



Volunteer Manual

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Dear ATD 2018 International Conference & Exposition Volunteer:

Thank you for agreeing to volunteer your time at ATD's International Conference & Exposition, May 6-9, 2018, in San Diego, CA.

Traditionally, the local ATD chapter in the host city manages the Volunteer Program and recruits volunteers to provide assistance at the conference. The contribution of volunteers is extremely important to the success of the conference. ATD staff and all conference attendees benefit from and greatly appreciate your contribution.

We are committed to providing the necessary information and resources you need to be prepared to help make this conference a success. We could not do it without you.

On behalf of the San Diego Chapter, ATD National, and the many participants at the conference, we thank you again for your support. We look forward to working with you and trust your volunteer experience will be enjoyable!



Sincerely,

Rebecca Everett, MS

Volunteer Chair, ATD 2018 International Conference & Exposition Volunteer Program

Volunteer Office – Room 1B

Volunteer Office Phone Number: 619.525.6219

Rebecca Everett, MS

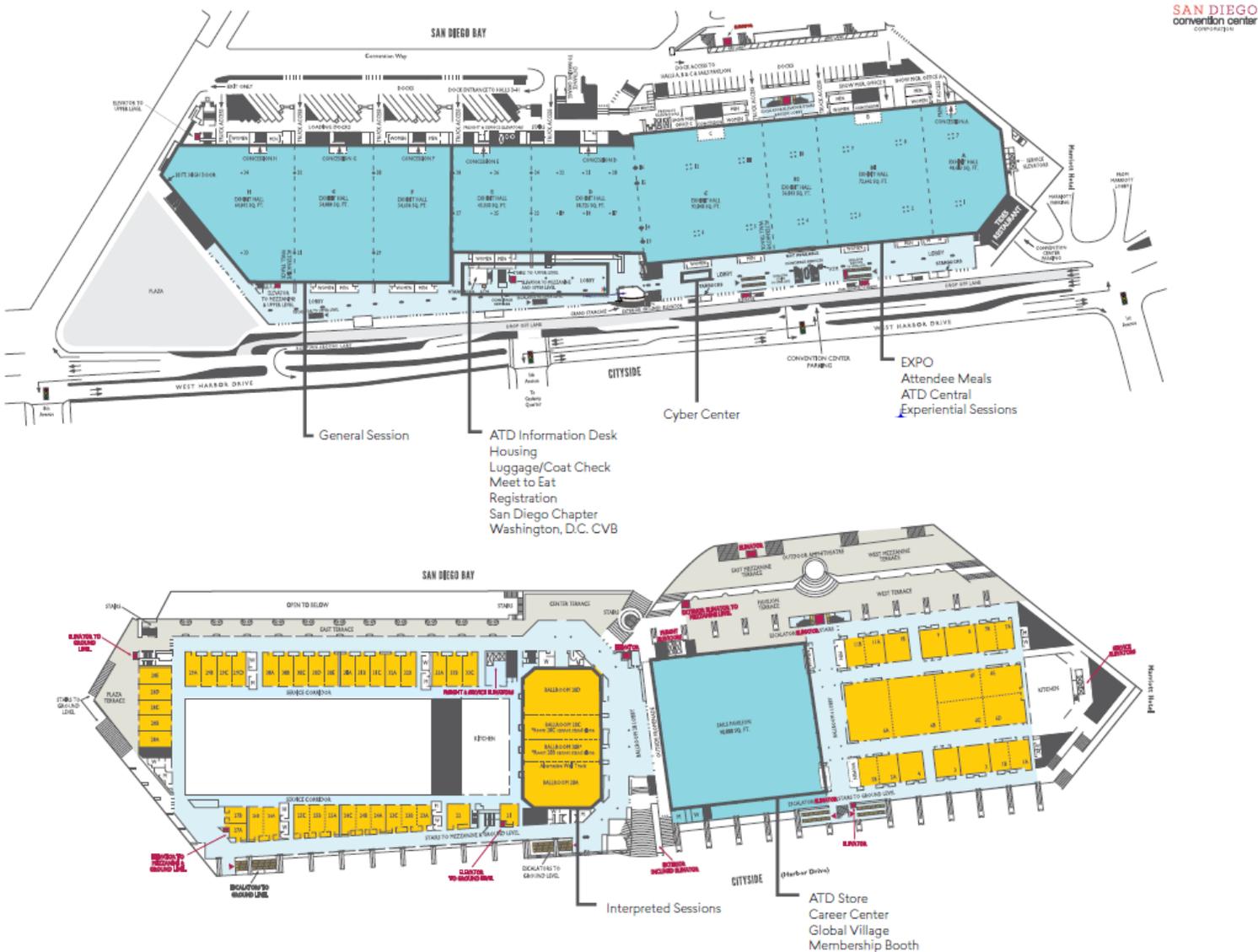
Volunteer Program

San Diego Chapter

Date	Day Manager 1	Day Manager 2
Thursday, May 3	Rebecca Everett	
Friday, May 4	Nancy McMonigal	
Saturday, May 5	Norma Hernandez	Amy Osback
Sunday, May 6	Josh Maleef	Catherine Zundel
Monday, May 7	Ray Valenzuela	Annette Weinstein
Tuesday, May 8	Constantine Bautista	Mario Reina
Wednesday, May 9	Annette Weinstein	Kevin Mayfield

2018 Conference Facilities

Most activities will take place in the **San Diego Convention Center, 111 West Harbor Drive, San Diego, CA, 92101**. Please refer to the Program Guide for exact locations; the facility and room number will be identified. Also, below and in the Program Guide, you will find floor plans for the San Diego Convention Center. Review them carefully and become as familiar as possible with the facility.



Helpful Information and Links

Parking at the San Diego Convention Center

