

TRAINERS AND CONSULTANTS IN VOLUNTEERISM
A FIRST REGISTRY

Edited by

Nita Moots Kincaid and Ivan H. Scheier

September, 1985

PUBLISHED BY
YELLOWFIRE PRESS
1705 14TH STREET, SUITE 199
BOULDER, COLORADO 80302

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IN MEMORY OF HARRIET NAYLOR

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TRAINERS AND CONSULTANTS IN VOLUNTEERISM: A FIRST REGISTRY

I. INTRODUCTION

Scope

This registry is a listing of private individuals (and their organizations) functioning as trainers or consultants in volunteerism or volunteer leadership, broadly defined. The persons listed devote a substantial portion of their time to this work, and their services are available to a wide variety of organizations on a regional, national, or international basis.

We believe the registry includes about two-thirds of the volunteerism trainer/consultants who fit this description. We sincerely hope future editions come far closer to 100%; suggestions for additional relevant names are most welcome.

Considerations of time and space compelled us to omit two important kinds of consultants, probably numbering several hundred in all: (1) those who operate on a salaried or volunteer basis as regular staff of a volunteer center, state office of volunteerism, or similar resource organization; and (2) people who function primarily or entirely as consultants or trainers within their own organization.

Use of the Registry

Name and subject indexes are provided to aid in the location of individuals and subject areas. Section IV contains descriptive paragraphs on each trainer or consultant. These descriptions are based entirely on information provided by the persons listed on the trainer/consultant form, attached as Appendix A. We conducted no independent checks of any information provided by the listees, nor did we feel that such checks were necessary. Nevertheless, it should be understood that listing in this directory does not necessarily constitute open-ended endorsement by the editors or by Yellowfire Press. Indeed, we are sure readers will recognize many names here that need no endorsement from us or anyone else. Otherwise, each trainer or consultant was asked to provide references, and some are also willing to share unselected attendee/consultee evaluations of their work.

A few trainers/consultants appear here even though we do not have registration information for them (on the forms in Appendix A). These are people we thought a number of readers might want to contact, even though we do not present full background information on them. Little or nothing more than name, address, and phone numbers are given for these listings.

Overall, this registry is intended as an introduction to some trainers and consultants in volunteerism. The decision to pursue the introduction further and negotiate the use of the trainer's services is, of course, yours alone.

II. SO YOU WANT TO BE A TRAINER. . . (OR A CONSULTANT):
HERE ARE SOME PLACES TO START

--Read "Primer for Trainers" by Dale Chastain and Arlene Schindler. 23 pp. 1980, available from Yellowfire Press at \$2.50 per copy. An excellent booklet.

--Study the "Trainer/Consultant Identification Form", used as a basis for listing in this registry. Are these the kinds of questions you could answer now? If not, what can you do about that?

--Study the Subject Index at the end of this directory. Other things being equal, it might be useful to consider gearing up to go into topic areas which aren't currently too crowded.

--Get involved in GRAPEVINE, a network for people interested in training or consulting for the field of volunteerism. The keystone of the network is a sprightly, very informative newsletter, issued 5 or 6 times yearly. Cost is \$15 per year, from Sue Vineyard, 1807 Prairie Avenue, Downers Grove, Illinois 60515. Telephone (312) 964-1194.

--Do you know or live near any of the trainers or consultants listed in this registry? Or will you be visiting their area? Maybe they would be willing to sit down and talk with you for a bit. (Most of us wish someone had done that with us.)

--Consider taking a "Training of Trainers" workshop or course. Several trainers who conduct such workshops are listed in this registry.

--Explore what might be useful to you in membership in the American Society of Training Directors, a professional association for trainers.

--Gain some initial experience and credibility in work for your local association of volunteer coordinators (DOVs, DOVIA, etc.), volunteer centers (VACs), or similar organization.

--Collect attendee/consultee evaluations, study these evaluations, and build them into your portfolio.

III. THE CARE AND FEEDING OF CONSULTANTS

No one asks for prima donna treatment. Still, it's to everyone's advantage if your consultant is treated with consideration. The consultant who feels better, works better, and does a better job for you.

Here are a few simple guidelines:

--"There's no such thing as a pleasant surprise" could have been written for consultants. Sure, anyone will be flexible on such things as media interviews, or meetings with important people which can't be scheduled far in advance. But beware the "spontaneous" speech request, the impromptu extra on the workshop, the last minute change of a one hour talk to 20 minutes (or vice versa). Many consultants husband energy carefully and take pride in thorough preparations. You do the same. Well beforehand, be clear and comprehensive on such things as "who's going to be there and why", "learning goals and needs", "timeframes", political considerations, etc. Communicate these clearly to the consultant or trainer.

--Financial arrangements should also be utterly clear, beforehand: how much, when paid, etc. Whenever possible, take care of the consultant's expenses up front: prepaid air tickets and direct billing of motel and other on-site expenses. This leaves the consultant free to worry about your concerns, instead of how she/he is going to finance more hundreds of dollars of unreimbursed (or slow reimbursed) expenses.

--Once all the above is agreed upon, get it down in writing: a letter of agreement, a work contract, or the like. Be as detailed as you need to be.

--While still negotiating, you have every right to ask for references on the consultant's work. No one should get miffed about this.

--Staying in someone's home is homey, and saves money besides. But many trainers and consultants prefer the privacy and freedom of a motel. This provides a needed time and place where they can choose to be utterly silent or scream at the walls. The main exception to the motel-as-refuge preference will be if there's a very good friend of the consultant with a very big house (with private spaces). If you simply don't have the money for a motel, make sure this is well understood in advance by the consultant.

--You have no obligation to provide luxury accommodations, but a penny saved would be a thousand buried if it produces a tired or irritated consultant. The watchwords here are clean, quiet, comfortable (especially the bed).

--Late socials the night before are ordinarily as welcome as transcontinental jetlag, which they often accompany. Brief informal socials can be nice the afternoon or early evening before. Also good is an early working dinner with

the local principals in the consultation or training. And relaxed social time, if it is available, is particularly fine after the consultation.

--If you can meet the trainer's plane, train or bus, that's usually appreciated, though not absolutely necessary (except in dangerous areas or times).

--If you can correctly spell and pronounce the consultant's name that, too, is appreciated. Practice beforehand, if necessary.

--Media interest is always welcome, but try to keep TV lights out of the trainer's eyes, and don't cut too far into brief breaks for the consultant. Even consultants go to the bathroom occasionally.

--Generally, watch the natural tendency to schedule too tightly or intensely. "Getting the most out of the consultant's time" in this way often ends up getting the least.

--Honesty is the best policy in getting the most out of a consultant: honesty in describing your situation's pluses and minuses, honesty about the goals of the consultations, honesty (= diversity) in selecting people the consultant will talk to. Expect the same high level of honesty in return from the consultant.

--Above all, remember that consultants are human. (Some of us actually are famous for fallibility.) For challenges with which you have struggled for years, do not expect from us instant magical solutions. Well, once in a while, maybe; but we cannot solve every problem in the world with no advance notice. Beware that "push button renaissance" fallacy.

IV. TRAINER/CONSULTANT INFORMATION

The listing which follows is largely self-explanatory. Included are names, addresses, phone numbers, geographical region served, areas of expertise and training, the kind and size of groups preferred, and honors or recognitions received. You may want to consult the "Trainer/Consultant form" in order to see the basis for this summary listing.

We should add that, for a variety of reasons, we decided not to include information on fees, discovering that anything listed could sometimes be misleading. For one thing, people using this listing have widely different needs and will expect some flexibility from the trainer, in terms of fees, among other things. Also, most trainers said they would be willing - indeed, preferred - to negotiate a fee directly with prospective sponsors. We encourage you to contact directly any of the listed trainers regarding fees or for more detailed information on their interests and experience.

National DOVIA Network Members registered for the trainer service can also secure more information prior to direct contact with individual trainers by writing Ivan Scheier, President, Yellowfire Press, 1705 14th Street, Suite 199, Boulder, Colorado 80302.

ACKER, Phyllis

203 Dejon Court, Woodbury, MN 55125
Telephone: (612) 739-5872

AMBROSIUS, Richard

Phoenix Systems, Inc.; 622 South Minnesota Avenue; Sioux Falls, SD 57104
Telephone: (605) 339-3221
(605) 334-8049

Primary Topics: Marketing Techniques and Benefits - Targeting
Management Topics for Cost Effectiveness
Board/Staff Roles and Responsibilities
Aging Future Trends

Additional Areas: Fund Raising
Public Relations and Promotional Techniques

Works with any size group; has trained up to 600, including multiple audiences in public, voluntary, and private sectors. Presents keynotes. Indicates no geographic preferences or limitations. Prefers not to work in December or July; likes to have 60 days lead time.

