



ACHIEVING THE EXTENSION MISSION THROUGH VOLUNTEERS

Identifying when and how to have challenging conversations with volunteers.



AEMTV 2.0! A deep dive in to managing conflict brought to you by the North Central Region Volunteer Specialists.

AEMTV 2.0 is the next step to growing your skills when it comes to working with volunteers. This short, week and a half long professional development opportunity builds upon the concepts and resources presented during Module 5: Coaching of the original Achieving the Extension Mission course. This training is intended to equip staff to identify when and to have challenging conversations with volunteers.

WHEN: March 4th, 2025 - March 13th, 2025
ESTIMATED TIME: 8-10 hours, including 4 live webinars.
COST: \$75
REGISTRATION: Closes February 15th, 2025

<https://learning.umn.edu/search/publicCourseSearchDetails.do?method=load&courseId=35817144&courseTitle=aemtv-2-0&selectedProgramAreaId=18892&selectedProgramStreamId=18959>

This opportunity is open to individuals who have previously taken the Achieving the Extension Mission through Volunteerism course.

MODULE 1: PREVENTION

Objectives:

- Define volunteer non-compliant behavior
- Understand importance of preventing instances of non-compliant behavior
- Identify university resources prevent conflict
- Build skills to coach volunteers back into compliance with university policies

**MARCH 4TH
10:00AM CT**

**MARCH 6TH
10:00AM CT**

MODULE 2: RESPONSE

Objectives:

- Assess levels of non-compliant, volunteer behavior between low and high
- Identify appropriate response to non-compliant behavior
- Understand the importance of communicating with stakeholders during high-level conflicts
- Build skills and knowledge to develop a response plan aligned to level of

MODULE 3: RESOLUTION

Objectives:

- Understand the importance of following up with stakeholders after crisis event.
- Practice skills of managing potentially volatile (high-level) conflict.
- Demonstrate a response plan appropriate for a high-level conflict.

**MARCH 11TH & 13TH
10:00AM CT**

At the end of the week, you will walk away with the tools to identify when to have challenging conversations with volunteers and a response plan that fits the unique policies and procedures of your land-grant institution.

