

**Volunteer Leadership Training**

Thursday, October 19, 2017 - 8:00 am- 8:00 pm

Friday, October 20, 2017 – 8:00 am – 2:00 pm

Crown Plaza Hotel Chicago O'Hare Hotel and Conference Center  
5440 North River Road, Rosemont, IL 60018

<b>Thursday, October 19, 2017</b>				
<b>Time</b>	<b>Title</b>	<b>Facilitator(s)</b>	<b>Location</b>	<b>Notes/Outcomes</b>
7:00 am - 8:00 am	Breakfast		Balmoral Ballroom	Please join us for breakfast in the Balmoral Ballroom
8:00 am - 8:30 am	Welcome, introductions, warm-up activity	Rich, Sari	Haneda International	Outcome - Relationship building
8:30 am – 9:15 am	ACA today – back to the basics ACA 101 – what do we know or don't know?	Dan, Bekah, Andrea	Haneda International	Outcome - Common understanding of ACA
9:15 am – 10:00 am	Local Office Program and Operational Highlights Build relationships, share successes	Maggie	Haneda International	Outcome - BRAG! Share ideas that can be replicated
10:00 am – 10:15 am	Break		Haneda International	Outcome - Refresh
10:15 am – 12:00 pm	Core Services and “secondary” services or “tiered” services – Part A	Andrea, Reid, Maggie  Facilitators: Maggie, Alli, Reid  Notes: Hasim, Jazmin, Michele	Haneda International	Outcome - Agree on ACA Core Services as one association and share ideas for secondary/tiered services
	Field Office Operations Guide and Resources Draft – discussion – Part B	Andrea, Reid, Maggie  Facilitators: Maggie, Alli, Reid  Notes: Hasim, Jazmin, Michele	Haneda International	Outcome - Understand Field Office Guide and Resources Draft, receive feedback from the field
Noon	Lunch with the ACA Board of Directors		Balmoral Ballroom	Outcome - Relationship building and connection between the board and the field

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1:30 pm – 2:30 pm	ACA Connect – Local Office Communities and Volunteer Module	Tom S, Bekah, Hasim	Haneda International	Outcome - Greater understanding of ACA Connect and managing local office communities. Feedback about the volunteer manager module.
2:30 pm – 3:00 pm	Volunteer Framework	Brian, Michele	Haneda International	Outcome - Understanding and feedback on the Volunteer Framework
3:00 pm – 3:15 pm	Afternoon break		Haneda International	
3:15 pm - 3:45 pm	Volunteer Discussion Breakouts <ul style="list-style-type: none"> <li>• First Contact</li> <li>• Onboarding Volunteers</li> <li>• Experience and Outcomes</li> <li>• Next Steps</li> <li>• The evolution of volunteer's skillset, mindset and use of technology</li> </ul>	Rich and the VEC  Notes: staff	Haneda International	Outcome - Sharing and understanding of volunteerism for local offices, identification of resources needed.
3:45 pm – 4:30 pm	New and Seasoned Volunteer Discussions	Eric	Haneda International	Outcome - Relationship building, mentoring and idea sharing
4:30 pm – 5:00 pm	Break			
5:00 pm – 6:00 pm	Regional Team Meetings	Michele, Hasim, Jazmin, Susie, Bette, Colette	Haneda International	Outcome- Relationship building, idea sharing, regional messages
6:15 pm	Walk to dinner			Meet in the lobby
6:30 pm	Dinner – off site		Park Tavern	Outcome - Camaraderie, networking, relationship building, nourishment and fun!

<b>Friday, October 20, 2017</b>				
<b>Time</b>	<b>Event</b>		<b>Location</b>	<b>Notes</b>
7:00 am – 8:00 am	Breakfast		Ideation Lounge	Join us for breakfast
8:00 am – 8:30 am	Welcome, Recap, Warm Up	Rich, Alli	Balmoral Ballroom	Outcome - Prepare group for Friday and relationship building
8:30 am – 9:00 am	Board of Directors Update	Ross, Tony	Balmoral Ballroom	Outcome - Board of Directors update, field input to the board and relationship building
9:00 am – 9:20 am	ACA Operations Update	Tom R	Balmoral Ballroom	Outcome - Understanding of current ACA projects and relationship building
9:20 am – 9:50 am	Affiliate Updates	Bette/Shannon Susie/Sam Colette/Cat	Balmoral Ballroom	Outcome - Better understanding of the work affiliate offices are doing and relationship building
9:50 am – 10:05 am	Break		Balmoral Ballroom	
10:05 am – 10:35 am	ACA Staff and Volunteer Leaders Roles and Responsibilities	Tom, Rich, Michele	Balmoral Ballroom	Outcome - Understand how staff and volunteers work together for the same ends while differentiating roles and responsibilities. Introduce RACI
10:35 am – 11:00 am	ACA Planning Calendar and Resource Allocation	Tom	Balmoral Ballroom	Outcome - Review and understand ACA planning cycle and resource allocation
11:00 am – 12:00 pm	ACA LCOL Speed Information <ul style="list-style-type: none"> <li>• Efficient LCOL meetings – in person and virtual</li> <li>• Strategic Planning for LCOLs</li> <li>• Use of LCOL Reserves</li> <li>• J-1 Visas</li> </ul>	Rich Jazmin/Hasim  Maggie  Michele Sharon	Balmoral Ballroom	Outcome - Information sharing on LCOL topics and common understanding on those topics
11:00 am – 12:00 pm	Tom, Ross & Affiliates Meeting	Tom/Ross Bette/Shannon Susie/Sam Colette/Cat	Ideation Lounge	Outcome - Communication and understanding of common issues, relationship building
12:00 pm – 1:15 pm	Buffet lunch		Ideation Lounge	
1:15 pm – 1:30 pm	NCOL Update	Brian	Balmoral Ballroom	Outcome - Set the stage for the NCOL meeting in Orlando, and any work that needs to be done before the meeting.
1:15 pm – 2:00 pm	Parking Lot, Ask Tom and Ross, Next Steps, Evaluation, Send Off	Rich, Tom, Ross, VEC	Balmoral Ballroom	Outcome - Wrap up any loose ends from the meeting, including any pressing issues for Tom and Ross. Next steps for this group.
2:00 pm	Depart			Farewell, travel safe!