References: Barbara McPherson, Older Alaskans Commission
Juneau, AK 99811
Telephone: (907) 465-3250
Nancy Robertson, Top of Alabama AAA
Huntsville, AL 35801
Telephone: (205) 533-3330

Recognition: Youngest member selected for the National Advisory
Committee to the 1981 White House Conference on Aging.
Unselected attendee evaluations of work available on request.

BAIR, Hope M.

Consultant and Education Trainer
1529 Seminole Avenue, Akron, OH 44305
Telephone: (216) 733-2410
Former VAC Director

BOYLIN, Jane H.

422 Tenth Avenue, Huntington, WV 25701

Telephone: (304) 525-3655

(304) 525-0043

Primary Topics: Motivation: Motive Action Rather Than Movement
Marketing Strategies and Recruitment Campaigns
Care and Nurture of Volunteers: Retention
Team Building

Additional Areas: Creative Volunteer Job Design
Volunteer Staff Relationships
Time Management
Training for Trainers

Prefers to work with training groups of approximately 20, but feels comfortable and effective with up to 100. Presents keynotes. Particularly enjoys working with arts, education, and health (nursing home, hospital) groups. Prefers working in WV, NC, OH, PA, VA, and KY. Prefers not to work in December, July, or the first part of August; likes to have three months lead time.

References:

Margaret H. Bradford

3039 M Street, NW, Suite 4B, Washington DC 20007

Telephone: (202) 333-5690

Roberta Emerson, The Huntington Galleries

Park Hills, Huntington, WV 25701

Telephone: (304) 529-2701

Phyllis Loudon, Camden-Clark Memorial Hospital

Parkersburg, WV 26102

Telephone: (304) 424-2111

Has experience as Director of Volunteers in a regional museum and a county school system. Since 1981, has presented workshops and conferences.

Unselected attendee evaluations of work available on request.

BROWN, Joan

7 Coronet Way, Kentfield, CA 94904

Telephone: (415) 499-6104

(415) 461-0123

Primary Topics: Marketing to Get the Right Volunteer
Marketing Within Local Government
Gaining Staff Support
How to Start a Government Volunteer Program

Additional Areas: Working with the Media
Stress Management
Elements of a Good Volunteer Program
How to Fire a Volunteer; How to Not Have to Fire a Volunteer

Works comfortably with any size group. Presents keynotes. Likes to work with volunteer managers in private, non-profit, and government settings, as well as with local government officials, e.g., personnel directors, department heads, and CEO's. Indicates no geographic preferences or limitations. Prefers not to work in December or January; likes to have six weeks lead time, but is willing to be flexible.

References: Marlene Wilson, Volunteer Management Associates
279 South Cedar Brook Road, Boulder, CO 80302
Telephone: (303) 447-0558
Kenn Allen or Kris Reese Daley, VOLUNTEER: The National Center
1111 N. 19th St., #500, Arlington, VA 22209
Telephone: (703) 276-0542
Bob Palmer, Santa Cruz County Government Center
701 Ocean Street, Santa Cruz, CA 95060
Telephone: (408) 425-2316

Recognition: Outstanding Agency of the Year - Marin County 1980
Published in AVA Journal, Fall 1983
Featured in Woman's Executive Bulletin, December 10, 1984

BROWN, Kathleen, M.

401 Vista Heights Road, Richmond, CA 94805

Telephone: (415) 236-5149

(415) 236-5119

Primary Topics: Developing or Revitalizing Volunteer Programs in Agencies
Retaining and Rewarding Volunteers
Designing Training Programs for Volunteers and Staff
Staying Energized and Avoiding Burnout on the Job

Additional Areas: Using Volunteers in Fund Raising
Screening, Interviewing and Selecting Volunteers
Building the Effectiveness of the Board of Directors
Using Marketing Tools in Nonprofit Organizations

Works well with training groups of 20-100, but feels comfortable and effective with up to 150. Presents keynotes. Can work in virtually any geographic area, at any time, with a wide range of groups. Requests at least two months lead time.

References:

Mary Ballor, Volunteer Center of Marin
70 Skyview Terrace, San Rafael, CA 94903
Telephone: (415) 479-5660

Loyce Haran, Volunteer Center of San Mateo County
450 Peninsula Ave., San Mateo, CA 94401
Telephone: (415) 342-0801

Irene Maestri, Volunteer Center of Alameda County
477 15th Street, Oakland, CA 94612
Telephone: (415) 839-6236

Recognition:

Regional Chair, Association for Volunteer Administration
Book: Keys to Making a Volunteer Program Work
Articles in Voluntary Action Leadership, The Volunteer
Leader, and Grassroots Fundraising Journal.

Unselected attendee evaluations of work available from references.

CASTO, Susie

Route 3, Melrose Addn., Washington, WV 26181

Telephone: (304) 428-1525

(304) 863-8458

Primary Topics: Enabling Church Volunteers to be "Ministers"
Mission and Ministry: Planning Effective Outreach Programs
Encouraging Partnerships: Business, Private, Public Sectors
Gift Identification - Laity as Ministers

Additional Areas: Time Juggling - Particularly for Women
Advocacy/Training for Neighborhood Associations
Leadership Training for Committee Chairmen, Boards, etc.

Prefers to work with training groups of about 25, but is comfortable and effective with groups of up to 50. Presents keynotes. Particularly likes to work with church pastors, diocesan or state-wide church organizations, community committee chairmen, community and business/community boards, volunteer conference groups, community colleges, and community relations classes. Indicates no geographic limitations, but prefers the eastern region: Appalachian area, Atlanta, and Washington, D.C. Needs one month lead time and prefers two.

References: Reverend Tim Limberg, Christian Reformed Church
5911 New Hampshire Avenue, Washington, D.C. 20011
Telephone: (202) 529-0388

Reverend Dr. Francis H. Wade, St. Albans Episcopal Church
Mt. St. Albans, Washington, D.C. 20016
Telephone: (202) 363-8286

William C. Dearien, Sheltered Workshop of Wood County
1007 Mary Street, Parkersburg, WV 26101
Telephone: (304) 428-6344

Recognition: Woman of the Year - local service club
Steady increase in referrals leading to community speaking
and training opportunities.

Unselected attendee evaluation of work available on request.

CHEREN, Mark Eaton, Ed.D.

2323 Mulberry Ct., Champaign, IL 61821

Telephone: (217) 359-9560

Primary Topics: Skills Development for Volunteer and/or Paid Personnel In
Volunteer Programs
Enrichment/Recognition Program for Volunteer and/or Paid
Personnel In Exercising Greater Control Over and Building
More Efficiency and Effectiveness Into Professional
Development Activities
Integrating Career Development Techniques Into Recruitment,
Placement, Training, Performance Review, and Reassignment
Activities
Career Entry Through Volunteerism.

Additional Areas: College Credit Through Volunteer Experience
Volunteer Administration Certification
Volunteer Performance Improvement and Review

Available virtually anywhere, any time, with one month lead time
preferred, although open to shorter notice inquiries.

References: Mel DeMonte, American Red Cross National Headquarters,
Washington, D.C. 20006
Telephone: (202) 639-3323
Joanne Patton, AVA, 650 Asbury St., S. Hamilton, MA 01982
Telephone: (617) 468-3720
Winnifred Brown, VAC, 61 Chambers St., NY, NY 10007
Telephone: (212) 566-5950

Unselected attendee evaluations available on request for some types of
work.

DeCARLO, Mary, President

Volunteer Development Institute, PO Box 409, Dunn Loring, VA 22027

Telephone: (703) 573-6177

DRYOVAGE, Susan

2830 5th Street, Boulder, CO 80302

Telephone: (303) 440-7556

(303) 441-3508

Primary Topics: Designing Volunteer Job Descriptions
Placement and Supervision of Volunteers
Training Volunteers for Specific Assignments
Process for Starting a Volunteer Program

Additional Areas: Volunteers in Corrections: What, Why, How
Serving Multiple Agencies: Program Design and Implementation
Volunteers in Government: What, Why, How
Communication and the Art of Listening and Asking Questions

Prefers to work with training groups of 20-40, but is comfortable and effective with groups of up to 75. Likes to work with corrections, governmental offices, non-profits, staff involving volunteers, and new volunteer coordinators. Prefers to work in western and mid-western regions, particularly in Colorado and Michigan; likes to have 45 days lead time.

