

An illustration on a brown background featuring a central figure in a brown suit with arms raised in a celebratory gesture. A pair of glasses is floating above the figure's head. A vibrant rainbow arches over the figure. The scene is filled with floating white papers, some with lines of text, and several black pens. At the bottom, several hands in various colored sleeves are reaching upwards, suggesting a group of people participating in an event or training. The overall style is a flat, illustrative art style.

Training & Orientation that Motivates

Creating a Successful Approach to Volunteer Development



Say cheese...

- ✓ Yes, we're recording this webinar!
- ✓ We'll share the recording and chat in a follow-up email
- ✓ Attending live earns you 1 CAE credit
- ✓ Please fill out our post-webinar survey

ON AIR

An illustration on a brown background featuring a central figure in a brown suit with arms raised in a celebratory gesture. A pair of glasses is floating above the figure's head. A vibrant rainbow arches over the figure. The scene is filled with floating white papers, some with lines of text, and yellow confetti. At the bottom, several other hands in various colored sleeves are also raised, suggesting a group of people celebrating or participating in an event.

Training & Orientation that Motivates

Creating a Successful Approach to Volunteer Development

Ask the Hosts...



**How can I track and measure
component/chapter performance?**

billhighwaySM



**How can we support our
chapters training needs?**

 **MARINER**
MANAGEMENT & MARKETING



Friday, April 4, 2025

Hybrid (In-Person + Virtual)
AGU Conference Center, Washington, DC

MARK YOUR CALENDARS!



DECODING THE VOLUNTEER LIASON ROLE

For association staff working with and managing volunteers

NAVIGATE



Quick Start: Essentials in
75-minutes (*virtual*)

MASTER



Hands on 2 Part learning
experience

**GAIN VOLUNTEER MANAGEMENT
SKILLS AND CONFIDENCE**

January 28, 2025
virtual

January 30, 2025
in-person

SAVE YOUR SPOT



REGISTRATION OPEN

Billhighway Success Stories



RIMS

RIMS Relies on Billhighway to help Staff & Volunteer Leaders Manage Chapters Around the Globe

SWE

SWE Strengthens Its Support of Global & Domestic Components with Billhighway

LPGA, AOC & USBG

Three Impexium Clients Explain Why They Love the Billhighway Chapter Performance Solution

Behind our volunteer problems

- ✓ key reason for “no” didn’t have skills/knowledge
(source: Decision To Volunteer)
- ✓ key dissatisfiers are inadequate orientation, training or resources
(source: Mutually Beneficial Volunteerism)
- ✓ Want to learn, no time to learn
(source: HR studies, member studies)





“Without motivation,
there’s no battery power
for learning”

Foster a culture of continuous learning

- Purpose discovery sessions
- Curate & give access to content that aligns
- Customize learning paths
- Learning communities
- Mentorship programs
- Reward & recognize learning
- Tie into your LMS

