

# Volunteer Management Program

Third Level Workshop  
November 10-15, 1985

The Volunteer Management Third Level Workshop will be held at the University of Colorado November 10-15, 1985, the 30th national conference for volunteer administrators sponsored by the University.

An outstanding faculty leads this creative and unusual learning experience. Participants can hear all of the presenters give a plenary session on their topic area. They then have two days of intensive small-group work with one of the resource people as guide and mentor and knowledgeable colleagues as colearners/teachers.

The topics and presenters are as follows:

## Track I—SURVIVAL SKILLS FOR MANAGERS

Marlene Wilson, faculty

This track deals with skills required for creative managers to survive and even flourish in today's hierarchies. Topics such as power, problem solving, and stress management are explored and applied to the individual's own work situations. Personal and organizational problems are analyzed and strategies designed for immediate back-home application.

## Track II—MANAGING CONFLICT

Elaine Yarbrough, faculty

This track deals with developing the skills to manage conflict productively. Conflict will not go away and, in fact, is at the heart of creativity and change if people understand the dynamics of the process and develop the skills for guiding the process.

Specifically this track will include:

- Personal and organizational barriers to managing conflict
- Recognition and response to unspoken issues in problem situations
- Fine-tuning communication skills for productive conflict management
- Developing multiple styles for managing conflict and choosing a style to match different situations
- Empowering self and others in the conflict
- Separating people from problems
- Reaching do-able and lasting agreements

These skills can be used on minor and major conflicts and are designed to solve people and task problems while maintaining effective relationships with others.

## TRACK III—MARKETING MAGIC FOR VOLUNTEER PROGRAMS

Sue Vineyard, faculty

This track tells people how to get whatever or whoever they need . . . goods, services, volunteers, funds, support, etc. It provides practical skills to assess what you have, what you need, who has what you need and how to acquire them. Skills of planning, recruiting, fundraising, bartering, asking, motivating and publicizing are addressed. The four "P's" of marketing . . . product, price, placement and promotion . . . are translated into volunteer language in order that they might be understood and utilized effectively. Each participant will design a personalized strategy to get what/who they need back home. Hundreds of "how to" ideas are shared!

## Track IV—TRAINING OF TRAINERS

Arlene Schindler, faculty

Designed to prepare participants to conduct effective training sessions that meet the needs and expectations of adult learners. Essential components of quality workshop design and delivery are explored, such as:

- The adult as learner
- Presentation techniques
- Training design and sequencing based on learning objectives
- Group process and dynamics
- Training materials design, production, and equipment

The goal is to facilitate immediate transfer and application of new skills to back-home performance.

Enrollment is limited to 20 participants in each track, so BE SURE TO INDICATE YOUR FIRST AND SECOND CHOICE. This program has been specifically designed for those who have completed most of the available training in the field of volunteer administration and are asking for more. It is not meant for beginners.

This workshop is part of the Volunteer Management Program offered by the Office of Conference Services of the University of Colorado. Certification under this program consists of completing three workshops and receiving a passing grade on the required papers. The dates of the three levels in 1986 are:

February 23-28, 1986—Second Level

July 13-18, 1986—First Level

November 9-14, 1986—Third Level



## FACULTY

**MARLENE WILSON**, faculty director of the CU Volunteer Management Program workshops since 1972. President of Volunteer Management Associates; national consultant and trainer in the fields of management, volunteerism, and the church; author of *The Effective Management of Volunteer Programs*, *Survival Skills for Managers* and *How to Mobilize Church Volunteers*.

**ELAINE YARBROUGH**, president of Yarbrough and Associates; author of *Planning and Conducting Training and Consultation*; adjunct faculty in the Department of Sociology at the University of Colorado; national trainer and consultant in the areas of interpersonal, group, and organizational conflict/negotiation/mediation, small group effectiveness, team-building, facilitation skills for group leaders/trainers and effective interpersonal/organizational communication; specific clients include IBM, Storage Technology Corporation, Mountain Bell, Ohio Bell, National Management Association, American Management Association, Texas Criminal Justice Center, Central Intelligence Agency, Public Service Company of Colorado, Memorex, and United Way.