References: Barbara Gigone, Community Corrections, PO Box 471,
Boulder, CO 80306
Telephone: (303) 441-3690
Judy Richtel, Human Resources, PO Box 471, Boulder, CO 80306
Telephone: (303) 441-3508
Suzanne Roser, Alcohol Recovery Center, PO Box 471,
Boulder, CO 80306
Telephone: (303) 441-1281

Recognition: Certificate - Volunteer Management Program, Univ. Colorado
6 Graduate Credits in Volunteer Management, Univ. Alabama

Unselected attendee evaluations and a video tape (Designing Volunteer Job Descriptions) available to serious prospective sponsors on request.

ELLIS, Susan J., President

Energize Associates, 5450 Wissahickon Avenue, Lobby A, Philadelphia, PA 19144
Telephone: (215) 438-8342

Primary Topics: Recordkeeping and Documentation/Reporting for Volunteer Programs
Creative Utilization of Volunteers, Including Children,
Short-term Volunteers, Etc.
Training for Executive Directors on Supporting a Volunteer
Program

Working Effectively With Committees and Advisory Councils
Additional Areas: The History of Volunteerism
Career Mobility for Directors of Volunteers
Directing a Volunteer Program as a Part-time Responsibility
The Image of Volunteerism

Open to speaking to any size group; for training, prefers to work with no more than 75 people. Presents keynotes. Likes to work with advanced level directors of volunteers, volunteers who lead other volunteers, and executive directors who have a volunteer program in their agency. Prefers not to work with those who are forced to accept a volunteer program. Available to work any time of year anywhere, although the Northeast and Mid-Atlantic regions are easiest in terms of travel costs. Prefers a 4-6 month lead time, but sometimes can arrange a date with less notice.

References: Joanne Patton, 650 Asbury St., S. Hamilton, MA 01982
Telephone: (617) 468-4259
Lillian Noren, Graduate Hospital, Lombard St.,
Philadelphia, PA 19146
Telephone: (215) 893-2278
G. Neil Karn, VA Div. of Volunteerism
825 E. Broad St., Richmond, VA 23219
Telephone: (804) 786-1431

Recognition: Speaker at numerous major conferences over the past 7 years
Editor-in-Chief, Journal of Volunteer Administration

Unselected attendee evaluations available on request.

GHIO, Melanie

98 E. Park Place, New Orleans, LA 70124

Telephone: (504) 523-3755

(504) 488-3675

Primary Topics: Effective Interviewing and Placement
De-centralizing Volunteer Programs
Agency Readiness for Volunteer Programming
Designing Effective Training Events

Prefers to work with groups of 15-20; feels comfortable and effective with groups of up to 25. Particularly likes to work with human and social services staff, cultural volunteers, churches, and schools. Prefers to work in Louisiana and southern Mississippi; available in other areas occasionally. Requests six months lead time, preferring not to accept engagements in August, September, January or February.

References: Joan Renton, VIA, 4747 Earhart Blvd, #105, N.O. LA 70125
Telephone: (504) 488-4636
Barbara Fleischer, ACC, 1231 Prytania St., N.O. LA 70130
Telephone: (504) 523-3755
Sue Vineyard, 1807 Prairie Ave., Downers Grove, IL 60515
Telephone: (312) 964-1194

Unselected attendee evaluations available on request.

GOETZ, Gene

1622 Los Alamos, S.W., Albuquerque, NM 87104

Telephone: (505) 242-4342

Primary Topics: Board Development
Researching, Creating, Planning, Developing, Administering
New Organizations
Researching, Planning, Designing, Implementing Personnel,
Monitoring, Workflow Systems/Structures
Building Motivation, Morale, and Communications
Additional Areas: Planning, Designing, Conducting Personnel Training
Analyzing/Rebuilding Organizations/Programs in Crisis
Staff Development and Career Counseling
Proposal Preparation and Negotiation

References: Dr. Ivan Scheier, 1705 14th St., Suite 199,
Boulder, CO 80302
Dr. Susanne Brown, 118 Darmouth, S.E.,
Albuquerque, NM 87106
Telephone: (505) 262-2341
Dean John Haverland, St. John's Cathedral
4th and Silver, Albuquerque, NM 87101
Telephone: (505) 247-1581.

GRIZZARD, Elizabeth S.

6901 Sudley Road, Manassas, VA 22110

Telephone: (703) 368-0184

(703) 361-2496

Primary Topics: Listening
How to Conduct Meetings
Board Members
Hired Staff

Additional Areas: Dealing with Angry Students

Prefers to work with groups of 10-20. Presents keynotes. Likes to work with secretaries, hospital personnel, engineers, and criminal justice personnel. Willing to work anywhere, preferring a one month lead time.

References: James Ahrens, 2963 Ellenwood Drive, Fairfax, VA 22031

Telephone: (703) 280-2625

McKean Tredway, Northern Virginia Community College,

6901 Sudley Road, Manassas, VA 22110

Telephone: (703) 368-0184

Jerry Luczka, Prince William Hospital, PO Box 1590

Manassas, VA 22110

Telephone: (703) 369-8350

Recognition: Vice Chair, Prince William County Community Corrections Board
Fundraiser for political events
Proposed writer in residence for Virginia Tech Extension
Service

Unselected attendee evaluations available on request.

HENDERSON, Karla A.

276 Teacher Education, 225 N. Mills St., Madison, WI 53706

Telephone: (608) 262-0687

(608) 238-9224

Primary Topics: Volunteerism as Leisure (Philosophical)
Motivating Volunteers
Working with Boards/Committees
Analyzing Volunteer Roles and Descriptions

Will work with any size group. Presents keynotes. Especially likes working with volunteer directors who don't know they are volunteer directors, recreation/youth oriented groups, adult educators. Available to work anywhere, any time. Requests six months lead time.

References: Dr. Sara Steele, 112 Teacher Education, 225 N. Mills St.,
Madison, WI 53706

Telephone: (608) 262-1351

Jane Schumann, 1719 Washington Ave., Racine, WI 53403

Telephone: (414) 633-6348

Don Schink, 602 State Street, Madison, WI 53703

Telephone: (608) 263-2621

Attendee evaluations available on request. Particularly interested in sharing nationwide research data on "Implications of Volunteers In Extension."

HURWITZ, Steven H.

5500 Fitzhugh Avenue, Richmond, VA 23226

Telephone: (804) 282-1811

Primary Topics: Program Development
Personnel Management
Marketing/Promotion

References: Available on request.

JAEHNE, SARA

1792 Maryland Ave. N., Golden Valley, MN 55427

Telephone: (612) 544-9651

(612) 544-0901

Primary Topics: Legislative Training in Process and Techniques
Mobilizing Volunteers for Legislative Action on
Volunteer Issues
Networking, Partnership, and Coalition Building for
Legislative Action
Developing Strategy to Educate the Public on Volunteer
Needs and Issues

Additional Areas: Fundraising for Non-Profits (Non-Traditional)
Developing Strategy and Managing Political Campaigns
(Fundraising, Issues, and Candidates)
Motivating Volunteers

Prefers groups in the 25-150 range, and does deliver keynotes.
Comfortable with business as well as grassroots groups; doesn't want to work
with extremist political groups. Available to work anywhere, any time on 2-4
weeks notice.

References: Paula Bergen, Consultant on Volunteerism, Minnesota Office on
Volunteer Services.
Telephone: (612) 296-4738
(612) 545-4553

Debra Wilken, Past President, Minnesota Association of Volunteer
Directors
Telephone: (612) 566-2040 or (612) 431-6296

Tom Snell, Director, Anoka, MN Chamber of Commerce
Telephone: (612) 755-1130 or (612) 489-9562

JUSTIS, Jane

Box 37, 4955 Dodd Road, Cascade, CO 80809

Telephone: (303) 473-4262

(303) 684-9012

Primary Topics: Volunteerism in the Church and Christian Organizations
Communication Skills - How to Utilize Styles Effectively
Leadership Style and Program Management
Developing Creative Leadership

Additional Areas: Effective Meeting Management
All Aspects of Management Functions-recruitment,
Interviewing, supervision, evaluation
Time Management/Delegation

Prefers training groups of 15-20 but is comfortable and effective with groups of up to 200. Presents keynotes. Particularly likes to work with church, para-church, and health care groups with a focus on church and religious organizations. No strong geographic preferences, although likes to work in Colorado. Prefers not to work in December and summer. Asks 4-6 months lead time.