On-site private vehicle parking is available at the convention center's 1,950-vehicle underground garage located below the building. Enter the parking garage on Harbor Drive between First Ave. and Fifth Ave. Directly across the street from the convention center, on the corner of Harbor and 8th Ave., is a 2,000 space parking structure. Go to www.visitsandiego.com/maps for daily rates and regulations.

- Payment is due upon entry and there are no in and out privileges.
- There are 31 ADA compliant parking stalls with elevator access to the convention center.
- No overnight or RV parking is permitted.

Volunteer Parking Instructions

- The SDCC parking garage is located under the west side of the convention center, as is the Volunteer Office, Room 1B. Volunteers will enter the parking garage via the main entrance on Harbor Drive, between First Ave. and Fifth Ave.
- Once parked, proceed via signage to the ground level front walkway. There are stairs and elevators located along the parking garage.
- From the front walkway, enter the convention center either at Lobby B or Lobby C. Take the escalators, elevator or stairs to the upper level. The Volunteer Office, Room 1B, is in the first row of meeting rooms on the upper level.

Parking Around Downtown

Off-site parking is available at numerous nearby parking lots and garages in downtown San Diego, many within walking distance of the center. Lots and garages are individually owned and operated, prices vary by location. Finding parking downtown is a lot easier thanks to www.parkitDTSD.com.

Metered street parking is available in some areas. Parking meters are enforced Monday through Saturday, from 8 a.m. until 6 p.m., unless otherwise posted. Metered spots are free on Sunday and designated holidays. Meters accept nickels, dimes, quarters, and prepaid electronic debit cards.

Transportation From The Airport

The Metropolitan Transit System (MTS) offers fast and convenient service from the airport to the Convention Center. MTS operates the San Diego Trolley, with a stop right outside the building. In addition to the trolley, The Flyer, MTS bus route 992, directly services the airport and the downtown area.

You can also use a taxi, Uber, Lyft to get to your final destination.

