

Friday, November 30, 2018 Conference Schedule

	Room CC-16	Room CC-17	Room CC-18
8:45 –9:55	Introducing Volunteers to CCRS Burgen Young	Best Practices for Training Rob Podlasek	Volunteer Management Basics Annelisa Donlan Patrick Smith
10:05-11:15	Volunteer Topics in SiD Jenny Schlukebier	Why Don't You Try... Effective Teaching Feedback for Volunteers Andrea Echelberger	Risk Management: When Volunteers Require Extra Attention Leah Hauge Burgen Young
Lunch - 11:15-12:25 in Room CC-15 Please choose your lunch in Room CC-15, then have a seat for the Excellence in Volunteer Engagement Award ceremony. Turn in the Collective Wisdom tip sheet in your folder for a chance to win door prizes at the end of lunch!			
12:30 - 1:40	Don't Get Lost: Get Navigators! Start Setting up a Volunteer Navigator Program Today Theresa Sladek	Professional Wisdom Sharing: Give & Get! Ellie Purdy Sarah Grow	Volunteer Motivation Rob Podlasek
1:50 – 3:00	Next Steps in Navigation – Coming Together to Share Resources and Lessons Learned Theresa Sladek	Resources to Train and Support Classroom Volunteers Andrea Echelberger	Racial Equity 101 Wendy Roberts JennaRose Dahl

8:45 – 9:55 a.m.

Introducing Volunteers to the CCRS – CC-16

Burgen Young, Instructional Manager, Minnesota Literacy Council

As we begin (or even fully embrace) our journeys towards implementing the College and Career Readiness Standards, there comes a time to thoughtfully introduce and explain the standards to volunteers, especially when making significant changes to instructional methods. Join us to learn what the literacy council has done so far to introduce the standards and to share your own ideas. Take advantage of free handouts you can give to anyone that wants to ease into standards implementation.

Best Practices for Training – CC-17

Rob Podlasek, Training Director, Minnesota Literacy Council

Research shows that the most successful volunteers are “well-trained.” But what “well-trained” is depends on the program, the volunteer and the volunteer task. Come learn about some strategies and resources to ensure that your volunteers have a happy and productive experience.

Volunteer Management Basics – CC-18

Annelisa Donlan, Learning Center Coordinator, Minnesota Literacy Council

Patrick Smith, Learning Center Coordinator, Minnesota Literacy Council

In this session, we will discuss the basics of the volunteer management process, including volunteer recruitment and onboarding, managing risks, giving feedback, and providing support and recognition. We will also discuss ways to address concerns and deal with unexpected volunteer behavior. If you're a new or new-ish volunteer coordinator (or teacher/manager who has responsibility for volunteers), this is the place for you!

10:05 – 11:15 a.m.

Volunteer Topics in SiD – CC 16

Jenny Schlukebie, Urban Planet

Review volunteer issues involved in tracking volunteers in SiD including: understanding entry and exit status of volunteers, tracking hours, year-end NRS reporting (Table 7) annual MLC reporting, and review other volunteer reports (including new ones!). There will be time for Q&A.

Why Don't You Try... Effective Teaching Feedback for Volunteers – CC-17

Andrea Echelberger, ESL Training Coordinator, Minnesota Literacy Council

Whatever classroom role volunteers have in your program, providing them with timely and effective feedback is the best way to improve their skills. In this session, learn techniques for providing feedback to increase volunteer classroom performance, and explore some tools to conduct informal and structured classroom teaching observations.

Risk Management: When Volunteers Require Extra Attention – CC-18

Leah Hauge, Learning Centers Manager, Minnesota Literacy Council

Burgen Young, Instructional Manager, Minnesota Literacy Council

Most volunteers bring commitment, passion and expertise but sometimes we need to more actively manage – or even end – a volunteer's relationship with our organization. In this session, we will talk about those times when volunteers surprise you by not fulfilling their role. We'll consider cases of poor match, poor performance and misplaced enthusiasm.

11:15 a.m. – 12:25 p.m.

Lunch and Award Ceremony for Excellence in Volunteer Engagement - Room CC-15

Please choose your lunch in CC-15, then then join us to celebrate this year's award winners for **Excellence in Volunteer Engagement**.

Turn in the **Collective Wisdom** tip sheet in your folder for a chance to win door prizes after lunch!

12:30 – 1:40 p.m.

Don't Get Lost: Get Navigators! Start Setting up a Volunteer Navigator Program Today – CC-16

Theresa Sladek, Navigation Consultant and Career Pathways Project Manager, Saint Paul Community Literacy Consortium

In 2016, the Minnesota Literacy Council, in partnership with the St. Paul Community Literacy Consortium, received a grant to develop a sustainable model for increasing navigation support to ABE learners by engaging community volunteers. This presentation will discuss benefits to starting up a volunteer navigation program, best practices on how to do so, and resources available to programs ready to begin this journey.

Professional Wisdom Sharing: Give & Get! – CC-17

Ellie Purdy, Operations Coordinator, Minnesota Literacy Council

Sarah Grow, Volunteer Coordinator, Cedar Riverside Adult Education Collaborative

Representing the Volunteer Engagement Committee of Minnesota's Literacy Action Network

What topics or issues are most important to you in your position this year? What resources would make your job easier? Join us for a wisdom sharing focus group led by Literacy Action Network's Volunteer Engagement Committee. In this session, you'll connect with your volunteer coordination colleagues, share your own experiences and learn about current trends and issues that are coming up in the field. We'll also share a variety of resources to help make your work easier—and more impactful!