References: Marlene Wilson, 279 S. Cedar Brook Rd., Boulder, CO 80302

Telephone: (303) 447-0558

Sue Vineyard, 1807 Prairie Ave., Downers Grove, IL 60515

Telephone: (312) 964-1194

Warren Enyart, N. Dak. Office of Volunteer Services,
Capitol Building, Bismark, ND 58505

Telephone: (701) 224-4777

Recognition: Outstanding Young Woman of America, 1978

Interview published in "Today's Christian Woman"

Academic Advisory Committee for Fuller Seminary

Attendee evaluations available on request.

KAICHEN, Lisa

2105 Provincial House Dr., Lansing, MI 48910

Telephone: (517) 882-4512

Primary Topics: Helping Strategies for Community Helpers
Using Community Resources Effectively
Moral Development and Values Clarification
Grantsmanship and Fundraising

Additional Areas: Program Evaluation
Membership Development
Problem Solving
Coalition Building

Recognition: Academy of Certified Social Workers

Listed in Who's Who of American Women, 1983

Currently President of the Michigan chapter of the National Committee for Preventing Child Abuse.

KARN, Neil G., Director

Virginia Division of Volunteerism, 825 E. Broad St., Richmond, VA 23219
Telephone: (804) 786-1431
(804) 649-3388

KRIEBEL, Carole A.

376 Oak Drive, Souderton, PA 18964
Telephone: (215) 723-9511
(215) 368-1710

Primary Topics: Setting Up New Volunteer Programs
Job Descriptions
Recognition
Burnout (Volunteer)

Prefers to work with groups of 25-40, but is comfortable and effective with a group of up to 75. Especially likes to work with groups on the east coast, although is not available between December and January 10. Requests six weeks to two months lead time.

References:

Pat Smith, Box 102, Newtown, PA 18940
Telephone: (215) 968-4335
Pastor Gordon Simmons, 6990 Germantown Ave.,
Philadelphia, PA 19119
Telephone: (215) 848-0997

LINDSAY, James R.

1313 New York Ave., N.W., Room 303, Washington, D.C. 20005

Telephone: (202) 638-2664

(202) 543-4638

Primary Topics: Volunteer Staff/Relationships
Organizing Voluntary Action Centers
Recruitment of Special Populations
Planning for Nonprofit Agencies

Additional Areas: Coalition Building
Volunteer Management from A to Z
Effective Communication in Volunteer Programs
Designing Volunteer Jobs for Results

Prefers to work with groups of 30-50, but will work with any size. Particularly likes to work with volunteer directors, executive directors, volunteers, and groups from the private industry business sector. Presents keynotes. Prefers working on either the east or the west coasts any time except December. Asks one month lead time.

References:

Lindsay Scott, State Director, Federal Building,

PO Box 10066, Richmond, VA 23240

Telephone: (804) 771-2197

Karen Ribler, ABA, 1120 Connecticut Avenue, N.W.,

Washington, D.C. 20036

Telephone: (202) 467-5988

Eva Toney, 1021 14th St., N.W., Washington, D.C. 20036

Telephone: (202) 638-7300

Unselected attendee evaluations available on request.

McCLESKEY, Kathleen

6813 Rose, Ft. Hood, Texas 76544
Telephone: (817) 532-4025

Primary Topics: Tracking Volunteers Through the Paperwork Maze
Volunteer and Staff Career Development - transferring
experience into marketable terms
Managing Paid and Volunteer Staff - Is There a Difference?
You Are Not The Only One With That Problem - for groups
from similar agencies

Additional Areas: The Basics - Are You on Track?
Training - Who Needs It?
Communication and Problem Solving
Motivating, Retaining, and Recognizing Volunteers

Willing to work with any size group up to 100-150. Indicates no geographic preferences or limitations; will work any time of year. Requests three to four weeks lead time.

References: Patti Woodmansee, 1207 Michigan Court, Alexandria, VA 22314
Telephone: (703) 549-7795
LII Korpai, Qtrs 22B Lee Ave. Ft. Meyers, VA 22211
Telephone: (202) 325-9390
Marilyn Keel, 4513 Arendale Sq., Alexandria, VA 22309
Telephone: (202) 325-9390

Recognition: Nominated for Volunteer of the Year Award, 1984
Over 5500 hours and 9 years of volunteering
Unselected attendee evaluations available from references.

McCURLY, Stephen

c/o Volunteer, Suite 500, 1111 N. 19th St., Arlington, VA 22209
Telephone: (703) 276-0542
(202) 462-1126

Primary Topics: Legal Liability/Insurance
Working With Membership Organizations
Future Trends/Current Events/Legislation
Converting Large Structures to Volunteer Usage

Additional Areas: Boardmanship
Fundraising

Prefers training groups of about 30, but works with any larger size. Presents keynotes. Will work virtually anywhere, any time, with all kinds of groups. Lead time highly unpredictable.

References: Betty Dudley, American Hospital Association
Telephone: (312) 280-6110
Neil Karn, VA Division of Volunteerism
Telephone: (804) 786-1431
Dwight Fee, U.S. Department of Transportation
Telephone: (202) 426-2180

Unselected attendee evaluations available on request.

MOORE, Beverly B.

707 Elizabeth Avenue, Columbia, SC 29205

Telephone: (803) 256-2301

(803) 256-3809

Primary Topics: How to Develop Effective Community Programs
How to Use Volunteer and Life Experiences for
Career Development
How to Be an Enthusiastic Speaker
Life/Career Planning

Additional Areas: Supervision Your Staff Can Relate To
How to Conduct Creative and Effective Work Appraisals
Upward Mobility for Women
Futuristic Trends

Prefers training groups of 8-24, but has experience with larger groups.
Indicates no geographical preferences or limitations, but does not work during
the summer. Asks two to three months lead time.

References: Betty Vander Roest, 5918 Brace Lane,
Charlotte, NC 28211
June Branham, Hilton Head Hospital, Box 1117 Baygall Rd.,
Hilton Head, SC 29925
Telephone: (803) 785-6122
Sue Koontz, 4824 Liberty Hill Rd., York, SC 29745
Telephone: (803) 831-2312 or (704) 376-1661

Recognition: Richard H. Riley of South Carolina appointed Mrs. Moore to
serve on the Social Services Advisory Committee, which
advised the Governor on the administration of a \$46 million
budget for social service programs. In 1983, she was
recognized by Governor Riley for her work and efforts as a
member of the Governor's Council on Volunteerism. Mrs.
Moore was also a leader in developing the South Carolina
Association for Volunteer Administration.

Unselected attendee evaluations available on request.

MURRAY, Michael F.

1018 Arlena, Arlington, Texas 76010

Telephone: (817) 469-6468

(817) 274-2801

Primary Topics: Creative Problem Solving
Effective Meetings
Team Building
Conflict Management

Additional Areas: Self-Time-Stress Management
Servant Leadership
Futuring and Long Range Planning

Prefers training groups of 10-30, but feels comfortable and effective
with groups of up to 100. Indicates no geographic nor time preferences or
limitations. Requests four to six weeks lead time.

Reference: Marlene Wilson
Telephone: (303) 447-0558

NESBITT, Barbara M.

7 Hamiltons Ferry Rd., Lake Wylie, SC 29710

Telephone: (803) 831-1487

Primary Topics: Managing Organizational Change Dealing with Commitment and Resistance to New Programs

Working Effectively with Boards from Staff Perspective

Career Development for Volunteers

The Effective Board of Directors at Work - Recruitment, Organization, Planning

Additional Areas: Communications - Listening Skills, Conflict Management
Leadership Development - Leadership profile, style, power, Influence

Prefers training groups of 35-40, but feels effective with up to 60 individuals. Presents keynotes. Particularly likes to work with boards of directors, volunteer groups in agencies, non-profit agency staffs. Likes to work in the northeast or southern regions of the country, but will work anywhere. Asks for a lead time of one month.

References: Mrs. Marcia Hellman, Association of Junior Leagues
825 Third Avenue, NY, NY 10022

Telephone: (212) 355-4380

Mrs. Cynthia Brubaker, 120 Ocean Terrace,
Indianantic, FLA 32903

Telephone: (305) 723-9201

Mrs. Peggy Pschirrer, Association of Junior Leagues
825 Third Avenue, NY, NY 10022

Telephone: (212) 355-4380

Recognition: Commendations for meritorius service for United Way, Heart Association, and Community Foundation of Western North Carolina.

PADILLA, Thomas

309 N.E. Lake, Topeka, KS 66616

Telephone: (913) 295-4004

(913) 232-1154

Primary Topics: Trends: Attitude Adjustment Regarding Volunteers,
Volunteerism, and Volunteer Management
Motivation: Why Do People Volunteer?
Networking - Mini-Max Theory
Community Service Programs: Coordinating Offender/Volunteers
Additional Areas: Recruitment: What To Do Before and After, Beginning of a
Department

Comfortable with training groups of 30-80, although prefers a group no larger than 50. Particularly likes to work with volunteer directors in corrections, but will work with any type of group and will adapt materials to fit the group. Available in all geographic areas at all times. Requests a minimum of one month lead time.