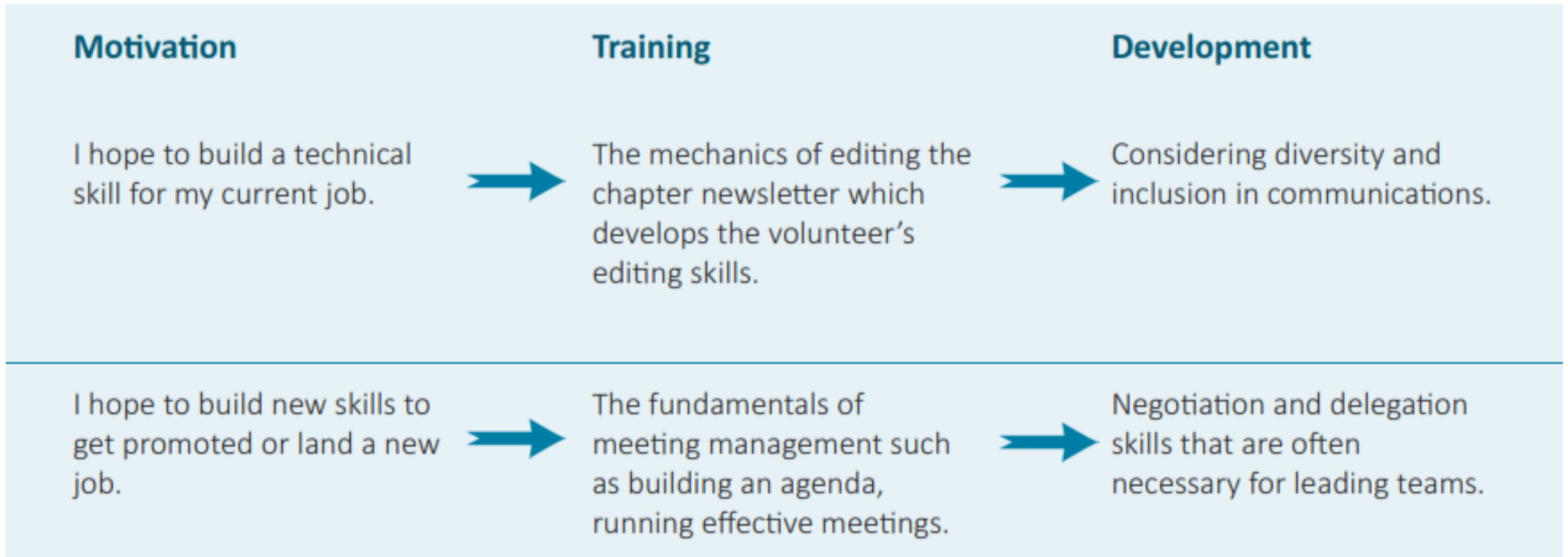


Tapping into common motivations

- ✓ become more involved with my association
- ✓ deepen my understanding of the profession or industry
- ✓ improve my professional soft skills
- ✓ be a leader
- ✓ gather business intelligence
- ✓ gain new business
- ✓ give back
- ✓ expand my network



Tying motivations to learning



Follow adult learner practices



Autonomy & self-directed learning ... portal, on-demand, worksheets



Practical application with focus on achieving goals ... tools, case studies, problem-solving



Inclusion of life experiences



Building a strategy

- Need to know vs nice to know
- Frequency
- Digestible
- Accessible
- No more, no less
- Automation
- Multi-channel

Answering the What

- Role Specific
- Compliance requirements
- Governance structure (bylaws, policies & procedures)
- Mission & Vision
- Conflict management





24x7

- Online community
- Portal
- On-demand



Reoccurring

- Webinars, conference calls
- Virtual chats



In-Person

- Conference, workshop
- Meetups

Addressing the how

**Quarterly
webinar**

**In-person
Workshop**



**Monthly Live
Chat**

Meetup

Meetup

Online Community >> Resource Portal >> On-demand training



[Home](#) > [For Volunteers](#) > [Leader Toolkit](#)

Leader Toolkit

The CUPA-HR volunteer leader toolkit contains a wealth of resources, tools and guidance to help you in your role as a volunteer leader on the chapter, regional or national level.

[▶ Toolkit Overview](#)

Important Dates and Deadlines

- Chapter leaders: Submit your [Chapter Financial Statement](#) by **August 31**

Tips for Chapter Engagement

Seasoned chapter leaders share their strategies and best practices for increasing chapter involvement and participation

Behind every successful chapter are committed and innovative chapter leaders who communicate effectively, are team oriented and are able to successfully connect and engage with members, while creating a leadership pipeline to ensure continuity of programs and services. The Emerging CUPA-HR Leaders from the 2018-19 program recently surveyed chapter leaders to uncover their best practices for engaging higher ed HR professionals in their chapter areas. The survey questions and responses are listed below.

As you review each of the questions and the responses,

- Consider how you will implement similar practices for your chapter, and
- Identify the templates your chapter already has for communication and the templates your chapter needs

» What successful board-member recruitment strategies have you used?

- **Peers/Colleagues**
 - Talk to peers, include a link on the chapter website
- **Conferences**

