AL!VE and Better Impact Live Conference – Kissimmee, Florida:

*The Future Begins With You: Reimagining the Future of Volunteer Engagement*

**September 14 - 16 2016 - Give Kids The World, Kissimmee, Florida**

Learn, connect, and network with your peers onsite at one of Florida's largest non-profits. Our speakers have prepared dynamic and interesting sessions for you to learn, network, and help you increase your skills and knowledge base.

**Wednesday, September 14:** Rob Jackson, Tobi Johnson, Elisa Kosarin and Neal McCord broadcast the first day of the conference live to remote locations and you! Connect via social media with the remote locations.

**Thursday, September 15:** A variety of sessions including speakers Beth Steinhorn and trainers from the Disney Institute. If you have already applied to earn your Certification in Volunteer Administration (CVA), take the proctored exam in the afternoon. Thursday night, celebrate with your peers at a networking reception held off-site.

**Friday, September 16:** Our morning session will be a learning activity on how to handle large groups. Beth Whitmire, AL!VE Board President and Give Kids the World Director of Volunteer Services, will share her expertise in handling large volunteer groups as we provide a service project to Give Kids the World. Beth will share her experience and tips from her current role and past work experience managing volunteer programs for the Salt Lake City Winter Olympics, the Super Bowl, and the World Cup.

**Accommodations:** You can choose whatever accommodations you like. There are many housing options in the Kissimmee area. At this time of year, prices are good as the tourist season is quieter.

**Transportation:** There is limited parking on site. We will have shuttles that will pick you up and bring you in to the venue.

**Cost:** $265 for AL!VE members, $315 for non-members (includes AL!VE membership). $25 Early bird discount if registered before August 10.

To find out more and register, visit [www.volunteeralive.org](http://www.volunteeralive.org)

**Better Impact** is a small but global company dedicated to helping nonprofits, charities and government agencies accomplish their missions. (Formerly known as Volunteer2) Visit their website at [www.betterimpact.com](http://www.betterimpact.com)

There’s lots to see and do while you are in the Kissimmee/Orlando area. Find out more at [www.visitflorida.com/en-us/cities/kissimmee.html](http://www.visitflorida.com/en-us/cities/kissimmee.html)

Learn about the great work our conference host, Give Kids the World, is all about at [www.gktw.com](http://www.gktw.com)

**Our Presenters:**


**How to Develop as a Volunteer Manager**

What do you want from a career in working with volunteers? Do you even see volunteer management as a career or just a step towards something else? How can you take control of your professional development? Drawing on his own personal career journey, Rob will help you focus on how you can develop as a volunteer manager and what options are available to you to make your goals happen.
It's About People Work Not Paperwork: Using Psychology to Boost Volunteer Involvement

The world is evolving and volunteers with it. Today’s volunteers have diverse lifestyles, preferences, and needs that must be accounted for when developing volunteer programming and fine-tuning your personal leadership approach. By better understanding what triggers humans to act, volunteer managers can become better influencers and, ultimately, better leaders.

Elisa Kosarin, CVA – Principal at Twenty Hats Consulting (www.twentyhats.com)

Getting Strategic about Advancing Your Volunteer Program
Volunteer managers understand the power of their programs to meet and expand a nonprofit’s capacity. Next to fundraising, a well-run volunteer program is an organization’s greatest resource in meeting its mission. Then why is it that many nonprofits do not recognize volunteers at the highest levels of their organizations and include volunteer engagement in their strategic plans – even if they currently operate a volunteer program? It could be that we need to expand our visibility as leaders within our nonprofits and hone our skills as advocates. This session will cover just how to educate our leadership about the tremendous value of volunteer programs, as well as how to earn a more influential seat at the decision-making table. Learn how to position your program strategically to achieve the greatest impact.

Neal McCord

Hospitality Vs. Courtesy
Is customer service a culture in your organization? Neil will expand on this topic using his background working for the Walt Disney Company and in his current role in providing exceptional experiences for families at Give Kids The World.

Beth Whitmire (Friday, Sept 16)

Managing large group projects & group service project
It’s Tuesday afternoon and you get a call that 250 people from a nearby corporation would like to come volunteer. What do you do next? Whether it is a group of 250 or 25, learn tips and tricks to handle your next large group experience.

Brian Probst, CVA: (Thursday, Sept 15)

When Good Volunteers Go Bad
This workshop will discuss counseling of volunteers to correct outstanding issues, progressive discipline techniques and the difficult task of ending the volunteer relationship. Participants will be provided with handouts and a sample toolkit.

Emilie Bromet Bauer, CVA: (Thursday, Sept 15)

Advocating Today For Tomorrow’s Profession
Join Emilie Bromet-Bauer, CVA as she discusses the chapter she wrote for the Council on Certification for Volunteer Administration (CCVA) about advocacy.

Disney Institute presenter: (Thursday, September 15)
In August 2016, the Disney Institute presents “Aspire Higher: A Customer Experience Summit“. This presentation will include a workshop from this Disney Institute.

IHG Hotels: (Thursday, September 15)
Corporate trainers from Intercontinental Hotel Group will present a session about management (title TBA)

Beth Steinhorn, Principal at JFF
Be the Leading Edge of Engagement AND Measuring and Communicating Volunteer Impact

Tammy Baumann, CVA, Baumann Consulting
Building a lifetime of service.

CVA Exam: you MUST have pre-registered and paid with the Council on Certification on Volunteer Administration (CCVA) before taking the exam.