Schedule at a Glance

Time	Thursday-Friday May 3-4	Saturday May 5	Sunday May 6	Monday May 7	Tuesday May 8	Wednesday May 9	Time		
7:00 a.m.							7:00 a.m.		
7:30 a.m.							7:30 a.m.		
8:00 a.m.				General Session President Barack Obama 8:30-9:30 a.m. (Doors Open at 7:45 a.m.)	General Session Marcus Buckingham 8-9:30 a.m.	Concurrent Sessions 75 minutes 8:15-9:30 a.m.	8:00 a.m.		
8:30 a.m.	Certificate Programs 8:30 a.m.-4:30 p.m.	Certificate Programs 8:30 a.m.-4:30 p.m. Preconference Workshops 8:30 a.m.-4:30 p.m.		EXPO OPEN	EXPO OPEN	EXPO OPEN	8:30 a.m.		
9:00 a.m.								9:00 a.m.	
9:30 a.m.								9:30 a.m.	
10:00 a.m.					International Orientation ATD 2018 Preview 10-11 a.m.	EXPO OPEN	Concurrent Sessions 75 minutes 10-11:15 a.m.	Concurrent Sessions 60 minutes 10-11 a.m.	10:00 a.m.
10:30 a.m.									10:30 a.m.
11:00 a.m.									11:00 a.m.
11:30 a.m.						EXPO Lunch 11:30 a.m.- 12:45 p.m.	EXPO Lunch 11:30 a.m.- 12:45 p.m.	EXPO Lunch 11:30 a.m.- 12:45 p.m.	11:30 a.m.
12:00 p.m.					Concurrent Sessions 75 minutes 11:45 a.m.-1 p.m.				12:00 p.m.
12:30 p.m.									12:30 p.m.
1:00 p.m.						Concurrent Sessions 75 minutes 1-2:15 p.m.	Concurrent Sessions 60 minutes 1-2 p.m.		1:00 p.m.
1:30 p.m.			Concurrent Sessions 60 minutes 1:30-2:30 p.m.			Concurrent Sessions 60 minutes 1:30-2:30 p.m.	1:30 p.m.		
2:00 p.m.					Ice Cream Break 2-3 p.m.		2:00 p.m.		
2:30 p.m.							2:30 p.m.		
3:00 p.m.			Concurrent Sessions 60 minutes 3-4 p.m.	Concurrent Sessions 60 minutes 3-4 p.m.	Concurrent Sessions 60 minutes 3-4 p.m.	General Session Connie Podesta 3-4 p.m.	3:00 p.m.		
3:30 p.m.							3:30 p.m.		
4:00 p.m.						CONFERENCE ENDS	4:00 p.m.		
4:30 p.m.			Concurrent Sessions 60 minutes 4:30-5:30 p.m.	Concurrent Sessions 60 minutes 4:30-5:30 p.m.	Concurrent Sessions 60 minutes 4:30-5:30 p.m.		4:30 p.m.		
5:00 p.m.		ATD 2018 Preview 5-6 p.m.					5:00 p.m.		
5:30 p.m.			Annual Meeting 5:30-6:30 p.m.				5:30 p.m.		
6:00 p.m.			Meet to Eat 6 p.m.		Meet to Eat 6 p.m.		6:00 p.m.		
6:30 p.m.							6:30 p.m.		
7:00 p.m.				ATD Networking Night 7-11 p.m.			7:00 p.m.		

EXPO HOURS

Monday, May 7
9:30 a.m.-3 p.m.
Tuesday, May 8
9:30 a.m.-3 p.m.
Wednesday, May 9
9:30 a.m.-1:30 p.m.

REGISTRATION HOURS

Thursday, May 3
2-6 p.m.
Friday, May 4
7 a.m.-6 p.m.
Saturday, May 5
7 a.m.-6 p.m.
Sunday, May 6
7:30 a.m.-6:30 p.m.

Monday, May 7
7 a.m.-6 p.m.
Tuesday, May 8
7 a.m.-6 p.m.
Wednesday, May 9
7 a.m.-4:15 p.m.

ATD STORE HOURS

Saturday, May 5
4-6 p.m.
Sunday, May 6
7 a.m.-6 p.m.
Monday, May 7
7 a.m.-6 p.m.
Tuesday, May 8
7 a.m.-6 p.m.
Wednesday, May 9
7 a.m.-5 p.m.

ATD 2018 Board of Directors



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Organizational Effectiveness
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ATD 2018 Official Conference Hotels

- Andaz Hyatt San Diego
- Courtyard by Marriott Downtown
- Courtyard San Diego Gaslamp
- Embassy Suites San Diego Bay
- Hard Rock Hotel San Diego
- Hilton San Diego Bayfront
- Hilton San Diego Gaslamp Quarter
- Hilton San Diego Harbor Island
- Horton Grand Hotel
- Hotel Indigo San Diego Gaslamp Quarter
- Hotel Republic San Diego
- Hotel Z
- Kimpton Palomar San Diego
- Kimpton Solamar Hotel
- Manchester Grand Hyatt
- Omni San Diego Hotel
- Pendry San Diego
- Residence Inn San Diego
- San Diego Marriott Gaslamp Quarter
- San Diego Marriott Marquis & Marina
- Sheraton San Diego Hotel & Marina
- Sofia Hotel
- SpringHill Suites San Diego Bayfront
- The Bristol Hotel
- The Westgate Hotel
- U.S. Grant Hotel
- Westin San Diego Gaslamp Quarter
- Wyndham San Diego Bayside

