



ARIZONA SUMMIT

ON VOLUNTEERISM & CIVIC ENGAGEMENT

Inspire. Energize. Mobilize.

Pre-Session Workshops
Thursday, November 5, 2015
9:00 am to 12 noon
 (posted 9/27/2015)

Pre- Session, In-Depth Workshop Descriptions	Presenters' Bios
<p>Volunteer Management Academy-Beginner</p> <p><i>Join us for the inaugural Volunteer Administrators Academy! This track will use the Council for Certification in Volunteer Administration's 2015 Core Competencies as the framework for in-depth discussions and practical exercises that will introduce new volunteer managers to the basic knowledge needed to become competent in Volunteer Administration. Several experienced Arizona leaders will cover: Planning for Strategic Volunteer Engagement; Advocating for volunteer involvement; Attracting and onboarding a volunteer workforce; Preparing volunteers for their roles; Documenting volunteer involvement; Managing volunteer performance; Acknowledging, celebrating and sustaining volunteer involvement.</i></p>	<p>Presented by Nicole Armstrong-Best Arizona State Parks and Diane Hager, El Rio Community Health Center</p> <p><i>Nicole Armstrong-Best has worked in the Government and non-profit sectors for over 20 years. Currently she is Chief of Community Stewardship at Arizona State Parks. Her work entails the support and management of the agency's Volunteer Program, Interpretive Education Program, Cultural Resource Management Program, and 15 non-profit 'Friend's' support groups. Nicole is certified in Volunteer Administration and Non-Profit Executive Leadership. A past President of the Association for Volunteer Administrators of Central Arizona, Nicole is active in promoting volunteerism in all aspects of public life and is especially passionate about civic support of museums and public lands.</i></p> <p><i>Diane Hager, El Rio Community Health Center. As the Coordinator of the Center's Health Education Project, Diane Hager designed a comprehensive training and evaluation program for volunteers, interns and staff who teach health and life skills in the clinics and in the community. She has an Executive MBA and extensive skills in instructional design, training and program development. In the past 20 years, she has worked with volunteers in hospice, schools and faith-based organizations, as well as developed home-based and phone-based programs.</i></p>
<p>The Ins and Outs of Service-Learning</p> <p><i>This is an introduction to service-learning for beginners. It will explain service-learning as a teaching methodology and the basics of how to connect service activities to academic curriculum through reflection.</i></p>	<p>Presented by Deborah Ball, ASU Mary Lou Fulton Teachers College</p> <p><i>Deborah Ball is the Director of Arizona State University's Community Engagement Programs. She has spent 19 years in the service-learning field and is an advocate for training teachers, of all levels, service-learning methodologies. She has made countless presentations and facilitated trainings in service-learning at local, state, national, and international venues.</i></p>
<p>High Impact Presenting: Learn How to Transform Your Workshops, Presentations, and Meetings</p> <p><i>The purpose of this workshop is to share 6 Secrets to increase engagement during presenting, training, and meetings. The key points are: most adults are kinesthetic and visual learners, and yet almost all trainings, presentations, and workshops are entirely delivered through lectures and reading of power point slides. There are huge challenges with effective learning from this delivery, and most participants are not able to use what they learn. We will share quick and easy ways to deliver information in more effective ways. When combined with tools designed to help people reflect and apply what they've learned -- there is a dramatic increase in engagement and effectiveness.</i></p>	<p>Presented by Cassandra O'Neill, Wholonomy Consulting</p> <p><i>Cassandra O'Neill has over 25 years of experience building leadership capacity in the social sector. She is passionate about helping leaders create high performing teams so they achieve exceptional results. She has worked with leaders in over 200 organizations including libraries, schools, government agencies, foundations, and a variety of nonprofit organizations as a Senior Partner with Wholonomy Consulting. Cassandra uses models that focus on getting more of what you want; creating a learning environment that is optimistic and enjoyable. She is passionate about building capacity for organizational effectiveness, system change, collaboration, collective impact, and collective leadership.</i></p>

