

Session Descriptions

Wednesday, June 21		Session #1	9:30 – 11:00
<p>Lynda Watson Red Cross</p>	<p>1A. THE CONNECTED VOLUNTEER (part 1)</p> <p>The Connected Volunteer is a skills development workshop using the ‘network-mentor model’. This flexible model equips and encourages volunteers to build their networks of mentors and other helpful contacts – within and beyond the organization. This mentor-network model places the volunteer in the driver’s seat, and shifts the dynamic from a dependency model to empowering the volunteer to build their own network of community and support.</p>		
<p>Sue Boychuk SB Leadership Canada</p>	<p>1.B ARE WE THERE YET? TIME AND MONEY WELL SPENT!</p> <p>We invest time and energy into initiatives big and small; perhaps receive funding to deliver a program: but how do we ensure we’re on track and in the end, report success? Effective evaluation is essential to ensure human and financial resource investments are delivering their intended results. Whether you’re launching a new program or have one in progress, participants will discover inquisitive evaluation thinking, learn how to imbed evaluation into programs from the get-go, explore qualitative and quantitative assessments and consider methods to collect appropriate data and information to assess results.</p>		
<p>Michele Sharp SHARP Direction</p>	<p>1.C. DEVELOPING AN ETHICAL BOARD</p> <p>This workshop is designed to help senior management and board members understand:</p> <ul style="list-style-type: none"> • The five pillars of good governance • Why ethical board policies and practice are vital to ensuring the credibility and long term success of an organization • Board volunteer roles, responsibilities within a framework of ethical governance 		
<p>Pamela Alleyne-Tracey</p>	<p>1.D. BALANCING ON TIPPY TOES</p> <p>In this fast pace world that we live in, keeping and maintaining balance in our</p>		

Happy Healthy Hearty Living	lives can be a very difficult task, the absence of which can create stress leading to debilitating and detrimental conditions in our body. This experiential workshop encourages volunteer leaders to zoom in and identify areas in their lives that are unbalanced and gives them tools and solutions to help correct it.
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Wednesday, June 21	Session #2	11:30 – 1:00
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<p data-bbox="175 781 386 814">Kelly McShane</p> <p data-bbox="142 856 418 890">Ryerson University</p>	<p data-bbox="451 571 1117 604">2.B. WHERE’S THE <i>LOGIC</i> IN LOGIC MODELS?</p> <p data-bbox="451 625 1474 928">Many cartoons poke fun at logic models, largely because they are hard to understand, not accessible, and often poorly connected to the programs or services that they are supposed to represent. However, when constructed in a collaborative fashion involving key stakeholders, logic models can be relevant, meaningful, and understandable. Furthermore, they can serve as a launching point for a range of key organizational activities, including strategic planning, and reporting accountability. This session will put the logic back in logic models and ensure they are accessible to the audience.</p> <p data-bbox="451 949 1101 982">By the end of the session, learners will be able to:</p> <ul data-bbox="451 1003 1393 1180" style="list-style-type: none"> <li data-bbox="451 1003 1036 1037">• Describe the components of a Logic Model <li data-bbox="451 1058 1182 1092">• Identify the steps involved in developing a Logic Model <li data-bbox="451 1113 1393 1180">• Delineate a theory of change that matches the real world and the Logic Model
<p data-bbox="181 1474 380 1507">Sarah M. Kipp</p>	<p data-bbox="451 1222 1328 1285">2.C. COMMUNICATE TO CONNECT™ PUBLIC SPEAKING AND PRESENTING</p> <p data-bbox="451 1318 1474 1495">In this presentation, participants will identify, explore and implement the strategies that effective public speakers master. Whether pitching a new program, recognizing achievements, or calling others to action, you may present to audiences of varying size. Effective speakers use communication to connect, engage and inspire.</p> <p data-bbox="451 1528 695 1562">You will be able to:</p> <ul data-bbox="451 1591 1458 1810" style="list-style-type: none"> <li data-bbox="451 1591 1351 1663">• Identify qualities of effective presenters and explore what makes a presentation engaging and impactful <li data-bbox="451 1675 1458 1747">• Develop strategies for presenting and connecting effectively in a variety of settings <li data-bbox="451 1759 1458 1810">• Recognize the power of authentic connection and the impact this connection has in determining the extent to which content will be received
	<p data-bbox="451 1843 1003 1877">2.D. ENERGIZE YOUR WORK AND LIFE</p> <p data-bbox="451 1898 1448 1969">This is a highly interactive 90-minute workshop designed to help participants achieve greater work-life harmony. Getting control over your work and life</p>