ATD 2018 Shuttle Schedule

Shuttle Buses

Complimentary shuttle service is provided between the San Diego Convention Center and the following official conference hotels:

- Andaz Hyatt San Diego
- Courtyard by Marriott Downtown
- Embassy Suites San Diego Bay
- Hilton San Diego Harbor Island
- Hotel Republic San Diego
- Kimpton Palomar San Diego
- Manchester Grand Hyatt
- Residence Inn San Diego
- Sheraton San Diego Hotel & Marina
- Sofra Hotel
- SpringHill Suites San Diego Bayfront
- The Bristol Hotel
- U.S. Grant Hotel
- Westin San Diego Gaslamp Quarter
- Wyndham San Diego Bayside

The remaining official conference hotels are within walking distance. Please note that all official conference hotels will have shuttle service for the Monday evening ATD Networking Night.

Complete route information and schedules are available at the convention center and participating hotels. For special needs transportation, please call the ATD Shuttle Desk located in Lobby D.

Shuttle Service to the San Diego Convention Center

Complimentary shuttle service is provided between the San Diego Convention Center (SDCC) and the official ATD hotels listed here. Please check the sign in your hotel lobby for additional information and changes. If you have questions about the shuttle or need to make an advance reservation for a wheelchair-accessible vehicle, please call Kushner & Associates at 310.210.2130.

Hours of Operation		
Friday, May 4	7:30 - 9:30 a.m. 9:30 a.m. - 4 p.m. 4 - 8:30 p.m.	Every 30 minutes NO SHUTTLE SERVICE Every 30 minutes
Morning buses depart from both the SDCC and hotels at 9:30 a.m.		
Saturday, May 5	7:30 - 10:30 a.m. 10:30 a.m. - 3:30 p.m. 3:30 - 6:30 p.m. *	Every 30 minutes NO SHUTTLE SERVICE Every 30 minutes
Morning buses depart from both the SDCC and hotels at 10:30 a.m.		
Sunday, May 6	7 - 10 a.m. 10 a.m. - 4 p.m. 4 - 7 p.m. *	Every 10-15 minutes Every 20-25 minutes Every 10-15 minutes
Monday, May 7	7 - 10 a.m. 10 a.m. - 4 p.m. 4 - 7 p.m. *	Every 10-15 minutes Every 20-25 minutes Every 10-15 minutes
Tuesday, May 8	7 - 10 a.m. 10 a.m. - 4 p.m. 4 - 7 p.m. *	Every 10-15 minutes Every 20-25 minutes Every 10-15 minutes
Wednesday, May 9	7 - 10 a.m. 10 a.m. - 2 p.m. 2 - 5 p.m. *	Every 10-15 minutes Every 20-25 minutes Every 10-15 minutes

* Indicates last time shuttle departs SDCC returning to hotels.
Last shuttle departs hotels coming to SDCC 60 minutes prior to this time.

NOTE: Route 5 has scheduled service to and from the SDCC. Please check the sign in your hotel lobby for exact departure times.

Networking Night

Networking Night at USS Midway Museum Monday, May 7, 2018

SHUTTLE SERVICE

6:45 - 7:45 p.m.
Shuttle service from Routes 1-6 going to
USS Midway Museum
approximately every 15-20 minutes.

7:45 - 11:30 p.m. *
Return shuttle service provided from the
USS Midway Museum
returning to Routes 1-6 every 15-20 minutes.

* Last departure from USS Midway Museum returning to hotels is 11:30 p.m.



If you have questions about the shuttle or need to make an advance reservation for a wheelchair-accessible vehicle, please call Kushner & Associates at (310) 210-2130.



