



## Conflict Conversations

2023 & 2025



## Volunteer Identification

2024



## Volunteer Boards

2025



## Volunteer Systems

2026



# AEMTV 2.0

NECV 2025 Lighting Talk

**Continuing the Education  
from the Achieving the  
Extension Mission Course**





**NORTH CENTRAL REGION**  
Volunteer Specialists

# AEMTV 2.0

**Identifying When and how  
to have challenging  
conversations with  
volunteers.**

2023 & 2025





# Course Overview

## 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**

**Office Hours:** March 7th at 10:00 AM CT and March 12 at 12:00 PM CT





# AEMTV 2.0

## Data Driven Volunteer Identification

2024



# Course Overview

## Objectives:

- Understand what makes high quality reliable data
- Discover high quality data and where you can find it
- Develop skills for interpreting data sets
- Gather and assess community data
- Identify current volunteer data and note strengths and weaknesses, population trends and identify audiences that are underrepresented.
- Be able to define parity and understand Extension's commitment to equity
- Identify areas for growth.

February 13 & 15 Webinars

## February 20 Webinar

### Objectives:

- Develop a narrative explaining data.
- Identify opportunity gaps
- Discover outreach and retention strategies
- Develop a recruitment plan

### Objectives:

- Share their presentations and receive feedback from facilitators.
- Assess organizational readiness for change.
- Explore Tuckman's Model.

February 22 Webinar







**NORTH CENTRAL REGION**  
Volunteer Specialists

# **AEMTV 2.0: Working with Volunteer Boards**

2025



# Course Overview



February 4th  
10:00AM CT

**Module 1:**  
Staff Role in  
Effective Boards:  
How to Lead

## **Module 2:**

Defining Board  
Responsibilities:  
How to Support  
Board Roles

February 6th  
10:00AM CT

February 11th  
10:00AM CT

**Module 3:**  
Functionality of a  
Board: How the  
Board Works

February 13th  
10:00AM CT

**Module 4:**  
Operation of the  
Board: How to  
Manage the Board

## **Module 5:**

Implementing  
the Plan: How to  
Move Forward

February 20th  
10:00AM CT







**NORTH CENTRAL REGION**  
Volunteer Specialists

NCR 4-H Volunteer Specialists present:

**Achieving  
the Extension Mission  
Through Volunteers**



## AEMTV 2.0

### NEXT STEP FOR EXTENSION PROFESSIONALS WORKING WITH VOLUNTEERS

**99%** of Extension professionals agreed content was relevant to the work they do.

**93%** of Participants Felt More Prepared to Respond to Complex Situations with Volunteers.

**4.5/5** Overall Effectiveness rating for course facilitators.

**95%** would recommend these courses to a colleague.

**100%** of professionals improved in course skills, objectives and knowledge.

“This was an excellent course. The resources and networking with participants and facilitators was invaluable.”

#### 4 COURSE OFFERINGS

- Working with Volunteer Boards
- Identifying When and How to Have Challenging Conversations with Volunteers
- Data Driven Volunteer Identification
- Creating Connections to Lead to Retention

2-3 week course offerings vary based on needs of Extension professionals.

Dive deep into AEMTV course concepts and equip yourself with tools for working with volunteers!



Professionals from all areas of Extension have been represented!



“This is such a relevant course; the resources you provided were outstanding, practical, applicable; instructors were knowledgeable and their experience in this area showed.”



**Be on the look out for AEMTV 2.0 in 2026!**

<https://bit.ly/AEMTV20>





**NORTH CENTRAL REGION**  
Volunteer Specialists

# THANK YOU

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