<p>Anne Comer Comerxchange</p>	<p>means aligning your time and energy with your highest priorities. This workshop helps busy people identify where their energy drains are and gives them practical frameworks and tips to get back control.</p> <p>Participants will be taking part in activities that will help them gain insight into some of their work and where they spend their energy. This awareness frees people to make new choices that are more aligned with priorities and give a greater sense of harmony. You will also have the opportunity to reconnect to your sense of purpose and passion, and you will learn how to identify activities that support that sense of purpose.</p>
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Wednesday, June 21	Session #3	3:15 – 4:45
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<p style="text-align: center;">Justin Ingraldi</p> <p style="text-align: center;">Toronto International Film Festival</p>	<p>3.A. BUILDING A COMMITTED AND ENGAGED EVENTS-BASED VOLUNTEER TEAM</p> <p>The Toronto International Film Festival (TIFF) is one of the largest cultural events in the City of Toronto, attracting almost 500,000 film lovers from all over the world. TIFF engages over 32,000 volunteers annually with a +65% retention rate and is often regarded as one of the most sophisticated film festival volunteer programs in the world.</p> <p>Using the TIFF Festival volunteer program as a model, this session will review strategies on how to build a committed and engaged events-based volunteer team. From on-boarding and training to feedback and recognition, this session will reflect on various elements that have made the program so successful.</p> <p>Topics will include:</p> <ul style="list-style-type: none"> • Creating an effective screening and on-boarding process • The importance of preparation – training a large and diverse group of volunteers • Retention strategies and how to keep seasoned volunteers engaged year after year • Ways to create loyalty within the large volunteer program • Giving volunteers a voice; the importance of feedback • Innovative ways to look at volunteer recognition
<p style="text-align: center;">Julie Begbie</p> <p style="text-align: center;">Coherent Solutions</p>	<p>3.B. STOP YOUR KNOWLEDGE WALKING OUT THE DOOR; KEY STRATEGIES TO HARNESS THE KNOWLEDGE OF RETIRING VOLUNTEERS</p> <p>Volunteers are the heart and soul of so many organizations and can develop an incredible amount of expertise. When the inevitable departure of a key volunteer looms, organizations need to be strategic about managing the transition to not lose all those insights. Typical strategies include short-</p>

	<p>term handover to successors and ‘brain-dumps – while these can sometimes work out, they are ineffective should an immediate successor not be in place or should the successor not work out; nor do they support departing staff to communicate the implicit knowledge they have developed effectively in order to set up their successors for success and improve the general knowledge base of the organization.</p> <p>My presentation will encourage the audience to reflect on great transitions and poor ones and then work through different strategies they can employ when approaching the retirement (or simply departure) of key volunteers. We will examine how to be prepared to manage the situation with the objective of reducing vulnerability to transitions and improve overall organizational sustainability.</p>
<p>Tom Honey Kinetic Consulting</p>	<p>3.C. CH-CH-CH-CH CHANGES, TURN AND FACE THE WORLD</p> <p>Change is part of our daily lives at work, at home or while volunteering, it is not an option. Managing change is about focusing on the people and the outcomes through the change process. This is an introduction to the fundamentals of change management. This presentation will provide the fundamentals to manage change with useful templates to get you started and tips and tricks to keep you moving forward. There will be an opportunity for participants to reflect and to build and create on current practices.</p> <p>What am I going to get from this course?</p> <ul style="list-style-type: none"> • Introduction to change management • Strategy for change • Technical side of change • People side of change • Change management tools • Measuring change for success
<p>Carolyn Clubine Clubine Consulting</p>	<p>3.D. HAVING DIFFICULT CONVERSATIONS</p> <p>No one likes to handle prickly people or prickly topics. The newer Volunteer Manager or leader may be busy just handling the day to day needs of the team, finding their way through the myriad expectations of the organization and getting to know their volunteer corps. Dealing with “issues” takes a huge extra effort, and can easily get pushed to the bottom of the To Do List. So, finding ways to make this easier or more natural will gain back both time, confidence and the appreciation of the entire team.</p> <p>Key Messages:</p> <ul style="list-style-type: none"> • Identify challenges that must be “handled” – when something really matters • Understand the other person and their passion and beliefs • Engage the other person on the issue – the pull

