Engaging and Managing Volunteers

In this breakout session, Connie will provide the ideas, tools and techniques to help you work more efficiently with volunteers. Over the years, she has collected some practical tips on recruiting, engaging, coordinating, and managing the work of volunteers. She will help you understand how to assess your volunteer program infrastructure with an eye toward ongoing stability. The aim is to help you learn what is working and what needs attention. In interactive exercises, you will learn about engagement strategies for different types of volunteers, how to supervise, motivate, and recognize what needs to be done.

About our presenter . . . . .

Connie Pirtle, Strategic Nonprofit Resources
Consultant, Trainer, Facilitator, Speaker, & Author of Ask Connie!

Connie Pirtle is the Founder and Director of Strategic Nonprofit Resources, a Washington, DC, area firm that serves nonprofit organizations in all areas related to volunteerism. She has 20 years of experience working with trustees, volunteers, volunteer program managers, executive directors, and senior staff members on effective community engagement.

Prior to forming her company in 1997, Connie was Vice President for Volunteerism at the American Symphony Orchestra League for 10 years, where she was responsible for programs and services for orchestra boards and volunteers. Her primary responsibilities included creating annual conference sessions, board development and volunteerism publications, conducting board self-assessment programs, a national newsletter, and regional seminars and workshops.

Connie’s current services include capacity building seminars and workshops, board development retreats and workshops, board self-assessments, volunteer program assessments, and facilitated planning events. Every service is customized to meet her client’s needs and expectations most effectively. Some of her current clients include The Supreme Court of the United States, The Newark (NJ) Museum, National Assembly of State Arts Agencies, John F. Kennedy Center for the Performing Arts, and The Konzerhaus in Berlin, Germany. Connie lectures occasionally at the Georgetown University Center for Public & Nonprofit Leadership, and she is a faculty member for Washington State University’s Volunteer Management Certificate program. Connie also writes an online volunteer management advice column. “Ask Connie” appears monthly at www.VolunteerToday.com.

Connie is an active volunteer, serving as a board member of the American Association for Museum Volunteers, where she was Executive Editor for AAMV’s 2007 book, Transforming Museum Volunteering: A Practical Guide for Engaging 21st Century Volunteers. She also serves as an editorial reviewer for International Journal of Volunteer Administration; a member of the Stewardship Council for the Appalachian Trail Conservancy; Chairman of Managers of Volunteer Programs in the Arts; a nonprofit career counselor for The Women’s Center in Vienna, Virginia; and a survey volunteer for The National Zoo.