CHAPTER WEBSITE, EMAIL AND ONLINE COMMUNITY +

CHAPTER BUSINESS, LEGAL AND FINANCIAL RESOURCES -

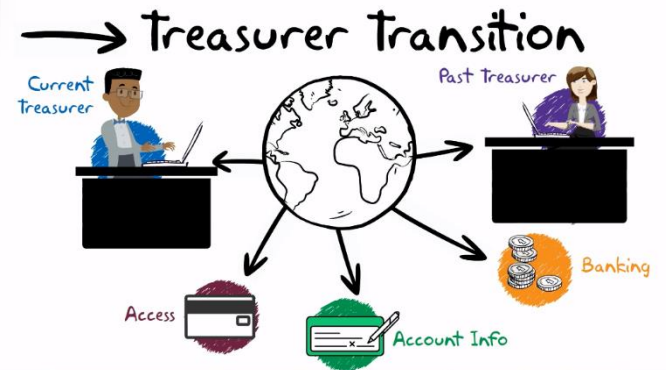
- [Introduction Video: Chapter Financials 101](#)
- [Introduction Video: Chapter Bylaws](#)
- [Video: Chapter Finances Review](#)
- [Managing Chapter Board Elections](#)
 - [Onboarding Chapter Board Member](#)
- [Viewing and Updating Your Chapter Board List at National](#)
- [Preparing and Submitting Your Chapter Financial Statement \(August 31\)](#)
- [Chapter Treasurer's Guide](#)
- [Chapters Acting as a Sponsor, Providing Donations and Honorariums](#)
- [Form 1099-NEC \(for payments to speakers and other individuals\) – How to Prepare and File](#)
- [Insurance - Request Certificate of Insurance](#)
- [W-9 Form - How to Complete \(includes template\)](#)



Marketing/Communications
Event Planning
Accounting, Business and Legal




Chapter Bylaws



Hello leaders! Welcome to your go-to destination for everything you need to help your organization thrive. Tons of resources await you in each of the topic areas below. Any questions? Contact statesupport@adha.net and we'll be sure to get you what you need.


1. Outgoing Outreach

- Have the "join us" message active throughout the year by following these examples:
- Have members serve as greeters at meetings and encourage them to introduce themselves to the potential member meeting participants.
- Highlight member benefits and members on your social media channels on a regular basis.
- Make it easy for members share the message by providing links and other materials to all members.



2. Tapping Events

- Your annual meeting, CE courses and even social or community events provide a prime opportunity for face-to-face conversations.
- An exhibit booth or membership table at your meetings is an efficient way to recruit new members. ADHA offers a display unit that can be shipped to you for use at your event. This table is available based on availability by contacting Member Services. It is recommended that requests be submitted as early as possible to ensure that a display will be available for your event.




Running Your Organization

Everything you need to know about leadership, governance, finances, and strategic planning.



Using Your Voice

Create change in the dental hygiene profession in your state.

[LEARN MORE](#)

Group Discussion




- Board Meeting Preparedness
- Division of Authority, Roles & Responsibilities
- Financial Knowledge
- Performance Assessment
- Governance Knowledge & Experience
- Enhancing Organization's Public Image

Creating and Supporting Your Membership

Attract new members and keep the ones you have!

[LEARN MORE](#)

Q: How are Financial Policies Set? +




Financial Statements and Accounting

Q: What are the methods of accounting? +

Q: How do I compile financial statements? +

Budgets



Q: What is a budget? And how is it used? +

Q: How do we budget effectively? +

Design events and programs that your members will love.



Communicating Your Value

Create a brand and grow your audience.



Maximizing Your Volunteers

Learn how to attract and develop volunteers.

Resources for Chapters

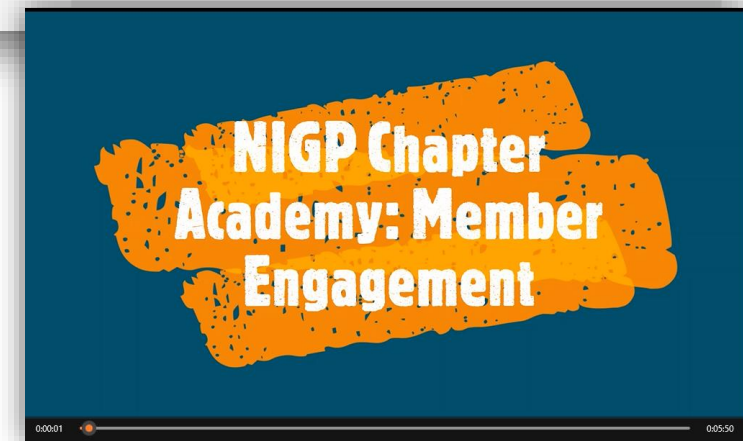
Chapter leaders and volunteers can find information and samples on varied subjects as it pertains to national Chapter resources and services, as well as chapter recruitment, governance and management.

Organized into 7 specific categories, the resource guide provides dozens of links to resources to help chapters:

- Plan their year
- Develop their chapter leadership
- Sample administrative and governance documents
- Information on how to host NIGP courses
- Marketing tools to help you promote your chapter
- And so much more...