<p style="text-align: center;">Cynthia Armour Elderstone Consulting</p>	<p>4.A. FOCUSED FUNDRAISING</p> <p>With 50+ years as a fundraising volunteer and 25+ years as a development and governance professional, Cynthia understands the challenges your organization faces each day in remote, rural and urban settings. Time and energy are constantly at a premium and learning to be strategic saves both - and pays dividends! In this session, participants will:</p> <ul style="list-style-type: none"> • Share current fundraising methods and (if you're comfortable) their results (both good and not-so-good) • Identify - statistically - which methods raise the most money for the least financial and human investment • Honour lessons learned and know where to go to research trends that help you anticipate the future and...therefore...plan strategically • Learn how you can inspire staff and volunteers to overcome their fundraising fears (and try more than labour intensive special events) to be the most effective team members ever! • This session is intended to be a group dialogue that will help you honour your past, acknowledge what works and doesn't work (in the company of trusted colleagues) and with input and recommendations from a "seasoned" professional. • This session will appeal to staff and volunteers who struggle with (or basically dislike) the fundraising side of your work. I guarantee, I will change your perspective and if not, you get 1 hour of free advice!
<p style="text-align: center;">Simone D. Holligan emendWELL Research Consulting Inc.</p>	<p>4.B. 'INFOGRAPHICS FOR EFFECTIVE KNOWLEDGE TRANSFER'</p> <p>Visual representation of data is key for effective transfer of knowledge in our increasingly web-connected world. Proper design enables you to communicate your message effectively, and allows you to build your brand as an organization. In this session, you'll encounter the major principles for infographic design, and will be given the tools to create one of your own.</p> <p>This session will benefit those who serve as social media administrators and grant writers for their organization.</p>
<p style="text-align: center;">Emily Fleming Barrie Public Library</p>	<p>4.C. APPS FOR ADMIN – FREE TOOLS TO SIMPLIFY YOUR WORKDAY</p> <p>Do you ever feel like you are drowning in e-mails and paperwork? Do you feel like you have to find new ways to get more work done in what seems to be an ever-shrinking workday? By joining this interactive workshop you'll discover FREE online apps that can be used to help simplify day-to-day administrative tasks. From booking volunteer interviews to planning your next volunteer recognition event, we'll cover the tools to get you working more efficiently and effectively. You are encouraged to bring your laptop, tablet or smartphone for use during the session, but it is not mandatory.</p>