**SUE VINEYARD**, national trainer, consultant, author, and president of Vineyard Enterprises, Downers Grove, Ill.; specializes in volunteer management training, grassroots fund raising, motivation, recruitment, etc., for nonprofit organizations. Former national director Project Concern International, where she worked with 30,000 volunteers raising \$17 million in pledges for people in need; 1974 "Outstanding Young Women of America" award.

**ARLENE K. SCHINDLER**, national executive director, Women in Community Service, Washington, D.C., former training specialist for ACTION International and former director of education and training for the National Center for Voluntary Action.



## PROGRAM

### SUNDAY, NOVEMBER 10

Check in any time after noon at the College Inn Conference Center

### MONDAY, NOVEMBER 11

|                  |  |
|------------------|--|
| 7-8 a.m.         | Breakfast  |
| 7:30-9 a.m.      | Registration   |
| 9-10:15 a.m.     | <b>SURVIVAL SKILLS FOR MANAGERS—</b><br>Marlene Wilson                       |
| 10:15-10:45 a.m. | Coffee break   |
| 10:45 a.m.-noon  | <b>MANAGING CONFLICT—</b> Elaine Yarbrough                                   |
| Noon-1:15 p.m.   | Lunch  |
| 1:15-3 p.m.      | <b>MARKETING MAGIC WITH VOLUNTEER PROGRAMS—</b> Sue Vineyard                 |
| 3-3:30 p.m.      | Coffee Break   |
| 3:30-5 p.m.      | <b>CAREER DEVELOPMENT IN THE FIELD OF VOLUNTEERISM—</b> Faculty/Participants |
| 6:30 p.m.        | Banquet  |

### TUESDAY, NOVEMBER 12

|                  |   |
|------------------|---|
| 7-8 a.m.         | Breakfast                                     |
| 9-10:15 a.m.     | <b>TRAINING THE TRAINER—</b> Arlene Schindler |
| 10:15-10:45 a.m. | Coffee break                                  |
| 10:45 a.m.-noon  | Tracks separate until Thursday afternoon      |
| Noon-1:15 p.m.   | Lunch   |
| 1:15-3 p.m.      | Tracks I-IV                                   |
| 3-3:30 p.m.      | Coffee break                                  |
| 3:30-5 p.m.      | Tracks I-IV                                   |
| 5:30-6:30 p.m.   | Dinner followed by free evening               |

### WEDNESDAY, NOVEMBER 13

|                  |   |
|------------------|---|
| 7-8 a.m.         | Breakfast                                   |
| 9-10:15 a.m.     | Tracks I-IV                                 |
| 10:15-10:45 a.m. | Coffee break                                |
| 10:45-noon       | Tracks I-IV                                 |
| Noon-1:15 p.m.   | Lunch                                       |
| 1:15-3 p.m.      | Tracks I-IV                                 |
| 3-3:30 p.m.      | Coffee break                                |
| 3:30-5 p.m.      | Tracks I-IV                                 |
| 5:30-6:30 p.m.   | Dinner                                      |
| Evening          | Fireside chats with faculty or small groups |

### THURSDAY, NOVEMBER 14

|                  |   |
|------------------|---|
| 7-8 a.m.         | Breakfast                                       |
| 9-10:15 a.m.     | Tracks I-IV                                     |
| 10:15-10:45 a.m. | Coffee Break                                    |
| 10:45-Noon       | Tracks I-IV                                     |
| Noon-1:15 p.m.   | Lunch (all tracks prepare presentations)        |
| 1:15-3 p.m.      | Feedback presentation by Track IV to full group |
| 3-3:30 p.m.      | Coffee break                                    |
| 3:30-5 p.m.      | Feedback presentation by Track II to full group |
|                  | Free evening and dinner on your own             |

### FRIDAY, NOVEMBER 15

|                  |  |
|------------------|--|
| 7-8 a.m.         | Breakfast  |
| 9-10:15 a.m.     | Feedback presentation by Track III to full group |
| 10:15-11:30 a.m. | Feedback presentation by Track I to full group   |

11:30-noon

Certificate presentation and wrap-up  
dialogue-Faculty/Participants

Noon

Lunch

## GENERAL INFORMATION

### Location

All sessions of the Volunteer Management Program Third Level Workshop are held at the College Inn Conference Center, 17th and Athens Street, Boulder, Colorado.