<p>Quit Begging for Corporate Donations: Think Strategic Partnerships Instead</p> <p><i>Explore current trends in corporate social responsibility/business giving and how to leverage them to position your nonprofit as a strategic partner - accessing volunteers and other resources you need while helping the company meet its goals. 2) • Learn current trends in business philanthropy and corporate social responsibility to leverage to gain access to volunteers and other company resources; • Learn the 5 key mistakes nonprofits make engaging with businesses so you don't make them; • Strategize possible business partnerships for your organization; • Know the steps for doing due diligence and making contact with a potential business partner; and • Learn tips for developing strong sustainable relationships with your business partners and their employees. 3) Participants will gain new knowledge of how to engage with companies and their volunteers more effectively and will receive worksheets and handouts to help apply the content to their organizational context and goals. 4) The session will use a combination of lecturette with slides, group dialogue, individual and small group exercises and discussion</i></p>	<p>Presented by Susan Hyatt, Big Purpose Big Impact</p> <p><i>Susan Hyatt provides companies tools for actively managing their corporate social responsibility, community impacts and giving strategies. Sue was Founding Executive Director of B:CIVIC (Business Committed to Investing and Volunteering in the Community) working with companies to promote, recognize and advance of business philanthropy and CSR. For 20+ years, she worked with programs funded by CNCS providing organization development and capacity building consulting and training on topics including business-nonprofit partnerships, performance measurement and evaluation.</i></p>
<p>Effective Social Media Management In One Day a Month</p> <p><i>This presentation will provide attendees with the tools they need to manage social media effectively in 8 hours a month, including how to: + differentiate your organization and products/services + develop an editorial calendar to ensure your social media content meets organizational goals and all marketing activities work in concert + write creative and engaging social media content + publish content and monitor for comments and inquiries + deal with complaints and negative reviews + use social media reporting to get better results Also, attendees will have the opportunity to register for free on the redballooninc.com site to obtain all templates and training materials referenced in the presentation. Participants will also be able to ask questions at the conclusion of the presentation.</i></p>	<p>Presented by Jennifer Maggiore, Red Balloon</p> <p><i>Jennifer Maggiore is a nationally recognized social media consultant, author and speaker. She launched her company in 2005, quickly expanding her business as one of the country's first social media consultants. Today, she and her team work with public and private companies throughout the United States, offering social media management, strategy and training services, including a specialty in HIPAA and NLRA consulting for healthcare organizations. red balloon was named a Top 10 Marketing Firm in her home state of Arizona, Jennifer was recognized as one of 35 Women Entrepreneurs in Arizona Under 35, and she was most recently interviewed for the show Roadtrip Nation.</i></p>
<p>Deliberation vs. Debate – Facilitating Public Dialogue for Community Problem- Solving</p> <p><i>Increasingly divisive political, community, and social issues can lead to feelings of hopelessness and inability to effect real change. In these situations, deliberation-based public dialogue can be a powerful tool to heal communities and identify common ground for action. Workshop participants will experience a deliberative forum and learn the principles of effective public dialogue. They will also learn and practice skills for conducting deliberative public forums on divisive and controversial issues. This experiential workshop will cover basics of convening the public, moderating forums, recording feedback, and managing the transition from dialogue to action.</i></p>	<p>Presented by Alberto Olivas and Deanna Villanueva-Saucedo, Maricopa Community Colleges</p> <p>Alberto Olivas is Director of the Center for Civic Participation for the Maricopa Community Colleges, and leads civic engagement efforts for the college district. He has served on the cabinet of Arizona Governor Jane Dee Hull, as Voter Outreach Director for Arizona Secretary of State Betsey Bayless, and as Vice President of the Arizona Hispanic Chamber of Commerce. Alberto serves as Vice Chair of the Arizona Town Hall board of directors, and on the board of the National Civic League. He is a founding member of Project Civil Discourse, and is a frequent collaborator with the Kettering Foundation on research related to public deliberation and public engagement efforts, and deliberative democracy.</p> <p>Deanna Villanueva-Saucedo is Director of Public Outreach for the Maricopa Community Colleges Division of Public Affairs. Previously, Deanna served as a Neighborhood Outreach Coordinator for City of Mesa, and as Community Liaison for Mesa Public School and Mesa Community College. Deanna serves on the board of directors for the Mesa Association of Hispanic Citizens, and has chaired the Mesa's Latino Town Hall, a bilingual community forum, for seven years. The Town Hall serves to gather Mesa Latinos to discuss issues affecting the community. Each year, more than 400 individuals gather to discuss education, economic development, neighborhoods, health, and youth.</p>
<p>Learning From Conflict</p> <p><i>Volunteer management is all about working with people and when people work together conflict is inevitable. This workshop addresses strategies for how to learn from conflict and move through it. Concerned about how to approach a team member after an uncomfortable situation? Supervising a volunteer that has gone rogue? Learn tools for how to assess a situation, identify your purposes and desired next steps, and how to make the first move towards resolution. This workshop will include a skit, discussion, and small group practice.</i></p>	<p>Sharon Tewksbury- Bloom, NAU Civic Service Institute</p> <p><i>Sharon has served in the volunteer management and national service field since 2006. She is an award-winning speaker and has presented trainings at the National Conference on Volunteering and Service, Center for Nonprofit Advancement in Washington, DC, the Arizona Summit on Volunteerism and Service Learning, and more. Sharon has a Master's Degree in Organizational Development and Knowledge Management from George Mason University.</i></p>

