

# Enhancing Your Professional Skills to Optimize Volunteer Engagement

Wednesday, September 29, 2010  
7:30 a.m. – 12:15 p.m.

- |                       |   |
|-----------------------|---|
| 7:30 a.m.             | Registration and Continental Breakfast  |
| 8:00 a.m.             | Welcome   |
| 8:15 a.m.             | Keynote Speaker – Laura V. Page<br>Page Consulting<br><b><i>Communication is Impossible... and That's No Excuse</i></b> |
| 9:30 -10:45 a.m.      | Breakout Sessions   |
| 11:00 a.m.-12:15 p.m. | Breakout Sessions   |

**University of Wisconsin-Madison Arboretum Visitor Center**  
1207 Seminole Highway, Madison

**Cosponsored by:**



United Way  
*Volunteer Center*



# Enhancing Your Professional Skills to Optimize Volunteer Engagement

Laura V. Page will kick-off our conference with an engaging presentation about how we can communicate more effectively. Human beings talk a lot, but that doesn't mean we *communicate* well. Even if we speak the same language, misunderstanding happens. *All the time*. What others hear is not what you meant! Why is this? We'll explore the fundamental nature of human communication and how meaning is created and shared. We'll look at what style has to do with it, including Mars and Venus styles, and why on many levels, all communication is with yourself!

===== Questions about the conference? =====

Contact Kathy Martinson at 246-4356, [kathym@uwdc.org](mailto:kathym@uwdc.org) or  
Sara Minkoff at 263-7760, [sminkoff@uwarb.wisc.edu](mailto:sminkoff@uwarb.wisc.edu)

===== Registration Form =====

## Enhancing Your Professional Skills to Optimize Volunteer Engagement Wednesday, September 29, 2010

**Return the registration form and fees by Friday, September 17<sup>th</sup> to:**  
United Way Volunteer Center, PO Box 7548, Madison, WI 53707-7548  
Make check payable to United Way of Dane County

**Registration Fees:** \$25 which includes materials for all sessions and continental breakfast  
Please copy this form and complete for each participant.

Name: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone & Email: \_\_\_\_\_

### Breakout Sessions – 9:30-10:45 & (repeated) 11:00 -12:15

**Please indicate your 2 choices for the breakout sessions.**

**Emotional Intelligence:  
Keeping Your Cool in  
Challenging Conversations**  
*Laura V. Page  
Page Consulting*

Learn ways to "manage the moment," along with some advanced communication skills to use when the going gets tough.

**Facilitation Skills for Volunteer Administrators**  
*Harry Webne-Behrman  
UW-Madison's Office of Human  
Resource Development*

Understand the role and process of group facilitation and learn about a facilitated meeting process, discuss the challenges faced by groups in each phase, and discuss the art of group facilitation.

**Presenting Effectively**  
*Miranda Hawk McClenaghan  
Faculty Associate  
UW- Madison*

Learn basic acting techniques to help focus, relax and give a dynamic presentation that highlights your professional expertise rather than hiding your skills behind clumsy or self conscious presentation choices.