References: Wanda Baird, PO Box 1424, Topeka, KS 66601
Telephone: (913) 295-9521, X359
Bob Harrison, PO Box 4384, Topeka, KS 66604
Telephone: (913) 296-3195
Nancy Shaughnessy, 4125 Gage Center Drive, Suite 214,
Topeka, KS 66604
Telephone: (913) 272-8890

Recognition: President, Topeka, Kansas DOVIA, 1984
Outstanding Court Services Officer for Kansas, 1984

PARK, Jane Mallory

284 Ridgefield Road, Endicott, NY 13760

Telephone: (607) 748-4192

Primary Topics: Planning and Leadership Tools for Effective Boards
Strengthening Volunteer/Staff Partnership in Policy Making
Strengthening Staff/Volunteer Alliance in Organization
Operations
Defining Objectives for Volunteer Programs

Additional Areas: The Board Nominating Process
Use and Abuse of Advisory Groups
Planning Productive Meetings
Fundraising: Why, Who, and How?

Prefers to work with training groups of 20-30 and up to 40 in a workshop setting. Presents keynotes. Particularly likes to work with volunteer board members, staff involved with policy and/or operations volunteers, especially if the staff people are not volunteer directors and volunteers who supervise other volunteers. Although the northeast region has practical implications, indicates no geographical preferences. Not available December 15-January 15, and summer least preferred time, but negotiable. Lead time requested is three to four months.

References:

Marie Hepworth, Indian Hills Girl Scout Council
349 Chenango Street, Binghamton, NY 13901
Telephone: (607) 724-6572

Kaye Shannon, American Red Cross, 462 W. Church Street,
Elmira, NY 14901
Telephone: (607) 734-3317

Jackie L. Jacobs, Jewish Federation of Broome County
500 Clubhouse Road, Binghamton, NY 13903
Telephone: (607) 724-2332

Recognition:

1979 Woman of the Year

Book: Meaning Well Is Not Enough: Perspectives on
Volunteering

Articles in national magazines

Audio tape and recent attendee evaluations available on request.

REHNBORG, Sarah Jane

Consultant

653 Beverly Road, Pittsburgh, PA 15243

Telephone: (412) 341-3085

RENTON, Joan

4747 Earhart Blvd., Suite 105, New Orleans, LA 70125

Telephone: (504) 488-4636

(504) 254-0856

Primary Topics: Starting a Volunteer Program - A Step by Step Guide to Agency/Staff Readiness
Volunteer Supervision - Developing Appropriate Styles of Leadership
Designing Volunteer Training Workshops for Maximum Learning
Recruiting Volunteers Who Have What You Need - A Step by Step Strategy

Willing to work with any number of participants, as long as there is a good sound system available. Prefers working with DOVIAs, executive directors, board members, and church or school groups. Willing to travel to all areas, although likes to train in the southeast and southwest regions of the country. Will work any time of the year, except March. Requires at least three months advance notice.

References: John Campbell, 4747 Earhart Blvd., Suite 105

New Orleans, LA 70125

Telephone: (504) 488-4636

Antoinette Breaud, VIA Board Member, 1926 18th Street,
Kenner, LA 70062

Telephone: (504) 464-0834

Diana Lewis, VIA Board Member, 1120 State Street,
New Orleans, LA 70118

Telephone: (504) 899-1903

Recognition: Co-Author, "The Volunteer Program Management Manual",
awarded 1983 National Gold Award for Best Agency
Publication

RICHARDS, Bill

Community Resource Volunteers, 201 N. Clinton Ave., St. Johns, MI 48879

Telephone: (517) 224-8285

Primary Topics: Computer Applications for Networking/Skills Banks
Computer Applications for Data Base Software as It Applies
to Volunteer Management
Computer Applications for Mailing Lists
Word Processing

Additional Areas: Use of Computers to Coordinate Meetings/Registrations
School-Community Career Program/Training
Networking - Wide Variety of Resources

Open to size of groups, but will present keynotes only on the above subjects. Willing to work with all groups, e.g., professionals, volunteers, educators. Indicates no geographic or time limitations. Requests lead time of 30 days.

References: Vernie Nethercut, Alpena Community College, Alpena MI 49707

Telephone: (517) 356-9021

Pat Findlay, Grandledge Schools, Grandledge, MI 48837

Telephone: (517) 627-5080

Steve Bakita, St. Johns Schools, St. Johns, MI 48879

Telephone: (517) 224-9341

Recognition: 1976 United Way Award as Volunteer of the Year (Fund Drive)
Currently President of the Michigan Association for
Volunteer Administration.

RODDA, Dr. Alan L.
6807 Sprucedale Co., Annandale, VA 22003
Telephone: (202) 639-3388
(703) 256-9476

Primary Topics: Volunteer/Paid Staff Personnel System - Designing,
Installing, Training
Volunteer Leadership Development - Designing,
Installing, Training
Voluntary Program Management - Design and Installation
Management Systems, and Systems Management, (especially
information and performance)

Any size training group acceptable; has taught up to 2,000 at one time.
Presents keynotes. Particularly prefers to work with managers of volunteer
and voluntary agencies. No geographic nor time restrictions indicated.
Requests as much lead time as possible, at least of three to six months.

References: Charles Blake, Consultant, 762 Mountain Ave.,
Wycoff, NJ 07481
Telephone: (201) 891-4755
Dick Schubert, President, American Red Cross, Washington, D.C.
Telephone: (202) 639-3292
Bill Millikan, 3732 N. Oakland, Arlington, VA 22207
Telephone: (703) 527-6359

Recognition: Was a principal in the recent Red Cross reorganization,
creating the new, merged volunteer/paid staff human
resources department. Designed the performance
management system used for volunteers and paid staff,
which is now in place worldwide.

RUNYEN, Muriel M., CAVS

51 Interlacken Road., PO Box 7261, Springfield, IL 62704

Telephone: (217) 546-8808

Primary Topics: Organizing/Managing Volunteer Programs in Correctional Settings
Starting from Scratch
Creating a Favorable Climate for Volunteer Programs
Overcoming the Opposition

Additional Areas: PR² (Positive Results from Public Relations)
Telling the Agency Story Effectively
Turning the "Terrible Teens" into Viable Volunteers

Prefers training groups of 30-100, but effective with groups of up to 200 or more. Presents keynotes. Especially likes to work with volunteer directors in human service agencies; volunteer directors/administrators, and staff in correctional agencies; and volunteers in any setting. Prefers to work in the midwest, but will travel elsewhere. Would rather not work December 1 - January 15. Requests lead time of two months.

References: Pat Chapel, United Way of Champaign County, 1201 W. University,
Urbana, IL 61801
Telephone: (217) 328-5151
Judith Carrara, W. Ill. Area Agency on Aging, 4016 9th St.,
Rock Island, IL 61201
Telephone: (309) 793-6800
Nancy Yukalcic, PO Box 16622, Seattle, WA 981116
Telephone: (206) 937-9722

Attendee evaluations of work available on request.

SCHEIER, Ivan

c/o Yellowfire Press, 1705 14th St., Suite 199, Boulder CO 80302

Primary Topics: Networking, Building Bridges
Volunteer-Staff Relations ("Winning with Staff")
Building Work that Satisfies - Both Staff and Volunteers
Earning Your Own Way: Non-Profit Business Enterprise

Additional Areas: Trends and Futures In Volunteerism
On the Motivation of Volunteers
Making Dreams Come True: A Project-Birthing Process
The Effective All-Volunteer Group

Prefers training groups of 10-75, but will work effectively with up to 200 and, for lectures, any size group. Presents keynotes. Glad to work with all kinds of groups, especially neighborhood or other all-volunteer groups. Indicates no geographic or time limitations. Requests six to twelve months lead time, and prefers working on fewer projects for a longer term, as an expense-reimbursed volunteer.

References: Marlene Wilson, 279 S. Cedar Brook Rd., Boulder, CO 80302
Telephone: (303) 447-0558
Susie Casto, Good Shepherd Church, 903 Charles St.,
Parkersburg, WV 26101
Telephone: (304) 428-1525
Debra Wilken, Past President Minnesota Association of
Volunteer Directors, c/o Salvation Army, 2300 Freeway
Blvd., Brooklyn Center, MN 55430
Telephone: (612) 566-2040

Recognition: Distinguished Member Service Awards AVA
Distinguished Service Awards from Province of Ontario,
State of Mississippi, etc.