Library Pages

- [Library Home](#)
- [Governance](#)
- [Financial Management](#)
- [Membership](#)
- [Legal, Taxes & Insurance](#)
- [Events and Conferences](#)
- [Marketing](#)
- [Webinars](#)
- [NSite Community](#)





Resources for Chapter Leaders



FORMS

Request Presentations & Mailing Lists

[Forms](#)



SERVICES

CAMFT-provided Promotional Services & Presentations

[View Services](#)



POLICIES

Chapter Agreement & Policies Affecting Chapters

[View Policies](#)



CHAPTER LISTSERV

Communicate with other Chapter Leaders

[View Chapter Listserv](#)



CHAPTER VIDEOS

View our latest video: "Moving to Virtual Events" and more...

[View Videos](#)

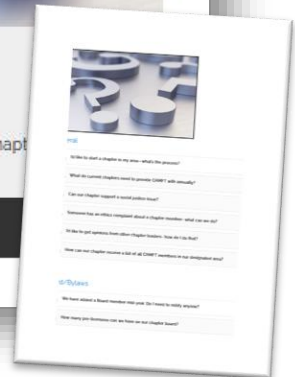
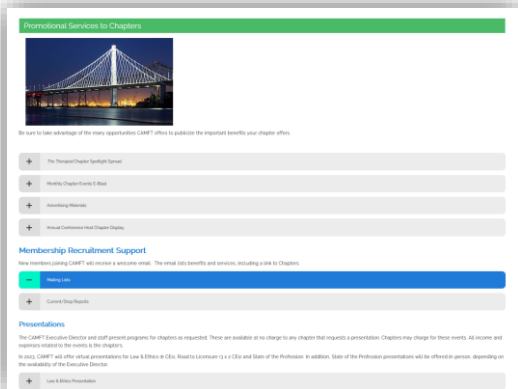
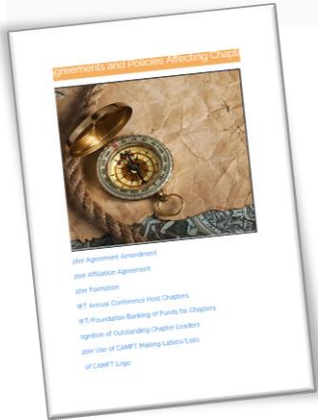


FAQS

Frequently asked Questions by Chapter Leaders

[View FAQs](#)

RESOURCES FOR CHAPTER LEADERS



CAMFT CHAPTER LEADER E-NEWSLETTER

MAY 2024



Dear Chapter Leaders,

The month of May is:

- "Better Sleep Month" and "Mental Health Awareness Month"
- "(May is) the month of expectation, the month of wishes, the month of hope" - Emily Bronte
- (May 12) Mother's Day

For All Positions

Chapter Calendar

Presidents

Treasurers/CFOs/Bookkeepers,
Secretaries/Chapter Admin

CEPA/Education/Events

CEPA

Membership/Marketing

Diversity, Equity,
and Inclusion

Pre-Licensed/
3000 Club

Technology/
Website/
Social Media



Chapters Playbook

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- 7 About USCC



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- 8 USCC Affiliate Chapters Implement the Strategic Plan
- 8 Advocacy and Government Relations
- 9 Education/Certification
- 10 USCC Infrastructure
- 10 Marketing, Communications, and Public Relations



11 Chapter Support: Go Team!

- 11 How USCC Supports the Affiliate Chapter Network
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- 13 Experienced Affiliate Chapters
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The Minnesota Composting Council Plate to Garden



Board Volunteers

Affiliate Chapter Events

The events held by USCC's affiliate chapters are only limited by creativity and geography!

Some chapters focus on tours and visits, like Minnesota Composting Council, which is well known (especially pre-Covid) for scheduling plant [tours and workshops](#) around the state.

Others focus on training, such as the Iowa Composting Council, which takes on the role of helping its local compost industry members become re-certified by [sponsoring compost training](#).

Timing

1014, the Minnesota Composting Council (MNCC) tried to establish a unique, educational program that would increase awareness about the benefits of composting and the community involved. This led to the getting the community involved in the Plate to Garden (PTG) program which replicates the loop on growing food, eating food, and using food scraps back into soil to grow food again.

collaboration with local compost facilities are what makes these events possible. The MNCC helps to coordinate the delivery of certified compost from the facility to the site where the event takes place. The Plate to Garden sets provide the opportunity for groups including schools, community organizations and more to raise money while scaling the community about the benefits of composting using finished compost.