<p>Military/Veteran Resource Navigation Training</p> <p><i>Arizona is home to more than 625,000 service members, veterans & their families. How do we ensure there is no wrong door and no wrong person for them to connect to resources? Arizona's Military/Veteran Resource Navigators! Please come and join us for this statewide grassroots effort to effectively support those who served. Engaging and supporting service members, veterans and their families is critically important to the overall wellness of the communities we live in. As a part of the Arizona Coalition for Military Families efforts to build Arizona's capacity to effectively serve and reintegrate this population back into civilian life we developed Military/Veterans Resource Navigator Training. There are currently over one-thousand Navigators across the state but more are needed especially from the service/volunteer sector. If you have interactions with service members, veterans or their families, and it is likely that you do given they constitute around 20% of the state's population, we highly encourage you to send members of your team to become Navigators. Resource Navigators are members of our community who are trained to connect service members, veterans & their family members to the array of available resources. Navigator training includes:</i></p> <ul style="list-style-type: none"> • How to use the Resource Connection Guide. • Key factors that may affect a person or family's access to resources. • Navigation strategies. • How to link into the military/veteran community to find resources to address a range of issues, including: Employment, Family and Social Supports, Finances, Higher Education, Housing & Homelessness, Legal, Mental Health, Physical Health and Spirituality. 	<p>Presented by Thomas Winkel, Arizona Coalition for Military Families and Kelly Anne Beck, Iraq War Veteran</p> <p>Thomas Winkel, M.A., L.P.C. Director of Community Engagement, Arizona Coalition for Military Families Mr. Winkel is the Director of Community Engagement with the Arizona Coalition for Military Families. He is a veteran of the U.S. Marine Corps and the Army National Guard. His service included tours in Japan, the Philippines, and Operation Desert Shield/Desert Storm during the first Gulf War as a combat infantryman. He is a licensed professional counselor in the State of Arizona and a Nationally Certified Counselor. Mr. Winkel was part of the team that designed and implemented the Arizona Coalition for Military Families, a nationally recognized public/private partnership dedicated to systems change, strategic planning/partnerships, and training and equipping organizations to better serve the military and veteran population. These efforts center on a “no wrong door, no wrong person” statewide approach and connecting every service member, veteran and family to the right resource at the right time.</p> <p>Kelly Anne Beck: is an Iraq War Veteran, serving seven years in the Arizona Army National Guard as a Public Affairs Specialist. After her tour in Iraq, she worked for the Arizona National Guard Yellow Ribbon Reintegration Program, a Department of Defense effort to connect National Guard and Reserve service members and their families to resources before, during and after deployments. She then worked for the Arizona National Guard's State Public Affairs office. Once earning her degree of Communications from Arizona State University, she moved to Chicago and worked as a copy writer. Missing working with veterans, service members and their families she returned to Arizona to work with the Arizona Coalition for Military Families as the Training and Network Coordinator.</p>
<p>Cultural Diversity Sensitivity Training</p> <p><i>In today's world, we must learn to work in a culturally diverse society. Cultural competency is the ability to communicate effectively with members of diverse cultures. Through this interactive workshop, you will understand how your upbringing or education influences your cultural perception and the importance of cultural awareness. Participants will learn the differences of Cultural Appropriation, Cultural Exchange, Assimilation, and Oppression. Two separate activities are planned, both interactive, followed by guided reflection.</i></p>	<p>Presented by Carole Mandino NAU Civic Service Institute</p> <p>Carole D Mandino, Ed.D., is a native Arizonan, born and raised in Phoenix. In 1975 she moved to Flagstaff to attend Northern Arizona University and has resided there ever since. Carole has been associated with National Service since 1982 and has been with Northern Arizona University since 1987. Carole attended NAU, receiving a Bachelor of Science in Sociology, Master of Arts in Applied Sociology and a Doctorate in Educational Leadership. She is the director of the NAU Civic Service Institute and was the director of the NAU Gerontology Institute prior to her current assignment.</p>