

HAVA HAPPENINGS!

MAY 2008

Number 12



The volunteer
leadership resource.

Greetings!

So, how was your Volunteer Appreciation Week? Did you throw a big party? I recently asked someone that same question, and they said they don't do a big recognition event. Instead they compose handwritten notes, make sure they smile, and say thank you . . . and of course, provide meaningful volunteer opportunities. No matter what you did to recognize your volunteers, I hope you've had a very enjoyable April!

And hopefully, you have time to take a break. Come and relax at the HAVA Social Mixer this coming Wednesday May 7 at 5:30 p.m. We are meeting at *Salud! Winery* on Montrose. Happy Hour priced glasses of wine and complimentary hors d'oeuvres, combined with your peers and great conversation.

Looking forward to our seeing you very soon!

Best wishes,

Fiona

Fiona Dawson
HAVA President

Please contact the Membership Committee with questions or ideas on what you'd like to see within HAVA. Send email to membership@hava.org.

John Hickernell	Fiona Dawson
2008 President Elect	President

[Join Our Mailing List!](#)

The 2008 Board of Directors

President

Fiona Dawson
Compass Bank Wealth
Management Group
president@hava.org

President-Elect

John Hickernell
Consultant
jhickernell@sbcglobal.net

Treasurer

Shane McShane
McShane Insurance
houtexan1@att.net

Secretary

Andrea Anders
Houston Zoo
mailbox@hava.org

COMMITTEE CHAIRS

Education

Mary Southwick
Better Business Bureau
education@hava.org

Marketing & Media

Larry J. Leonard
West Houston Assistance
Ministries, Inc. (WHAM)
LJL@whaministries.org



MAY LUNCH TRAINING

**HAVA presents
a session on managing difficult
issues or problem situations**



TOPICS: Working With Difficult Volunteer Situations

LOCATION: Bo's Place, 10050 Buffalo Speedway,

DATE: Wednesday, May 21

TIME: 11:30 a.m. - 12 p.m.
Networking and Lunch
12 p.m. - 1 p.m.
Presentation and Q&A

SPEAKER: Richard K Murray, Director
Office of Performance Improvement
The University of Texas, M.D. Anderson Cancer Center

COST: FREE for members,
and \$5 non-members,
but only if you RSVP by May 16th.

Lunch is included and
you may pay at the door.

**RSVP to John Hickernell by May 16th
by email: jhickernell@sbcglobal.net
or, by phone: (713) 572-7831.**

About the Presenter: Rick Murray leads the Academy of Performance Improvement, an internal and external consulting group of industrial engineers specializing in improving healthcare delivery systems and business processes.

He also serves as the Director of the Center for Healthcare Excellence at MD Anderson, a patient safety organization and an applied research unit for the development and deployment of improved processes and systems in healthcare. Rick is also a mediator for the Better Business Bureau and the Harris County Dispute Resolution Center.

Membership

Debbie Gregg
Consultant

debralyngregg@yahoo.com

MEMBERS AT LARGE

Education

Gwyndlen Holt

Houston Area Women's Center

Community Relations

Mary Moreno
Consultant

BOARD ACTIVITIES

* **HAVA Board meeting**

Wednesday, May 14th at 5:30 in the Omega House Conference Room, located at 502 Branard, near Montrose.

* **HAVA Lunchtime Training**

Please attend the Lunch Training Session, Wed., May 21, at the Upper Kirby District. See details at left to register.

CVA Info

To help you study for the upcoming CVA test, please click here.

You will be taken to the HAVA website for a list of study materials.

Good Luck!

2008 Mayor's Volunteer Houston Awards

Tuesday May 6, at the Intercontinental Hotel
6:15pm reception, 7:00pm dinner.

**Awards will be given in 8 categories for outstanding volunteerism
in the greater Houston area.**

City of Houston Mayor Bill White will present the awards.

2008 Honorees include:

Guy Harrison

Suchu, Inc.

John Darnell

The Salvation Army Boys & Girls Club of Metropolitan Houston

Tanya Chen

Houston Young Artist's Concert

Dr. James B. Bennett

Shriner's Hospital for Children-Houston

Michael Graves

The Periwinkle Foundation

George Sayre, DDS

Healthcare for the Homeless-Houston

Wyn Norris

Spring Branch Independent School District

Anar Gulamali

Ismaili Volunteers

Paul Beck

The Salvation Army

Noah Rattler

SEARCH Homeless Center

Sharla Wertheimer

Seven Acres Jewish Senior Care Services

Lorraine Cherry, PhD

Friends of 11th Street Park

Mark Parthie

Avenue Community Development Corporation

Raj Mashruwala

SCORE Chapter 37 (Houston)

Elizabeth Asher & John Kane

Rescue Bank

Expanding Your Horizons In Science and Mathematics

2008 National Conference on Volunteering and Service

Registration is now open for the 2008 National Conference on Volunteering and Service and the Advanced Institute on Volunteer Management.

The 2008 National Conference takes place June 1-3 in Atlanta, GA. For details on the conference sessions, hotels, registration rates (LOWER this year!), keynote speakers and special events, please visit www.volunteeringandservice.org.

This is a unique professional development opportunity!

The Advanced Institute on Volunteer Management

Take advantage of this unique opportunity to get high-level learning from world-

class volunteer management experts without having to leave the country. This 3-day intensive institute provides a range of learning formats, including large-group forums, hands-on workshops, and small support circles that provide personalized input into your professional development planning.

You'll learn with other highly-experienced volunteer resource managers and focus on key issues facing your program. You'll receive in-depth resources to take you well beyond the basics.

Institute topics include:

Leading and Managing Change
Building Effective Teams
Shaping Demographics in Volunteer Programs
Risk Management
Advanced Volunteer Retention
Creating Values for the Volunteer Program
Monitoring and Evaluating Volunteers
Developing Your Leadership Style
Working with Difficult Volunteers
Ethical Issues
and many others

INSPIRING QUOTATIONS



"Love involves a peculiar unfathomable combination of understanding and misunderstanding."

~ Diane Arbus

"We must never permit the voice of humanity within us to be silenced. It is man's sympathy with all creatures that first makes him truly a man."

~ Albert Schweitzer

"Only the weak are cruel. Gentleness can only be expected from the strong."

~ Leo F. Buscaglia

"Nothing is so strong as gentleness, nothing so gentle as real strength."

~ St. Francis de Sales

"Do not go gentle into that good night, Old age should burn and rave at close of day; Rage, rage against the dying of the light."

~ Dylan Thomas

May gives
you time to
plan your
summer.

HAVA's Mission is to Elevate, Educate, and Empower volunteer administrators in the greater Houston area. We provide quality training at an affordable price. For 2008, thanks to a grant from Chevron, training will be FREE for members and \$5 for first time non-members. Exceptions may be made for special series or if there are increased costs for out-of-town presenters.

JOIN HAVA NOW! Download the membership form at www.hava.org