



EXCELLENCE IN VOLUNTEER MANAGEMENT

Discover the tools necessary to make volunteers an effective and integral part of your organization! Take individual classes or the complete Institute. Receive the Volunteer Management Certification, by completing all six core courses plus 30 elective hours—details on back. **Questions?** Call (641) 683-5177 or Peggy.Thie@indianhills.edu

Wednesdays, March 14, April 11 and May 9, 2012

United Way of Wapello County, 224 E. Second Street, Ottumwa, IA 52501

VOLUNTEER MANAGEMENT INSTITUTE

Includes all six courses. Sign up for this and get all six courses for the price of five!

UNDERSTANDING VOLUNTEERING: Exploring the Heart of the Volunteer Sector

Wednesday, March 14; 8:30 a.m. – 12:00 p.m.

- Volunteer trends in the U.S.- What's HOT
- Characteristics of effective programs
- Volunteer motivation models
- Generational issues

PLANNING: Building a Solid Foundation

Wednesday, March 14; 1:00 p.m. - 4:30 p.m.

- Mission, vision, purpose-how volunteerism fits
- Tools to conduct basic needs assessments
- Creating volunteer position descriptions

RECRUITING AND PLACEMENT: Matching Volunteer Skills with Service Needs

Wednesday, April 11; 8:30 a.m.-12:00 p.m.

- Developing recruitment strategies
- Accessing underutilized volunteers
- Interviewing for optimal placement

TRAINING AND ORIENTATION: Achieving Service Excellence

Wednesday, April 11; 1:00 p.m. - 4:30 p.m.

- Why volunteers don't stay
- Identifying training needs
- Building a training session
- Effective training delivery

SUPERVISION: Maximizing the Volunteer Experience

Wednesday, May 9; 8:30 a.m. – 12:00 p.m.

- Defining and communicating expectations
- Supervising people with different motivations
- Developing a recognition plan

EVALUATION: Improving Results Using Data and Feedback

Wednesday, May 9; 1:00 p.m. – 4:30 p.m.

- What to evaluate
- Assessing volunteer satisfaction and outcomes
- Using evaluation information

2 WAYS TO REGISTER (payment is due at time of registration)

Call 641.683.5177

Mail using the form below and include a check

Registration Form – Please Print

Name _____

Organization _____

Home Address _____

City _____ St _____ Zip _____

Home Phone _____

Work Address _____

City _____ St _____ Zip _____

Work Phone _____

Email _____

I would like to attend:

- Institute Series (Courses 1-6) 12/YR VOC 3204-201 \$250
- Understanding Volunteering 12/YR VOC 3204-202 \$50
- Planning 12/YR VOC 3204-203 \$50
- Recruiting & Placement 12/YR VOC 3204-204 \$50
- Training & Orientation 12/YR VOC 3204-205 \$50
- Supervision 12/YR VOC 3204-206 \$50
- Evaluation 12/YR VOC 3204-207 \$50

Total payment \$ _____

Make checks payable to IHCC and mail to:

Indian Hills Community College
Regional Economic Advancement Center
Division of Customized Learning
Attention: Peggy Thie
626 Indian Hills Drive
Ottumwa, IA 52501



Volunteer Management Certification

If interested, you can earn a **Volunteer Management Specialist Non-Credit Certificate**. Here's how:

1. Successfully complete the six core courses.
2. Complete a minimum of **thirty (30) hours** of elective course requirements.
3. Complete all work for the Certificate **within four years** -both core courses and electives.
4. Start taking electives **after completing the first course**.
5. IHCC will keep track of your progress toward certification. Simply complete the appropriate forms.

Electives:

A. Continuing Education—up to 20 hours

Attend workshops, seminars or classes and earn one hour credit for each contact hour. Continuing education may fall within the following areas: Computers, Conflict Management, Fundraising, Human Resources, Marketing, Team Building, Communication, Diversity, Grant Writing, Management, Newsletter Production, etc.

B. College Credit Course—up to 10 hours

Take a college course covering one of the above topic areas and earn elective credit.

C. Multi-day Conferences—up to 10 hours

Attend a conference, such as the Iowa Nonprofit Summit, and earn one hour credit for each contact hour.

D. DOVIA Classes—up to 12 hours

(Directors of Volunteers in Agencies – Contact United Way of Wapello County at 641.682.1264 to learn more or join).

Earn one hour credit for each contact hour for training attended.

E. Volunteer Management Work Experience—up to 10 hours

Use your past experience, either paid or unpaid, as a manager of volunteers. Credit is awarded at the rate of one credit hour for each year of full-time work experience. Credit will be awarded on a prorated basis.