### Prerequisites

It is strongly recommended that participants have attended a First or Second Level Workshop in the University of Colorado Volunteer Management Program series. Otherwise, participants must have been in the field of volunteer administration for three years or longer. (This program is not for beginners. The First Level Workshop, usually held in July, is recommended for beginners.)

### Preregistration

Enrollment is limited; the workshop has been organized to allow for maximum participation in small groups and individual consultations. As the workshop approaches capacity, preference will be given to persons taking the workshop for certification. You should preregister before October 28, 1985, by completing the registration form in this brochure and mailing it with your check for \$270 made payable to the University of Colorado. If postmarked after October 28, fee is \$285.

### Refund Policy

Persons cancelling prior to October 28 will receive a full refund of the registration fee; persons cancelling after that date will receive a partial refund.

### Fees

The workshop fee of \$270 by October 28 (\$285 if postmarked after October 28, 1985) includes admission to all sessions, instructional materials, and refreshment breaks. IT DOES NOT INCLUDE HOUSING OR MEALS.

### On-Site Registration.

Registration for all participants will be Monday, November 11 from 7:30 to 9 a.m. at the College Inn Conference Center.

### Housing

The College Inn Conference Center is adjacent to the University of Colorado campus and within a few minutes' walking distance of downtown Boulder. The center is a residential conference facility that offers housing accommodations and meals in an atmosphere conducive to fine educational experiences.

Rates including tax are \$193.70 per person for a double and \$270 for a single. The rates include lodging Sunday through Thursday nights and 13 meals—Monday breakfast through Friday lunch. The Monday dinner will be a prime rib banquet. Thursday dinner has been omitted to allow you to sample Boulder's fine restaurants. No refunds will be made for missed meals.

The center features fine meal service and comfortable meeting rooms. There are private baths, telephones, and color televisions in all rooms. Wake-up service is available.



Please indicate the housing accommodations desired on the reservation form. Only a limited number of single rooms are available so early reservations are advised. Housing payment is due on check-out and should not be made in advance. Payment on check-out may be made in cash, check, MasterCard or VISA. A map showing the location of the center will be sent to those who preregister by October 28.

#### Commuters Only

We recommend that you stay at the College Inn Conference Center so that you may share in the valuable after-hours discussions that take place. For those who must commute, however, individual meals may be purchased at the College Inn Conference Center: Breakfast \$4.80, lunch \$5.20, and dinner \$9.25.

The cost of the Monday night prime rib banquet is \$17.95. If you would like to attend, please so indicate on the registration blank. Please do not send advance payment for any meals.

#### Parking and Transportation

Free parking is available at the College Inn Conference Center. Transportation from Denver's Stapleton International Airport is available by Denver-Boulder RTD bus via Denver to the Boulder bus station. Taxis can then be taken to the College Inn. Direct service to the College Inn is available via the Boulder Airporter Limousine service, which departs on an hourly basis from the lower level at Stapleton Airport. The cost is \$7.50 each way. Schedules will be sent to those who register prior to October 28.

#### Certification Credit

This workshop is available for certification credit in the Volunteer Management Program. Persons taking the workshop for certification credit are required to submit prior to January 15, 1986, a paper of four to eight double-spaced, typed pages on an assigned topic. To receive credit you must attend all workshop sessions and receive a passing grade on the paper. Please indicate on the registration form if you wish to take the workshop for certification credit. The workshop is not available for academic credit. There is a \$6 grading fee on each paper.

#### Continuing Education Units

For a \$5 fee, 3.5 Continuing Education Units (CEUs) are available for the workshop. Registration for CEUs will be held at a specific place and time to be announced. To obtain CEUs participants must attend all sessions of the course. CEUs are not academic credit; some organizations do, however, accept CEUs in place of academic credit as a measure of recertification of skills.

#### AVA Endorsement

The Association for Volunteer Administration endorses this Third Level Workshop as contributing to the professional development of volunteer administrators, based on a review of the program's purpose, goals, and instructional plan.