Route Listing of Hotels

Boarding location hotels are bolded and listed in order of pickup

<u>ROUTE</u>	<u>BOARDING LOCATION</u>
Route 1 - Boards at SDCC Hall F	
Stop #1 Westin San Diego Gaslamp Quarter	Curbside on 1st Avenue
Sofia Hotel	At Westin San Diego Gaslamp Quarter
The Bristol Hotel	At Westin San Diego Gaslamp Quarter
Route 2 - Boards at SDCC Hall E	
Stop #1 U.S. Grant Hotel	Curbside on 4th Avenue
Stop #2 Courtyard by Marriott Downtown	Curbside on 6th Avenue
Andaz Hyatt San Diego	At Courtyard by Marriott Downtown
Kimpton Palomar San Diego	At Courtyard by Marriott Downtown
Route 3 - Boards at SDCC Hall C	
Stop #1 Embassy Suites San Diego Bay	Curbside on Pacific Highway
Stop #2 Manchester Grand Hyatt	Curbside on Harbor Drive
Route 4 - Boards at SDCC Hall B/C	
Stop #1 Hotel Republic San Diego	Curbside on B Street
Stop #2 Wyndham San Diego Bayside	Curbside on Harbor Drive
Stop #3 Residence Inn San Diego Bayfront	Curbside on Pacific Highway
Stop #4 SpringHill Suites San Diego Bayfront	Curbside on Pacific Highway
Route 5 - Boards at SDCC Hall A <i>(Please see the sign in your hotel lobby for shuttle schedule)</i>	
Stop #1 Sheraton San Diego Hotel & Marina	Marina Tower, curbside on Harbor Island

Hotels within walking distance of the San Diego Convention Center

The following hotels are within walking distance of the San Diego Convention Center, therefore no shuttle service is provided for daily events. 

Note: Shuttle service is only available on Monday for Networking Night at USS Midway Museum.

<u>Walk Hotels / Route 6</u>	<u>Boarding Location</u>
Courtyard San Diego Gaslamp	At Hotel Indigo
Hard Rock Hotel San Diego	At Omni
Hilton San Diego Bayfront	Curbside on Gull Street
Hilton San Diego Gaslamp Quarter	At Omni
Horton Grand Hotel	At Hotel Indigo
Hotel Indigo San Diego Gaslamp Quarter	Curbside on 9th Street
Hotel Z	At Hotel Indigo
Kimpton Solamar Hotel	At Hotel Indigo
Pendry San Diego	At Hotel Indigo
San Diego Marriott Gaslamp Quarter	At Omni
San Diego Marriott Marquis & Marina	Hotel front entrance, at waterfall
Omni San Diego Hotel	Curbside on L Street

General Information

Volunteers are vital to the success of the ATD 2018 International Conference & Exposition and we value your efforts. Attendees may not see all the behind-the-scenes work performed by volunteers, but they appreciate the warm smiles, the directions, and the answers to their questions. The following information will make your job easier, so please take the time to read it.

All Volunteers are required to:

- **Check in** with the Volunteer Office each day you are assigned to work and whenever you are using your complimentary day. This is where you will receive your badge to begin your scheduled shift. The Volunteer Office is in **Room 1B** of the San Diego Convention Center.
- **Check out** with the Volunteer Office each day. Please **return your badge** at the end of your scheduled shift or after attending sessions using the complimentary time you earned.
- **Work your entire assigned shift as scheduled.**

Volunteer Office Hours (Room 1B)

Date	Time
Thursday, May 3	7 a.m.–5:30 p.m.
Friday, May 4	7 a.m.–5:30 p.m.
Saturday, May 5	6:30 a.m.–6:30 p.m.
Sunday, May 6	6:30 a.m.–6:30 p.m.
Monday, May 7	6:30 a.m.–6:30 p.m.
Tuesday, May 8	6:30 a.m.–6:30 p.m.
Wednesday, May 9	6:30 a.m.–4:30 p.m.

Benefits of Volunteering

You will receive one complimentary day of conference attendance for each day worked, with the exception of preconference workshops and certificate programs. ***Preconference workshop or certificate monitors who monitor the full workshop or program will receive complimentary registration to that particular workshop or certificate program.***

Registration for additional days not earned will be at a discounted rate of \$500 per day. If you wish to register for additional days (before or after your scheduled shift), report to the Volunteer Office and complete a special registration form (see page 15). The form must be signed by Volunteer Program Chair Rebecca Everett or the designated Day Manager. Take the completed form to ATD Registration, pay the registration fee for the additional day(s), and collect the proper badge.



Volunteer Registration Form for Additional Days

If you have volunteered or are planning to volunteer this week and would like to register for additional days at the discounted \$500/day volunteer rate, complete the information below. The Volunteer Chair or designated Day Manager will then mark the days you are scheduled to volunteer and sign the form. You may then take this form to Registration, Lobby D. If you register for additional days at the discounted rate and are unable to fulfill your volunteer position, you will be billed for an additional \$300/day for National ATD members and an additional \$500/day for nonmembers.