SCHINDLER, Arlene K.

6004 Queenston, Springfield, VA 22311

Telephone: (703) 671-0500
(703) 560-2349

Primary Topics: Training - Design, Technique and Methodologies
Corporate Board Function and Responsibility
Personnel Management - Hiring, Supervising, Firing

Prefers training groups of about 50, but feels effective and comfortable with groups of up to 100. Presents keynotes. Happy to work with a wide range of groups and in all areas. Asks a lead time of six months, although sometimes the absolute short notice is better.

References: Ivan Scheier, 1705 14th Street, Suite 199, Boulder, CO 80302
Sue Vineyard, 1807 Prairie Ave., Downers Grove, IL 60515
Telephone: (312) 964-1194

Recognition: Hannah G. Solomon Award
Girl Scouts of America

SCHINDLER-RAINMAN, Eva

4267 San Rafael Avenue, Los Angeles, CA 90042

Telephone: (213) 257-8962

Primary Topics: Consulting with Top Management
Training of Trainers
Keynotes and Other Presentations on Volunteerism
Motivation

Additional Areas: Marketing Ourselves and Our Services
Consulting Skills
Leadership Development

Comfortable and effective with groups of any size and/or type. Presents keynotes. Indicates no geographic or time restrictions or preferences. Requests six to twelve months lead time.

References: Barbara Powers, 4267 San Rafael, Los Angeles, CA 90042
Ron Lippitt, 1916 Cambridge Rd., Ann Arbor, MI 48104
Gary Gould, School of Social Work, USC, University Park,
Los Angeles, CA

Recognition: Distinguished Service Award, AVA - Co. of Los Angeles
Phi Kappa Phi - Pepperdine University
Volunteer Award - USC Alumni Award (School of Social Work)

Tapes available through the American Medical Women's Association.

SEITA, Trudy R.

907 51st St., Vienna, WV 26105

Telephone: (304) 295-6527

(304) 422-6477

Primary Topics: Developing Personal and Organizational Leadership Skills
Developing a Successful Working Board
How to Bring Out the Best in Your Most Timid Members
Think Like a Leader: Developing Positive Attitudes for
Winning Behavior

Additional Areas: Handling Stress and Burnout

Prefers working groups of 30-50, but is comfortable and effective with up to 150 in a workshop situation. Presents keynotes. Particularly likes to work with women's groups, youth, all-volunteer groups, and youth directors. Will work in any area of the country, but is not available in December. Asks three months lead time.

References: Mary Alice Summerfield, WV Federation of Women's Clubs,
2213 W. Va. Ave., Dunbar, WV 25064
Telephone: (304) 768-6394
David King, Ohio-WV YMCA, PO Box 239, Point Pleasant, WV 25550
Telephone: (304) 675-5776
Sue Vineyard, 1807 Prairie, Downers Grove, IL 60515
Telephone: (312) 964-0841

Recognition: Parkersburg WV Woman of the Year for volunteerism to the
community
Outstanding leadership awards for local women's club while
president.

Attendee evaluations available on request.

Trainer/Consultant Registry
page thirty-three

SELCHAU, Gilda P.
67 Walnut Hill Rd., Newton Centre, MA 02159
Telephone: (617) 964-6875
(617) 491-6050, X13

Primary Topics: Time Management - "Easy Steps Toward Efficiency"

Particularly likes working in New England and California, but willing to travel anywhere any time. Needs one to two months lead time.

Attendee evaluations available on request.

SKILLINGSTAD, Connie
3920 11th Ave. S., Minneapolis, MN 55407
Telephone: (612) 825-8533
(612) 827-6241

Primary Topics: Volunteer/Paid Staff Relations
Time Management
Program Development for Volunteer Managers
Supervision of Volunteers

Additional Areas: Training for Trainers
Communication Skills
Team Building for Work Groups
Recruitment, Retention, and Recognition of Volunteers

Prefers working with groups of 10-25, although, if the space is good, is comfortable working with groups of 150, plus. Particularly likes to work with volunteer administrators of agencies, volunteer directors in human service settings, and volunteer groups. Indicates no geographic preferences. Available all times except December and October, which is difficult, but negotiable. Prefers two months lead time.

References: Laura Lee Geraghty, MOVS, 500 Rice St., St. Paul, MN 55155
Telephone: (612) 296-4731
Lorna Michelson, Mpls. VAC, 400 S. 8th St., Minneapolis, MN 55404
Telephone: (612) 340-7537
Ramon Stave, 5750 Hardscrabble Rd., Minnetrista, MN
Telephone: (612) 472-5724

Recognition: Outstanding service from Minnesota Association for Volunteer Directors

STRINGER, Gretchen E., President
Volunteer Consultants
9015 Cliffslope Drive, Clarence, NY 14031
Telephone: (716) 887-2692
(716) 633-8264

Primary Topics: Boards
AVA Certification

References: Available on request.

SWANSON, Andrew

Community Services Consultants Ltd., PO Box 2644, Providence, RI 02907

Telephone: (617) 336-6109 Home/Office

(401) 331-3211 Answering Service

Primary Topics: Identification, Recruitment, Development of Non-Profit
Board Members

Board Organization and Structure

Board/Staff Relationships Overall

Supervisory Role of the Board of Directors

Additional Areas: Board/Committee Meetings - Preparation and conduct of
special workshop: "25 Myths That Many Boards Live By"

Prefers training groups of 10-50, but will work with any size, if no more than three hours. Presents keynotes. Particularly likes to work with voluntary board members in non-profit human service, arts and environmental organizations and the staff that must work and relate to such boards. "Boards" defined as either governing or advisory. Prefers not to work with boards of for-profit organizations. Willing to train anywhere at any time during the year. Lead time varies, but usually is from 30 to 60 days.

References: Joni Fritz, NAPRFMR, 6269 Leesburg Pike, B-5,
Falls Church, VA 22044

Telephone: (703)536-3311

David A. Green, Evergreen Manor, 1130 N. Westfield,
Oshkosh, WI 54901

Telephone: (414) 233-2340

Art Canter, Walpole VNA, Box 252, Blackburn Hall,
Walpole, MA 02081

Telephone: (617) 668-1066

Recognition: Seven publications dealing with voluntary board members as well as of "Board Sense - Common Sense for Non-profit Board Members", a monthly column dealing with voluntary boards.

Unselected attendee evaluations available on request.

TAYLOR, Maria B.

120 W. Del Norte, Colorado Springs, CO 80907
Telephone: (303) 578-6907
(303) 635-7424

Primary Topics: Motivation and Placement of Volunteers
Designing Job Descriptions
Volunteer Career Development
Volunteer/Staff Relations In Law Enforcement

Additional Areas: Victim Assistance and the Volunteer
Crime and the Elderly
Senior Volunteers
Establishing and Managing a Police Chaplaincy Program

Prefers training groups of 20-50, but feels comfortable and effective with groups of up to 75. Glad to work with a wide range of groups, but has special understanding and experience with unique features of criminal justice programs and agencies. Indicates no preference of geographic regions, but is not available during the month of December. Requests one month lead time.

References: Ann Hamilton, Executive Director, The Park People,
One Houston Center, #1302, 1221 McKinney Avenue,
Houston, TX 77010
George Sunderland, American Assoc. Retired Persons,
1909 K St. NW, Washington, D.C. 20049
Telephone: (202) 872-4700
Dick Mellard, National Crime Prevention Institute,
University of Louisville, Louisville, KY
Telephone: (502) 588-6987

Recognition: Program directed by Ms. Taylor has received international recognition, including awards from National Association of Volunteers in Criminal Justice.

TROST, Arty, M.S.W.

Organizational Dynamics, 43434 SE Tapp Rd., Sandy, OR 97055

Telephone: (503) 668-7979

Primary Topics: Board Training (Role Responsibility, Planning)
Auxiliary Development
Professional Development for Volunteer Coordinators
Marketing Your Volunteer Program (within the agency/community)

Additional Areas: On-going Supervision (Including how to deal with unsatisfactory
volunteers)
Volunteer-Staff Relations
Training Volunteers Professionally
Interviewing and Placement (Includes legal aspects)

Prefers training groups of 25-50, but is comfortable and effective with groups of up to 750. Presents keynotes. Has worked with directors of volunteers in all sizes of organizations, public and private, and with corporate volunteer employees. Has extensive experience with hospital DVSS and auxiliaries. Does not like to work with any group which has not defined what it is they want to accomplish. Will travel throughout the United States and Canada at any time of the year. Lead time varies, but three months is best.

