

Mastering Your Volunteer Liaison Role

A program for association staff working with and managing volunteers



Frequently Asked Questions...

**More questions? Contact Mariner Management at info@marinermanagement.com or 301-715-2508.*

Who is the target audience?

This program is ideal for staff managing volunteer programs and staff liaisons to specific volunteer groups whether you are new to the role or a seasoned pro.

When and where will the session(s) take place?

Mastering Your Volunteer Liaison (2-part program):

- Part 1 will be held via Zoom on Tuesday, January 28 from 3 p.m. to 4:15 p.m. ET.
- Part 2 will be held on Thursday, January 30 at the Higher Logic Office Conference Room in Arlington VA.

As we get closer to the event, you will receive a detailed email with meeting locations and virtual meeting log-in.

Navigating Your Volunteer Liaison Role (virtual session only): The session will be held via Zoom on Tuesday, January 28 from 3 p.m. to 4:15 p.m. ET. As we get closer to the event, you will receive a detailed email with virtual meeting info and log-in.

I'm confused. What is the difference between Mastering Your Volunteer Liaison Role and Navigating Your Volunteer Liaison Role?

Mastering is an advanced two-part program consisting of a virtual basics session (part 1) followed by an in-person deeper dive (part 2) into the liaison world.

Navigating is a virtual basics course on being a volunteer liaison. It does not include the in-person session.

**You may sign up for the full Mastering program or just the Navigating virtual session.*

Is the Navigating virtual event the same as Mastering Part 1?

Great question! Yes, Navigating is a virtual basics course, plus Part 1 of the 2-part Mastering program. If you are attending the full program, we encourage you – *at no cost* – to participate in the virtual session as we will be building upon the skills learned during Part 2 of the program.

If you are registered for the Navigating basics course only and are interested in learning more about the full 2-part program, contact Mariner Management or visit the website at www.marinermanagement.com.

How much does it cost to attend?

The 2-part Mastering program (1 virtual + 1 in-person session) is \$279 and includes lunch and refreshments at the in-person session. Organizations that send 4 or more can save \$20 off each ticket.

The Navigating virtual only session is \$50 per person.

What is the deadline for registration?

Registration is open through Monday, January 27.

Note: If you are unable to attend the virtual session, you will receive a link to a recording (*Mastering attendees will need to watch the recording prior to the January 30th session as the information will not be repeated.*)

If you are registered for the virtual option only, and you have a last-minute opportunity to attend the in-person session as well, please contact Mariner Management. We'd love to get you in!

Can I cancel my registration and receive a refund?

Yes, you can request a refund by Monday, January 27, 2025. You may also transfer your registration to a colleague at no charge. Please contact Mariner Management to make the request.

I'm registered for the full program. What happens if I can't attend the virtual session but can attend the in-person session?

Part 1 will be recorded. Please note that the information covered in the virtual session will not be covered in the January 30 session, so we encourage you to schedule time to attend or view the recording prior to January 30. Also note, the in-person workshop will not be recorded.

I am registered for Navigating (virtual only) and now I can't attend, what are my options?

Sorry to hear you can't join us live; however, you can still get the training. By registering, you will receive a link to the recording and the handouts. You also have the option to transfer the registration or get a refund if you are within the refund period.

If I attend Navigating, can I add the in-person session after the fact?

You are welcome to attend if space is available! To check, please contact us at 301-725-2508 or info@marinermanagement.com. You can also check with us during the virtual training.

In-person session (January 30):

What can I expect at the in-person event?

The day will include individual and group exercises to support learning concepts as well as ample time for conversations, questions, and sharing. Doors open at 9 a.m. so be sure to come early for some extra networking!

This program also includes a 75-minute virtual session on Tuesday, January 28, as well as two exercises to be completed prior to the in-person session: A Readiness Assessment and a reading assignment. **If you cannot attend the virtual session, please be sure to view the recording as the information will not be repeated.*

Will there be food and drinks available at the in-person event?

Of course! The fee includes lunch, snacks and refreshments (coffee/tea/water/sodas). Please contact Mariner if you have any food allergies.

Is parking available?

There are both paid and ample street parking options. Parking is available Monday through Friday from 6 AM to 8 PM for \$11 daily rate in the building's lot. The garage entrance is on N. Vermont Street, directly across from the Westview Building.

Is public transportation available?

Yes, the office is three blocks from the Ballston-MU metro station.

Are there any accessibility accommodations available?

Please contact Mariner Management in advance to discuss any accommodations you may need.

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