

**Volunteer Development Project  
Orientation and Training Work Group  
DRAFT Outline**

Topic	Audience	Mode of Delivery (video, handout, webinar, etc)	Timeline	Who should be involved in creating this?	Objectives and Goals	Bullet points to include and/or description	Notes
<b>Welcome to ACA</b>	All Volunteers	Invitation Video back up. Resource Binder (hard copy and electronic)	6 months	Volunteers Marketing O&E Team (Other specific input from different staff depending on position)?	Welcome message Feel good Secret Society that is no secret! You made it. Volunteer contract or code / bill of rights. Welcome thank you for commitment Impact Resource Quick access resource guide for self paced learning and future reference.	What to expect next. How to get engaged. You did the hard part. Now do the fun part. Membership Toolkit Job Descriptions Strategic Focus Designed differently for each role (can work on expanding this)	Consider some people don't have the ability to stream video. Need a cloud based system that is easy to share documents and collaborate on information. It's more old school, but maybe a jump drive loaded with everything in case internet is an issue. Also, the resource guide should be developed specific to the role, not too general
<b>Over view of ACA ACA 101</b>	All volunteers	Video / Selfie Style Online and on an ACA jump drive – something useful – perhaps it has the following items below also stored on the drive. Videos or voice over self guided presentations (example: Prezi, Adobe Captivate)	6 months	Members Marketing Volunteers ELT (staff), CEO	Welcoming and creating a positive feeling of being valued. Know key points of ACA to share with others. Answer why they volunteer with ACA to others. Do it at a camp and show the impact of what ACA does every day. Welcome Inform Overview	What are the three main thing ACA does and why important? Why is it important that local volunteers help? Who are we Mission, vision Strategic Focus	Multi-media approach. Something like a Prezi can go through slides, have voice over, and then embedded video. It can also be made with a non-voice over so that it can be presented remotely if someone wanted to lead it for a more in person touch.
<b>Over view of ACA – more in depth – my role</b>	LCOL Chairs	Webinar Choose your own adventure- combine this session with the ACA 101 for a unique learning experience.	12 months	ACA Staff with support from interested past and present chairs	-Provide pertinent background and history to LCOL Chairs -Provide a look forward at mission and vision- how does this fit into the current work of the LCOLs -Overview of expectations of LCOL Chairs and LCOLs.	Opportunity for ACA to address the expectations of chairs -The big picture. How do LCOLs support the overall mission and vision of ACA? - Guiding Principles - Rosters (LCOL, Committees, TF, BOD, Staff) -ACA BOD Strategic Focus and business plan	Should include the strategic plan with local goals and business plan.

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<b>Staff/Volunteer Partnership</b>	All volunteers and staff	Handout Webinar Training with Staff Partner	6 -12 months	LCOL Volunteers Field Staff positions who work with volunteers Volunteers (Membership, Standards, PD, O&E)	Create common language and agreement on what that partnership looks like. Work plan Relationship Building	Staff supporting volunteer ACA Work plans Communication and/or Connection Plan Job Descriptions	If it can't happen in person, it should be done in the most optimal virtual way possible (skype/video, webinar/chat/screen share, etc) in a live format.
<b>My role as a volunteer</b>	All volunteers	Flipbook animation that a kid wrote / audio by camper	Within 6 months	Volunteers LCOL	Get buy in to role. Feel good about choosing to get involved.	Expectations and how to get help support.	
<b>Job/task descriptions</b>	All volunteers	Infographic	Within 6 months	Marketing	Informative and direct.	Set clear expectations.	
<b>Effective committee meetings</b>	Committee Chairs LCOL Chairs	Guidelines- tips, tricks, tools Webinar, infographic, articles			Efficient, productive meetings	Resources for leaders	
<b>Toolkit &amp; resources for LCOL chair</b>		Webpage with toolkit items and resources	Within 12 months	ACA Staff and Chairs	-Ensure all chairs have equal access to resources -Serve as a 'one stop shop' for resources -Space to share best practices/ideas between local offices	This webpage of resources is intended to serve as a 'one stop shop' for LCOL chairs and other key volunteers to access available resources.	-Notes from previous LCOL meetings
<b>Succession planning</b>	Committee Chairs, LCOL members, LCOL chairs	Handout within the toolkit (link on the toolkit webpage) Discussion	Within 18 months	Expert in the field? Outside resource?	-Provide LCOL Chairs with tools needed to support successful succession planning.		List of resources available including ACA Staff. Building effective "farm teams" – committees.
<b>Trends in volunteerism</b>	Leadership vols. and staff	Handout within the toolkit (link on the toolkit webpage) Blogpost/E-Newsletter Twice a year	Within 12 months (I think this already exists)	May be as simple as an upload by staff.	-Educate chairs on trends within volunteerism across the country. What are best practices? Build awareness and knowledge of volunteer trends		