References: Phyllis Proppe, Volunteer Bureau of Greater Portland,
718 W. Burnside, Portland, OR 97209
Telephone: (503) 222-1355

Betty Dudley, American Hospital Assoc. Directors of
Volunteers in Hospitals, 840 N. Lake Shore Dr.,
Chicago, IL 60611
Telephone: (312) 280-6110

Doug Cameron, ACTION, Terminal Sales Bldg.,
1220 SW Morrison, Rm 931, Portland, OR 97205
Telephone: (503) 221-2261

Recognition: Co-author: Gaining Momentum for Board Action, 1983
National Board member of Association for Volunteer
Administration and Association of Volunteer Bureaus

Both attendee evaluations and tapes available on request.

VELLENOWETH, Carole L.

6239 Wilson Boulevard, #301, Falls Church, VA 22044

Telephone: (703) 534-8730

Primary Topics: Establishing Parent Groups
Group Work Methods
Communication/Problem Solving

References: Furnished on request.

Recognition: Recipient of Helen Pincus Award for Outstanding Clinical
Social Work Student, 1984
Student Representative to Board - Virginia Society of
Clinical Social Work, 1984
Leadership and Service Award, VCU School of Social Work
National Merit Scholarship, 1983
Merit Scholarship, VCU School of Social Work, 1983
Named to Who's Who in Virginia, 1974

VINEYARD, Sue

1807 Prairie Ave., Downers Grove, IL 60515
Telephone: (312) 964-1194
(312) 964-0841

Primary Topics: Grassroots Fundraising/Friendraising
Marketing Magic For Volunteer Programs - How to Get
Volunteers, Support and Funds
All aspects of volunteer management - Plan - Organize -
Staff - Recruit - Direct - Evaluate
Motivating Volunteers and Paid Staff/Recognition of
Volunteers

Additional Areas: Trends in Volunteerism
Organizational Climate

Preferred size for training groups is 30-75, but is comfortable and effective with any size group up to 1,000. Presents keynotes. Will train in any region any time, except during the summer, December, and the first week in January. Requests six months to a year-and-a-half lead time.

References: Marlene Wilson, 279 S. Cedar Brook Rd., Boulder, CO 80302
Telephone: (303) 447-0558
Laura Lee Geraghty, 500 Rice St., St. Paul, MN 55155
Chris Franklin, VAC of Boston

Recognition: "Outstanding Young Woman of America"
Vice President/Program - Association for Volunteer
Administration

Attendee evaluations available from previous clients.

WILSON, Marlene

279 S. Cedar Brook Rd., Boulder, CO 80302
Telephone: (303) 447-0558

Primary Topics: Effective Management of Volunteer Programs
How to Mobilize Church Volunteers
Survival Skills for Managers
Trends Affecting Volunteerism

Additional Areas: Nominating Committees: Choosing Your Future Leaders
How To Do Participative Leadership, Not Just Talk
About It

Willing to work with any size training group in any region of the continent. Particularly enjoys working with volunteer directors, executives, human service staff, volunteer leaders, church staff, clergy and lay leaders. Available for training except in December, July, and August. Requires one-and-a-half to two years lead time.

Recognition: Distinguished Member Service Award, AVA, and many other awards.

Excellent videotapes available (either on purchase or rental basis) on request.

WISER, Mary

Courage Center, 3915 Golden Valley Rd., Golden Valley, MN 55422
Telephone: (612) 588-0811, X162
(612) 822-6041

Primary Topics: Volunteerism In the '80s
Working with Corp. Volunteer Programs
Networking
Recognition - The Total Process

Additional Areas: Dev. Levels of Volunteer Management/Leadership
Motivation, Marketing, and Recruitment
Retiree Volunteers
Working with Volunteers with Physical Disabilities

Prefers small groups, but is open to working with larger ones. Presents keynotes. Especially likes working with health care groups, corporate volunteer managers, and retiree clubs. Does not work with government, political, or fundraising issues. Available for training any time, anywhere.

References: Kate Jowett, MPLS VAC, 400 S. 8th St., Minneapolis, MN
Telephone: (612) 340-7535
Pat Spaulding, Metro U., Minneapolis, MN
Telephone: (612) 296-4455
Mike Roan, American Refugee Committee
Telephone: (612) 872-7060

Recognition: United Way Community Service Award
Outstanding Agency Volunteer Program, 1984
Vice Chair, Minneapolis VAC committee
Chairman, Metro U. Volunteer Committee

Attendee evaluations of work available on request.

YARBROUGH, Elaine, Ph.D.

1919 14th St., Suite 330, Boulder, CO 80302

Telephone: (303) 449-7107

(303) 665-5851

Primary Topics: Managing Conflict Productively with Volunteers and Within Agencies

Effective Communication Skills in the Human Services

Training of Trainers

Political Skills for Survival, Effectiveness, and Sanity

Additional Areas: Trust and Teambuilding

Dealing with Difficult Volunteers, Boards, and Administration

Managing Transitions - Personal and Organizational

Use and Abuse of Power

Prefers working with training groups of 10-200 and no larger than 300. Presents keynotes. Willing to work with any groups, but feels least effective with church groups within a church setting. Available for training in any geographic region, but not from mid-December through mid-January. Generally prefers three to five months lead time.

References: Marlene Wilson, 279 S. Cedar Brook Rd., Boulder, CO 80302

Telephone: (303) 447-0558

Sue Vineyard, 1807 Prairie Ave., Downers Grove, IL 60515

Mike Coverdale, PO Box 1556, Des Moines, Iowa 50306

Telephone: (515) 281-5674

Both videotapes and attendee evaluations available on request.

V. NAME INDEX

(in alphabetical order as listed in Section IV)

Acker, Phyllis
Ambrosius, Richard
Bair, Hope M.
Boylin, Jane H.
Brown, Joan
Brown, Kathleen
Casto, Susie
Cheren, Mark Eaton
DeCarlo, Mary
Dryovage, Susan
Ellis, Susan
Ghio, Melanie
Goetz, Gene
Grizzard, Elizabeth
Jaehne, Sara
Henderson, Karla A.
Hurwitz, Steven H.
Justis, Jane
Kaichen, Lisa
Karn, Neil G.
Kriebel, Carole A.
Lindsay, James R.
McClesky, Kathleen
McCurley, Stephen
Moore, Beverly B.
Murray, Michael F.
Nesbitt, Barbara M.
Padilla, Thomas
Park, Jane Mallory
Rehnborg, Sarah Jane
Renton, Joan
Richards, Bill
Rodda, Dr. Alan L.
Runyen, Muriel M.
Scheier, Ivan
Schindler, Arlene K.
Schindler-Rainman, Eva
Selta, Trudy R.
Selchau, Gilda P.
Skillingstad, Connie
Stringer, Gretchen E.
Swanson, Andrew
Taylor, Maria B.
Trost, Arty, M.S.W.
Vellenoweth, Carole L.
Vineyard, Sue
Wilson, Marlene
Wiser, Mary
Yarbrough, Elaine

VI. INDEX BY GENERAL SUBJECT AREAS

Please note:

1. Even when a trainer's name doesn't appear under a subject area, they might be interested in that area; trainers were limited in the number of topics they could enter in the registry.
2. Even when there are a large number of trainers listed under a subject area, you may be sure they don't all "do exactly the same thing". Each trainer/consultant will have her or his special emphasis and variation on the general theme.