Timing Timeframe

Planning a Plate to Garden event requires about 6 weeks to ensure enough time to mobilize volunteers and advertise the event. The Minnesota Composting Council has designated person to work with the civic groups to

the groups with the necessary supplies such as gloves, shovels, signage, and vests, while the civic groups must raise volunteers to bag the compost and provide a host site where the event is held. The civic group sets their own price for each bag of compost so that the proceeds can cover the cost of the bags and the compost delivery fee. Any money left over goes to the group.

Resources Needed

- Volunteers
- Site

Provided by MNCC

- Bags: 50/bag (bags hold 20 lbs.)
- Gloves
- Signs
- Barriers
- Compost: this is donated by the MNCC's member composters and delivered on the day of the event.

Note: The only charges to the organization holding the event are the cost for the delivery of the compost and



For Leaders
Achieving Excellence
AIC Logo Usage
Finance and Insurance
Inn Management System
InnSight
Leadership Development
Leadership Labs
Mentoring
Plaques and Certificates
Program Library
Virtual and Hybrid Meeting Resources

Leadership Development

The American Inns of Court is committed to supporting Inn leaders as they endeavor to advance our shared mission and provide their Inn members with a [high-quality member experience](#).

Cultivating effective Inn leaders not only helps to ensure effective Inn management practices, but also results in a positive membership experience for everyone. Our [directors of chapter relations](#) provide ongoing guidance and support to Inn leaders, along with relevant leadership tools and resources in a variety of formats. The national office also provides opportunities for Inn leaders to share ideas and connect with each other on ways to manage similar leadership challenges.

Leadership Development Resources:

- **Leadership Handbook**—This comprehensive handbook outlines all aspects of Inn management.
- **Leadership Labs**—These monthly [live virtual sessions](#) are designed to provide concise training on specific Inn management topics, as well as networking opportunities for Inn leaders around the country.
- **Leadership Workshops**—In-person luncheons or half-day meetings, facilitated by a director of chapter relations, designed to bring together leaders from multiple Inns to exchange ideas and identify solutions to shared challenges. These customizable sessions are tailored to address multiple topics with agendas developed by local Inn leaders and a director of chapter relations. Contact your [director of chapter relations](#) to coordinate a Leadership Workshop in your area.
- **Leadership Networking Breakfast**—This networking breakfast is held in conjunction with the [Inns of Distinction Gala](#). Inn leaders from across the country meet with one another to identify the biggest challenges facing the future of the profession and how Inns can be prepared to address those challenges. A summary of the session outcomes is shared in an article in [The Bench](#) and on our website.
- **Inn Leader Orientation**—This [online resource](#) includes brief videos that provide an overview of the typical responsibilities of common leadership positions on the executive committee, along with links to supporting documents and resources.

Inn leaders are encouraged to take advantage of these leadership development resources and share their thoughts about future leadership topics with their [director of chapter relations](#).

- Monthly virtual leadership labs
- Video tutorials
- Online chapter leader orientation
- Interactive volunteer learning framework (*in development*)



<https://propelnonprofits.org/resources/format/video/>

CHAT

Let's crowdsource

Resources

- Download the [Volunteer Learning Journey White Paper](#) (free)
- [Coaching Volunteer Leaders: Tips for creating a 12-month strategy](#) (free)
- Check out advice in [Where to Start in Training Volunteers](#)
- Download [The Feedback Alternative: FeedForward](#) for a look at shifting to a coaching role to develop volunteer (free)
- Read [4 Stories](#) from associations on shifting training
- Read [Chapter Training: Available at the moment of need](#)
- Read more on Adult Learning: [Adult Learning 101 for Edupreneurs](#) and [How to Lead a Masterclass: Effective Strategies for Teaching Adult Learners](#)



Tap us for...

Billhighway

With Billhighway, you can see chapter performance data in real time—no more nagging chapters for:

- Current financial reporting
- Chapter member engagement data
- Number of events they're hosting
- Types of events they're hosting
- Percentage of members and non-members attending

Want more? [Contact us](#) for a 15 minute chat.

Mariner Management

Your chapters need help? You need help with your chapters?

- Discovering your chapter ROI
- Innovating your chapter structure
- Rethinking your volunteer strategy
- Training & developing chapters leaders

Want more? [Contact us](#) for a 15 minute chat.



Thank You!



billhighwaySM

impexium

