - Building Professional Relationships
  - Delegation Techniques
  - Determining Strengths of Your Team (Personality Assessments)
  - How to Build Resiliency
  - Volunteer Databases
  - Why HR Should be Involved in Your Volunteer Program
  - How To Capture The Voice Of The Volunteers
  - Court Ordered Volunteers/TANF Volunteers
  - How to Convert One-Day/Short Term Volunteers into Regular/Long Term Volunteers

Potential presenters are encouraged to be creative with their workshop titles. However, be clear and concise on workshop objectives and description so that participants have a good understanding of the content of the workshop.

**For more information or to submit a proposal by January 16, 2017 contact [kschroeder@uwcil.org](mailto:kschroeder@uwcil.org) and [americorps1@habitatsangamon.com](mailto:americorps1@habitatsangamon.com).**

**2017 Central Illinois Volunteerism Conference  
Presenter Information Sheet**

**Name:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_ **Email :** \_\_\_\_\_

**Professional Reference:** \_\_\_\_\_

**Relationship:** \_\_\_\_\_ **Organization:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email :** \_\_\_\_\_

**Short professional and volunteer biography we can use to introduce you if your proposal is selected:**

**2017 Central Illinois Volunteerism Conference  
Workshop Information Sheet**

**Presenter Name:** \_\_\_\_\_

**Workshop Title:** \_\_\_\_\_

This workshop best fits the professional experience level checked below. Check all that apply.

Basic

Intermediate

Advanced

**Brief workshop description we can use to promote your topic if your proposal is selected:**

**Workshop Learning Objectives:**

**How does your proposed workshop tie back to the theme? *Customer Service: Delivering a quality volunteer experience***