ADVISORY GROUPS OR COUNCILS

AGING

ALL VOLUNTEER GROUPS

AUXILIARY DEVELOPMENT

(see also MEMBERSHIP DEVELOPMENT)

BASICS OF VOLUNTEER PROGRAMMING
AND HOW TO START

BOARDS

BURNOUT (see also STRESS)

CAREER DEVELOPMENT

CERTIFICATION

CHILDREN AS VOLUNTEERS

CHURCH VOLUNTEERS

COALITION BUILDING (see also
NETWORKING)

COLLEGE CREDIT FOR VOLUNTEERING

COMMITTEES

COMMUNICATION

COMMUNITY RESOURCE DEVELOPMENT

CONFLICT MANAGEMENT

CONSULTING SKILLS (see also
TRAINING OF TRAINERS)

CORPORATE VOLUNTEER PROGRAMS

CORRECTIONS, CRIMINAL JUSTICE
VOLUNTEERISM

DELEGATION

Ellis, Park

Ambrosius

Scheier

Trost

Joan Brown, Kathy Brown, Cheren, Dryovage,
Justis, Kriebel, Lindsay, McCleskey, Moore,
Renton, Rodda, Runyen, Vineyard, Wilson,
Wiser

Acker, Ambrosius, Kathy Brown, Casto,
Goetz, Grizzard, Henderson, McCurley,
Nesbitt, Park, Schindler, Seita,
Stringer, Swanson, Trost

Kathy Brown, Kriebel, Seita,
Cheren, Ellis, McCleskey, Moore,
Nesbitt, Richards, Trost

Cheren

Ellis

Casto, Ghio, Justis, Wilson

Jaehne, Kaichen, Lindsay

Cheren

Casto, Ellis

Dryovage, Goetz, Justis, Lindsay,
McCleskey, Nesbitt, Skillingstad,
Vellenoweth, Yarbrough

Kaichen

Murray, Nesbitt, Yarbrough

Schindler-Rainman

Wiser

Dryovage, Padilla, Runyen

Justis

DELEGATION	Justis
EVALUATION	Kalchen
EXECUTIVE DIRECTORS (GAINING THEIR SUPPORT)	Ellis, Schindler-Rainman
FIRING VOLUNTEERS (or otherwise dealing with difficult ones)	Joan Brown, Schindler, Trost, Yarbrough
FUNDRAISING	Ambrosius, Kathy Brown, Goetz, Jaehne, McCurley, Park, Scheier, Vineyard
FUTURISM, TRENDS	McCurley, Moore, Padilla, Scheier, Vineyard, Wilson, Wiser
GOVERNMENT VOLUNTEER PROGRAMS	Joan Brown, Dryovage
GROUP WORK METHODS	Vellenoweth
HISTORY OF VOLUNTEERISM	Ellis
INTERVIEWING	Kathy Brown, Ghio, Trost
JOB DEVELOPMENT & DESIGN	Boyllin, Dryovage, Kriebel, Lindsay, Scheier, Taylor
LAW ENFORCEMENT VOLUNTEERS	Taylor
LEADERSHIP	Justis, Murray, Nesbitt, Rodda, Schindler-Rainman, Selta, Wilson
LEGAL & LIABILITY ISSUES	McCurley
LEGISLATION, LOBBYING	Jaehne, McCurley
LEISURE & VOLUNTEERING	Henderson
LISTENING	Dryovage, Grizzard, Nesbitt
MANAGEMENT SYSTEMS	Rodda, Schindler
MARKETING	Ambrosius, Boyllin, Joan Brown, Kathy Brown, Schindler-Rainman, Trost, Vineyard, Wiser
MEETINGS (HOW TO CONDUCT)	Grizzard, Justis, Murray, Park, Swanson
MEMBERSHIP DEVELOPMENT	Kalchen, McCleskey, Scheier, Selta
MOTIVATION (see also RECOGNITION)	Boyllin, Kathy Brown, Goetz, Jaehne, Henderson, McCleskey, Padilla, Scheier, Schindler-Rainman, Taylor, Vineyard, Wilson, Wiser
MEDIA	Joan Brown
NEIGHBORHOOD VOLUNTEERING	Casto, Scheier
NETWORKING (see also COALITION BUILDING)	Jaehne, Padilla, Richards, Scheier, Wiser
NOMINATING OFFICERS	Park, Wilson
ORGANIZATIONAL DEVELOPMENT & CHANGE	Goetz, Nesbitt, Trost
PARTNERSHIPS (see also COALITIONS)	Casto, Jaehne
PHYSICAL DISABILITIES (VOLUNTEERS WITH)	Wiser
PLACEMENT OF VOLUNTEERS (see also SCREENING)	Dryovage, Ghio, Taylor, Trost
PLANNING	Lindsay, Moore, Murray, Park
POLITICAL CAMPAIGNS (VOLUNTEERS IN)	Jaehne
POWER	Wilson, Yarbrough
PROBLEM SOLVING	Kalchen, McCleskey, Murray, Vellenoweth
PROFESSIONAL DEVELOPMENT (see CAREER DEVELOPMENT)	

PROGRAM DEVELOPMENT	Hurwitz
PUBLIC RELATIONS, IMAGE, PUBLIC EDUCATION	Ambrosius, Ellis, Jaehne, Runyen
PUBLIC SPEAKING (TRAINING IN) RECOGNITION (see also MOTIVATION)	Moore Cheren, Kriebel, McCleskey, Skillingstad, Vineyard, Wiser Ellis, McCleskey
RECORD KEEPING, TRACKING, DOCUMENTATION	
RECRUITING VOLUNTEERS	Boylln, Lindsay, Padilla, Renton, Skillingstad, Wiser
RETAINING VOLUNTEERS	Boylln, Kathy Brown, McCleskey, Skillingstad Henderson Kathy Brown
RULES FOR VOLUNTEERS	
SCREENING, SELECTING VOLUNTEERS (see also PLACEMENT)	Taylor, Wiser
SENIOR OR RETIREE VOLUNTEERS	Ellis
SHORT TERM VOLUNTEERS	Ellis, Goetz, Moore, Rodda
STAFF DEVELOPMENT	Boylln, Joan Brown, Ghio, Lindsay, McCleskey, Park, Rodda, Runyen, Scheler, Skillingstad, Taylor, Trost, Vineyard
STAFF/VOLUNTEER RELATIONS, STAFF SUPPORT	Joan Brown, Murray, Selta, Wilson Grizzard, Richards
STRESS MANAGEMENT (see also BURNOUT)	Renton, Schindler, Skillingstad, Trost
STUDENTS	Wilson, Yarbrough
SUPERVISION (MAINLY OF VOLUNTEERS)	Boylln, Murray, Skillingstad, Yarbrough
SURVIVAL SKILLS	Runyen
TEAM BUILDING	Boylln, Casto, Justis, Murray, Selchau, Skillingstad
TEENAGE VOLUNTEERS	
TIME MANAGEMENT	
TOP MANAGEMENT (see EXECUTIVE DIRECTORS)	
TRAINING PROGRAM DESIGN	Kathy Brown, Dryovage, Ghio, Goetz, McCleskey, Renton, Schindler, Trost
TRAINING FOR TRAINERS	Boylln, Schindler, Schindler-Rainman, Skillingstad, Yarbrough
TRENDS (see FUTURISM)	
VALUES CLARIFICATION	Kalchen
VICTIM ASSISTANCE VOLUNTEERS	Taylor
VOLUNTEER/STAFF RELATIONS (see STAFF/VOLUNTEER RELATIONS)	
VOLUNTEER CENTERS OR VACS	Bair, Lindsay, Scheler
WORD PROCESSING	Richards
WORK APPRAISAL (see also EVALUATION)	Moore

TRAINER/CONSULTANT FORM USED AS
BASIS FOR LISTINGS IN THE REGISTRY

This form refers only to training or consultation within the broad area of leadership of volunteers. PLEASE TYPE OR PRINT CLEARLY.

Name _____ Main Tel () _____
Backup Tel () _____
Address _____

Please list up to three or four subjects or topics which you see as your primary areas of competence and interest. Be reasonably specific, e.g. "recruiting hard-to-get types of volunteers," rather than "volunteer management."

1. _____
2. _____
3. _____
4. _____

-What size training group do you prefer to work with? _____
-What is the largest size with which you feel both comfortable and effective? _____
-Are you experienced, comfortable, and effective in delivering keynote addresses and similar kinds of speeches? _____
-What kinds of groups might you particularly prefer to work with, e.g., volunteer directors in hospitals _____

-Please list below any kinds of groups you prefer not to work with _____

-Describe geographic regions of North America where you definitely prefer to work _____

-Any geographic regions you prefer not to work? _____

-How much lead time is likely to be needed in setting definite training or consultation dates with you? _____

-Are you prepared to share your fee requirements:
a. _____ Only with prospective sponsors upon direct inquiry from them?
b. _____ as part of the present form which will be sent to prospective sponsors and also printed for general circulation?

-If the latter (b), please summarize your fee arrangements below, including any barter exchange possibilities. _____

-Please give dates and names of sponsoring organizations for your most recent five training or consultation accounts.

DATES
(Month & Year) FULL NAME OF CLIENT OR SPONSORING ORGANIZATION

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

-Please list below three people who have agreed to serve as references for the quality of your training and/or consultation work.

1. Name _____ Tel. () _____
Address _____
2. Name _____ Tel. () _____
Address _____
3. Name _____ Tel. () _____
Address _____

-Do you have unselected attendee evaluations of your work during the past two years, and are you willing to share these with serious prospective sponsors? _____

-Do you have audio or video tapes which you are willing to share with serious prospective sponsors? _____

-Please list below any of the main honors or recognitions you have received in the volunteer leadership field. _____

-Please include below anything else you might like to say about your experience and your work. _____