Volunteer Motivation – CC-18

Rob Podlasek, Training Director, Minnesota Literacy Council

What motivates individuals to volunteer? What keeps them coming back? Explore research into volunteer motivation and how it applies to your literacy programming.

1:50 – 3:00 p.m.

Next Steps in Navigation – Coming Together to Share Resources and Lessons Learned – CC-16

Theresa Sladek, Navigation Consultant and Career Pathways Project Manager, Saint Paul Community Literacy Consortium

"I have a navigation program and I'd like to find out what other adult literacy programs with navigation are doing." This session is for program coordinators, managers or directors who currently have paid or volunteer navigation programs in place. We will share best practices, lessons learned and ideas for next steps. Have documents or resources you created? Feel free to bring copies to share with everyone!

Resources to Train and Support Classroom Volunteers – CC-17

Andrea Echelberger, ESL Training Coordinator, Minnesota Literacy Council

Volunteer tutors are a tremendous asset to ABE programs. They bring a wide variety of skills and teaching experience into the ESL classroom, which can make training, supervision, and ongoing professional development a challenge for teachers and coordinators. This session will share resources that have been developed to increase the tutoring skills of volunteers in one-on-one, small group, and classroom assistant settings. Throughout the session, participants will have the opportunity to explore ESL small-group pull-out kits, classroom activity videos, and the Minnesota Literacy Council Tutor Tips Resource Blog. The presenter will recommend ways for programs to use these free resources to support volunteers and classroom teachers, and participants will share their own ideas through facilitated discussions.

Racial Equity 101 – CC-18

Wendy Roberts, Volunteer Outreach and Hotline Manager, Minnesota Literacy Council

JennaRose Dahl, Digital Literacy and Distance Learning Instructor, Minnesota Literacy Council

Join us for a presentation and conversation on racial equity. During this session, presenters and participants will discuss important terms, including racism, white supremacy, white privilege and white fragility. We'll also practice responding to instances of racism in various scenarios. Participants will leave with resources to address and dismantle racism. This is a great session for those who are newer to conversations on race or those who would like to share their knowledge and experiences with others. All are welcome!

Presenter Biographies

Andrea Echelberger is the ESL Training Coordinator at the Minnesota Literacy Council where she conducts professional development for teachers and volunteers throughout Minnesota. Andrea taught refugees and immigrants in St. Paul, MN for over 10 years, and served as an English Language Fellow for two years in Cambodia.

Annelisa Donlan is a coordinator of the Open Door Learning Center- Lake Street. Her 20 years of experience leading volunteer and membership programs includes outreach, placement, training and volunteer appreciation, for programs ranging from fledgling to those aspiring to scale for growth.

Burgen Young is the Instructional Manager for the Minnesota Literacy Council. She supervises teachers, writes curriculum and manages special projects. She has been an ABE professional for over 10 years and has a dual MA in TESOL and Linguistics.

Ellie Purdy is Operations Coordinator at Minnesota Literacy Council and co-chair of the Volunteer Engagement Committee of Literacy Action Network. Ellie has seven years of experience in Adult Basic Education as an Adult ESL teacher and learning center coordinator.

JennaRose Dahl is the Digital Literacy and Distance Learning Instructor for the Minnesota Literacy Council. She has been involved in literacy as a volunteer, Americorps VISTA, computer lab and distance learning coordinator, and Equity Committee co-chair. She currently teaches blended learning ESL classes and provides support for the Northstar Digital Literacy Assessment.

Jenny Schlukebier works at Urban Planet in development and support of the SiD data system. Jenny comes from a background of working on accountability in ABE at St. Paul Public Schools ABE (Hubbs Center), the St. Paul Consortium and MLC.

Leah Hauge is the Learning Centers Manager for the Minnesota Literacy Council's Open Door Learning Centers. She has 10 years of experience in ABE, and has worked as a teacher and volunteer coordinator. She holds an M.A. in Teaching from Hamline University and a K-12 ESL teaching license.

Patrick Smith has worked as a Coordinator at the Open Door Learning Center – Lake Street since 2012, managing the evening program and working with students and volunteers. Before that, he volunteered there as a GED and ESL teacher and administrative intern.

Rob Podlasek is the training director for the Minnesota Literacy Council. He has been involved in literacy since 1987 as a volunteer, VISTA volunteer, learning center coordinator and tutor trainer. He trains volunteers for both adult and children's tutoring programs.

Sarah Grow is the Volunteer Coordinator at the Cedar Riverside Adult Education Collaborative in Minneapolis and the co-chair of the Volunteer Engagement Committee of Literacy Action Network. With a background in international higher education, she also teaches yoga in the immigrant community.

Theresa Sladek is the Navigation Consultant and Career Pathways Project Manager for SPCLC. She has a master's degree in counseling, along with several years of paid project management and counseling experience. She also has experience volunteering and substitute teaching in ESL and GED classes at Minnesota Literacy Council's Open Door Learning Centers.

Wendy Vang Roberts is the Volunteer Outreach and Hotline Manager at the Minnesota Literacy Council. She has been involved in literacy as a volunteer and intern, and has worked in the Children's Tutor Training, Early Literacy and Families, National Service, Libraries and Literacy Leadership, Adult Literacy Hotline and Volunteer Outreach departments.