<p>Darryl Culley</p> <p>Performance Management</p>	<p>4.D. CHANGE YOUR ATTITUDE, CHANGE YOUR LIFE</p> <p>Our emotional health begins with our attitude. A positive attitude can greatly impact the quality of our life, our interactions with others and our overall wellness. The goal of this session is for participants to gain a greater understanding of their triggers/filters, the three factors that impact their attitude (Focus, Language and Physiology) and techniques that can help them change their attitude.</p>
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Thursday, June 22	Session #5	12:00 – 1:30
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<p>Suzanne Clark</p> <p>Four Corners Group</p>	<p>5.A. RECRUITING, PROMOTING AND RETAINING: STRATEGIES FOR TAKING YOUR VOLUNTEER TEAM FROM GOOD TO GREAT</p> <p>In home renovation, just as in recruitment, retention, promotion and skills assessment, the difference is in the details. Join Suzanne for an instructive and interactive session to fine-tune your recruitment skills and take your volunteer team to new heights. You'll leave this session with some relevant recruitment "tools of the trade", fresh ideas about profiling and sourcing the volunteers you really need, tactics for promoting your best volunteers and strategies to effectively assess individuals' strengths, abilities and interests within minutes of meeting them.</p>
<p>Anna Naud</p> <p>Mason Bennet Johncox Professional Association</p>	<p>5.B. BOARD GOVERNANCE IN THE NOT-FOR-PROFIT SECTOR -- TIPS AND TOOLS TO HELP YOUR BOARD GOVERN EFFECTIVELY AND FULFILL ITS LEGAL OBLIGATIONS</p> <p>This interactive and engaging session will provide you with an understanding of the different legal roles and responsibilities of directors, officers, Boards, and management, and will leave you with practical tips and tools to maximize the efficiency and effectiveness of your Board of Directors. This session is suitable for all levels of governance experience and for both volunteers and employees of Canada and Ontario not-for-profit corporations and registered Canadian charities.</p>
<p>Siu Mee Cheng</p> <p>Point Consulting</p>	<p>5.C. DEVELOPING A LOGIC MODEL</p> <p>You will learn how to effectively develop a logic model for the purposes of a business plan. This goal will be achieved by carrying out the following objectives:</p> <p>The audience will:</p> <ul style="list-style-type: none"> • Learn the purpose and theory behind logic models, and their benefits • Learn, in depth, about the components related to a logic model • Carry out an exercise to do a logic model (for their own organization or other) • Learn about some of the limits of logic models

<p>Arnie Wohlgemut</p> <p>Mylene Building to Lead</p>	<p>6.B. STRENGTHENING YOUR CORE - 6 PRINCIPLES OF VOLUNTEER LEADERSHIP</p> <p>Leading a team of volunteers can be challenging. Our ability to draw on our personal resources increases our effectiveness. In this session, you will discover 6 core principles of leading volunteers preparing you to lead with confidence.</p>
<p>Melodie Bissell</p> <p>Plan to Protect^R</p>	<p>6.C. PLAN TO PROTECT</p> <p>It's something no organization or leader wishes to think about or indeed has time to contemplate. But in today's frenzied world it is likely that you and your organization will one day come face to face with a crisis of one kind or another. It's not a question of if; it's a question of when. A volunteer or someone closely connected to you is arrested and charged with serious offenses. Or you are attacked online verbally or even physically. A politician or public figure attacks you in a public way. The media comes calling, what will you do? We will address problem solving, investigations, dealing with media, coaching volunteer response, documentation, communication and include many case studies. This seminar will not magically make crisis go away, but it will leave attendees more prepared and more knowledgeable for that gut wrenching moment when crisis hits. Let's raise the bar on protection!</p>
<p>Tim Fraser</p>	<p>6.D. FIND YOUR TRIBE AND ANSWER YOUR CALLING – HOW TO GET THE MOST FROM NETWORKING</p> <p>Networking is an awkward experience for many, but it doesn't have to be. Over the past decade, Tim Fraser has earned his stripes in his professional sphere by overcoming the fear and embracing curiosity - and learning that we are always networking. This session will share basic lessons that are applicable and actionable for anyone facing a situation where they want to connect with likeminded individuals in their industry.</p> <p>Key Points and Learning Objectives</p> <p>1. Identifying the common problems that are barriers to forming true networking connections, such as</p> <ul style="list-style-type: none"> • Fear of speaking to strangers. • Fear of coming off “fake”. • Not knowing how to start conversations. • Lack of confidence in their own value • Over “selling” themselves and not taking a genuine interest in who they are talking to. • Not recognize potential networking opportunities when they aren't “formal”. • Forgetting to follow up • Not following up in a way that makes others want to keep contact.

	<p>2. Examples of how to overcome these barriers, including</p> <ul style="list-style-type: none">• Having the confidence in what I am bringing to the table.• Overcoming the fear of talking to strangers, realizing that they are in the same “awkward” situation as you, and are probably just as uncomfortable.• Realizing that there is literally nothing to lose in talking to strangers.• Researching who will be at the networking event, and plan who you would like to talk to.• Practice. Lots of practice (which the ‘interactive component’ will help with!)
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