Published daily rates are \$800 for members and \$1,000 for nonmembers.

Thank you so much for volunteering your time during the ATD 2018 International Conference & Exposition. Your contribution is extremely important to the success of the conference. The Volunteer Committee, ATD staff, and all conference attendees greatly appreciate your contribution.

Name: _____

Title: _____

Organization: _____

Address: _____

City, State, Zip: _____

Business Phone: _____

E-Mail Address: _____

Preferred Name for Badge: _____

To Be Completed by Day Manager: _____ is scheduled to volunteer the following day(s) and is entitled to the \$500/day volunteer rate for additional days registered.

	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>	<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>
Volunteer/ Comp Day							
\$500/day							

Approved: _____
Signature of Day Manager

If You Can't Make Your Assignment

Prior to your work day, call the Volunteer Office at 619.525.6219 and speak with Rebecca Everett or the designated Day Manager.

Dress

Casual business attire is appropriate, and comfortable walking shoes are a must. Bring a light sweater or jacket as room temperatures in meeting facilities will vary. Remember, you're never fully dressed without your badge!

Meals

If you work on Monday, Tuesday, or Wednesday, you may enjoy the ATD lunch provided in the EXPO Hall. On the day(s) you take as complimentary registration day(s), you may also enjoy the food and beverage offered on that day. Additionally, the San Diego Convention Center provides concession stands, portable specialty services, and Starbucks lobby operations.

Snacks

Water, coffee, and light snacks will be available in the Volunteer Room throughout the day on the days you volunteer, beginning Friday, May 4.

Expectations

Everyone who wears the distinctive volunteer shirt is assumed to be very knowledgeable about everything. Please spend some time with the following tools, which will provide answers to the vast majority of questions you have or will be asked by attendees.

- Volunteer Manual
- ATD 2018 Program Guide (provided onsite and on the conference website)
- ATD 2018 Website: www.ATDconference.org

☺ **Be Proactive**—especially during busy traffic times, look for opportunities to help attendees. Step up to people who look puzzled or confused and ask if they need help. “May I direct someone?” and “Can I help someone find their next destination?” are questions volunteers need to ask themselves continually, especially when in main traffic areas.

- ☺ **Maintain Eye Contact with Attendees**—especially while giving directions. It is a natural tendency to turn your head in the direction where you are pointing while giving directions. The problem is that unless you have terrific projection and the listener has superb hearing, half your directions will not be heard!

- ☺ **Use Friendly Hand Gestures**—especially when pointing. Think of how flight attendants provide directions and follow their lead: Use two fingers or an open palm in the direction you want the attendee to go. Remember to maintain eye contact rather than turning your head in the direction you are pointing. Talk to the attendee, not your hand.

- ☺ **Use the Attendee’s Name**—because of the badges, we can see the attendee’s name, so let’s use it. “To reach the ATD Store, [Name on badge], go straight ahead until you reach . . .”

- ☺ **Be Aware of Your Location**—in the unlikely event of an emergency, first responders will need to know the building, level, and room number or any identifying landmarks.

- ☺ **Be Aware of What Is Around You**—know the nearest locations for restrooms, public phones, and drinking fountains, as well as places to buy food and drinks, get a cab or a shuttle, and find out other important information. Think about what you would want to know and be prepared with those answers!

- ☺ **Have a Great Time**—last but certainly not least, relax and enjoy the experience!

Storing Your Possessions

Note that the Volunteer Office does not have a totally secure location to store your bags, purses, or valuables, so please plan accordingly for your volunteer shift(s).

Whom to Contact

If you have looked at the websites and tools as listed in the **Expectations** section and have unanswered questions, please contact Rebecca Everett, Volunteer Chair, at ATD2018Volunteers@tdsandiego.org.

In Case of an Emergency

In the event of an emergency while on-site at the San Diego Convention Center, **please do not call 911**. The San Diego Convention Center is extremely large and emergency personnel must be directed to the location of the incident as promptly as possible. This can only be achieved by directing the emergency through the Building Security Section.

The following steps should be followed to ensure a timely response:

Emergencies

- For all medical and nonmedical emergencies, please dial 619.525.5911 or ext. 5911 from any house phone. This will connect you with the San Diego Convention Center Command Center, which is in direct contact with the police and EMTs.

First Aid Services

- First aid services are available in Ballroom 20A Workroom.