#### Exhibits

If you have material you would like to share, please bring 80 copies to the workshop. Exhibit space will be available.

#### Further Information

For further information about the workshop, contact the Office of Conference Services, Campus Box 454, University of Colorado, Boulder, Colorado 80309. Telephone (303) 492-5151.

## REGISTRATION FORM

Volunteer Management Program • Third Level Workshop  
November 10-15, 1985 • University of Colorado, Boulder

Name \_\_\_\_\_

Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Type of voluntary action program or agency: \_\_\_\_\_

Number of years involved in managing a volunteer program \_\_\_\_\_

I have  have not  attended a CU Volunteer Management Workshop.

I will  will not  be taking the workshop for certification credit.

#### TRACK REQUEST

1st choice \_\_\_\_\_ 2nd choice \_\_\_\_\_

Enclosed is \$270 registration fee (\$285 if postmarked after Oct. 28).

#### MAKE CHECK PAYABLE TO THE UNIVERSITY OF COLORADO

Please remove my name from your mailing list

Commuters only:

I will  will not  attend the Monday banquet

(Do not send money in advance for banquet)

Return this form and your check before **October 28, 1985**, to:

Registrar

Office of Conference Services

University of Colorado

Boulder, Colorado 80309-0153

or call (303) 492-8630

Mail this lower section of the form to the College Inn in a separate envelope

## HOUSING RESERVATION

Third Level Workshop • November 10-15, 1985

Name \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Based on availability, please reserve the following accommodations at the College Inn Conference Center:

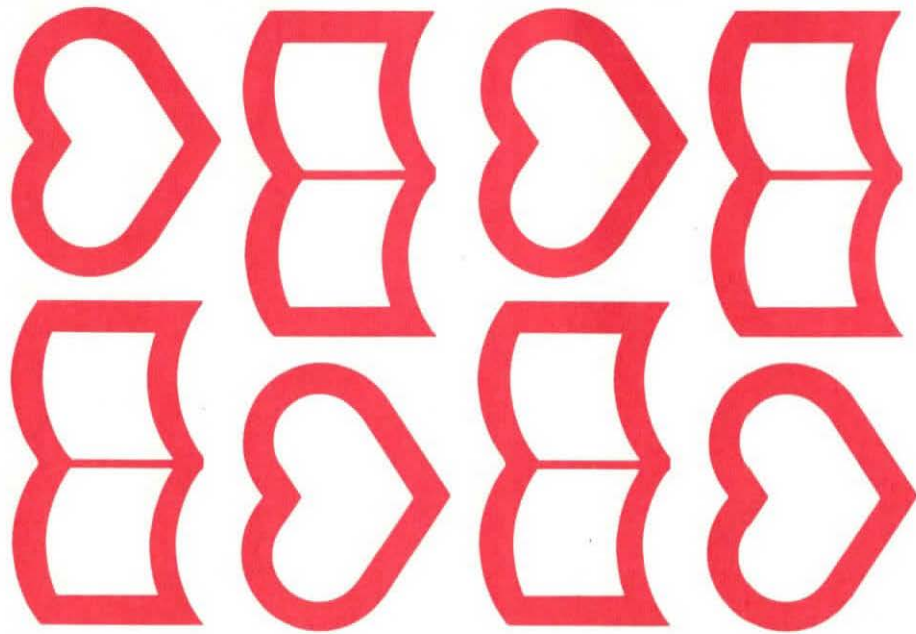
Single room  Double room

Name of roommate, if preference: \_\_\_\_\_

**DO NOT SEND MONEY IN ADVANCE FOR HOUSING.  
CASH, CHECK, MASTERCARD, AND VISA WILL BE ACCEPTED.**

Return this form by October 28, 1985 to:

The College Inn Conference Center  
1729 Athens  
Boulder, Colorado 80302  
or call (303) 444-2676



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Sponsored by the  
University of Colorado, Boulder  
Office of Conference Services

## University of Colorado, Boulder

Office of Conference Services  
Boulder, CO 80309-0454

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The Volunteer Management mailing list is being updated and may not reflect all corrections returned. If you receive duplicate copies, or if your address is in error, please return the label to OCS have you not already done so.