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<b>Managing difficult conversations</b>	Committee Chairs, LCOL chairs Staff	Handout within the toolkit (link on the toolkit webpage)	Within 18 months	Expert in the field? Outside resource?	-Provide LCOL Chairs with tools needed to have difficult conversations. Know why it is important.	Flashcards Give people the words to say. Talk about the set up or the framing.	List of resources available including ACA Staff. ADD to tool kit?
<b>Creating and supporting effective volunteer teams</b>	Staff	Animated whiteboard video	Within 12 months	Smart people who know what works.	Give tools/resources to use and practice every day.	Volunteer Contracts/Expectations Proactive support How to get help Recognition	
<b>Volunteer appreciation</b>	Staff	Quarterly Blog	Within 6 months	O & E Team	Give tools/resources to use	Great ways to appreciate volunteers (simple but effective)	

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<b>BOD Training Topics</b>	<b>Audience</b>	<b>Mode of Delivery (video, handout, webinar, etc)</b>	<b>Timeline</b>	<b>Who should be involved in creating this?</b>	<b>Objectives and Goals</b>	<b>Bullet points to include and/or description</b>	<b>Notes</b>
Welcome to ACA BOD	BOD Members	See Above	Before the first board meeting or committee meeting	National Board Development Committee is assigned. CEO and National President		See orientation outline and power point	
Over view of ACA – ACA 101 National perspective		We have done in person training and orientation of new national Board of Directors	Before the first board meeting or committee meeting			See orientation outline and power point	
BOD/Staff Roles			Before the first board meeting or committee meeting	CEO, President		See orientation outline and power point	
By Laws & Articles of Inc.		Document available	Before the first board meeting or committee meeting	National Board Development Chair; Corporate Attorney	Understand Indiana Law related to 501©3 corporations Understand the board's accountability as well as individual board member's responsibility for oversight	See orientation outline and power point	
Responsibility of a board member		Job description is available	Before the first board meeting or committee meeting	President		See orientation outline and power point	
Overview of the association's programs and services		Use several graphics: see orientation power point	Before the first board meeting or committee meeting	CEO and President		See orientation outline and power point	
Budget & last audit		Use budget as well as recent dashboards from board meetings	Before the first board meeting or	National Staff CFO;	Understand budget process Understand board's decision-making and oversight role	See orientation outline and power point	

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			committee meeting		Understand reporting methods, timing and mechanisms (dashboards)		
Minutes from previous meetings		Put on the board website before the meeting A part of a consent agenda	Before the first board meeting or committee meeting				
Strategic plan		Use several graphics	Before the first board meeting or committee meeting			See orientation outline and power point	
Business plan		Use a graphic				See orientation outline and power point	
BOD Roster		On line; On board website		Executive Assistant Bios of board members are coordinated by the National Board development Committee chair and the Executive Assistant			

- Throughout discussion and consideration, EPIC or Young Professionals need to have a pipeline to opportunity within ACA.
- Commitment to diversity must also exist.