ALL EMERGENCIES SHOULD BE REPORTED TO THE DAY MANAGER, WHO WILL FOLLOW UP WITH A REPORT TO THE OPERATIONS OFFICE MANAGER.

Frequently Asked Questions Regarding Volunteering

1. How many days can I volunteer?

You can volunteer for as many days as you like, based on availability. For every full day that you volunteer, you receive one day of conference registration for free. This does not include certificate programs or preconference workshops. Priority is given to those who volunteer for two-day positions.

2. If I can only volunteer for one day but would like to attend the rest of the conference, how much does it cost?

The daily rate for volunteers is \$500. This only applies to concurrent session days from Sunday, May 6, through Wednesday, May 9. This does not include certificate programs or preconference workshops.

3. If I am a volunteer for a certificate program or a preconference workshop, do I get additional days for the conference for free?

No, if you are a volunteer for a certificate program or preconference workshop, you receive a seat in the program or workshop. However, you can still purchase additional days of the conference at the volunteer discounted rate of \$500 for each day.

4. Is lunch provided for the volunteers?

If there is a scheduled lunch in the EXPO Hall on the day you volunteer or on your complimentary day, then you may enjoy the lunch. Otherwise you are on your own for lunch. Light breakfast fare and snacks are provided each day in the Volunteer Office (1B), as well as beverages in the morning and afternoon. Additionally, there are concession stands available for food purchase throughout the San Diego Convention Center.

5. As a volunteer, do I get to go to the ATD Networking Night?

If you are registered as a volunteer, you may purchase one ticket for \$75 at the Registration desk (while supplies last).

6. Can I use my free day before I volunteer?

Yes. Simply check in at the Volunteer Office (1B) and tell the designated day manager that you are scheduled to volunteer later in the week and you would like to use your free day now. You will sign in and take your name badge. At the end of that day, you will check out at the Volunteer Office and return your badge.

You will pick your badge up again when you check in to volunteer. If for some reason you are unable to fulfill your volunteer position, you will be billed for the onsite daily rate (\$800 for ATD members, \$1,000 for nonmembers) after the conference.

7. Am I allowed to switch assignments with another volunteer?

Any change in assignments MUST be approved by the designated day manager in the Volunteer Office (1B).

8. Am I registered for the conference? If not, how do I register?

You are registered as a volunteer. A volunteer name badge will be waiting for you when you check in at the Volunteer Office (1B). If you would like to register for additional days above and beyond your volunteer time and your free day, complete a special Volunteer Registration Form (see page 16). After the designated day manager signs this form, take it to Registration, located in Lobby D. You will then pay the discounted rate of \$500/day, and be given another badge and badge holder. If you are then unable to fulfill your volunteer position, you will be billed for the onsite daily rate (\$800 for ATD members, \$1,000 for nonmembers) after the conference.

9. I registered and paid for the conference before I was selected to volunteer. How do I get a refund?

You must submit a refund request in writing to customercare@td.org with an explanation for the request. Customer Care will verify with the volunteer coordinator that you have been selected to volunteer. Once your volunteer status has been verified, Customer Care will process the refund following the conference. If you receive a refund for your registration, please be aware that any additional days you would like to attend will be billed at the \$500 rate and must be paid for onsite.

In the email, explain that you paid in advance and then were selected as a volunteer. Include the dates you volunteered, as well as the days you used as complimentary. You will then be refunded. Please allow two to three weeks for your refund to be processed.

Volunteer Job Descriptions

Following are job descriptions for the positions that will be filled during the week by volunteers. Please review your specific role description in detail and briefly review the other descriptions in case you are unexpectedly needed in another area. Note that all positions may require you to perform other duties as directed by the volunteer program chair, day manager, or ATD staff assigned to your room or location.

In addition to your specific roles, ***ALL VOLUNTEERS SHOULD:***

- Familiarize themselves with the resources and reference materials in the Volunteer Office (1B).
- Review the Program Guide you will receive during Orientation. Bring your Program Guide and this Volunteer Manual with you each day you are scheduled to volunteer. These will be your most useful tools, as they contain answers to most questions regarding session times and locations. Be prepared to answer questions about conference events and programs, such as orientation sessions, general sessions, education sessions, and networking events. All this information can be found in these guides. Should you forget your copy of the Program Guide, a copy will be kept in the Volunteer Office. However, it will be for the use of all volunteers and should not be removed from the room.
- Check for program changes posted in the Volunteer Office.

Before your first shift begins, you should:

- Report to the Volunteer Office (1B) to check in.
- Proceed to your assigned area within the San Diego Convention Center.
- Familiarize yourself with the convention center and general area in which you are working.
- Check for location of phones, restrooms, session rooms, transportation, entrances, exits, and so on.
- Know how to get to the ATD areas from your location. These areas are listed on the next page.

ATD Area Information, Resources, and Contact Information		
Area	Location	Phone # (dial 5 and the last four digits within the center)
ATD Central	EXPO, Halls A-E	N/A
ATD Networking Night Counter	Lobby D	N/A
ATD Store	Sails Pavilion	N/A
Business Center, Shipping	Lobby D	619.525.5450
Career Center	Sails Pavilion	N/A
Chapter Leader Lounge	Room 26A	N/A
Conference Materials Pick-Up	Lobby D	N/A
Cyber Center	Lobby D	N/A
Emergencies	Ballroom 20A Workroom (First Aid)	619.525.5911 (5911 from any house phone)
EXPO	Halls A-E	N/A
EXPO Sales Office	EXPO Hall, Halls A-E	N/A
First Aid Services	Ballroom 20A Workroom	619.525.5911
General Sessions	Hall FGH	N/A
Global Village	Sails Pavilion	619.525.6205
Government Pavilion	Room 10	619.525.6206
Housing	Lobby D	619.525.6207
Information Desk	Lobby D	619.525.6208
Luggage and Coat Check	Lobby D	N/A

ATD Area Information, Resources, and Contact Information		
Area	Location	Phone # (dial 5 and the last four digits within the center)
Meet to Eat	Lobby D	619.525.6209
Operations Office	Room 27A	619.525.6210 619.525.6211 619.525.6212
Prayer Room	Room 12	N/A
Press Room	Room 4	619.525.6213
Registration	Lobby D	N/A
Restaurant Reservations	Lobby D	N/A
Speaker Ready Room	Ballroom 20 Lobby	619.525.6217
Volunteer Office	Room 1B	619.525.6219

For additional information or resources, refer to the following:

- Rebecca Everett, Volunteer Chair
- Day Managers
- Maps of the San Diego Convention Center
- ATD Staff
- ATD 2018 Program Guide and Addendum

At the end of your shift, you should:

- Return your badge to the Volunteer Office.
- Notify Rebecca Everett or the day manager of any problems and suggest possible improvements. Please complete the Volunteer Evaluation Form and return it to the day manager.
- Check out in the Volunteer Office.

Ask Me Volunteers

Location: Throughout Convention Center (assignments given out daily).

Your Job: Provide answers to attendee questions concerning events at the convention center and general information about the local surrounding area. Please try to walk through the convention center before taking your post to get familiar with the layout.

- Direct attendees to meeting rooms and other special areas.
- Report to the Volunteer Office (1B) 30 minutes before your shift begins to check in and receive your location assignment.
- Report back to the Volunteer Office for check out.

Frequently asked questions for those working as an ASK ME! Volunteer in the EXPO

1. **Where are the restrooms?** Spread throughout the convention center (please walk the space and familiarize yourself with the floor plan.)
2. **I'm thirsty; where can I get some water?** There are water coolers throughout the convention center.
3. **Where are the VIP Rooms?** VIP Rooms are located at the back of the EXPO Hall, at the end of aisles 900-1200.
4. **I dropped my business card at several exhibit booths for individual drawings. How do I know if I won?** Stop by the exhibitor booths.
5. **Where and when is lunch?** Monday, Tuesday, and Wednesday lunch buffets are served in the EXPO Hall from 11:30 a.m. to 12:45 p.m. Quantities are limited; first come, first served.
6. **Where do I find the ice cream carts?** There are several carts located in the lunch and break areas on the left and right sides of the EXPO Hall. Ice cream is served on Tuesday from 2:00 to 3:00 p.m. Quantities are limited; first come, first served.
7. **I'm an exhibitor; where is the Service Desk?** The Service Desk/Area is located in Bayside Lobby.
8. **I lost something in the hall; where is Lost and Found?** At the ATD Information Desk, located in Lobby D.
9. **Where is the Exhibitor Experiential Session Area?** The exhibitor experiential sessions take place in the back of the EXPO Hall, at the end of aisle 1600.
10. **Where are the Conference Team Rooms?** The Conference Team Rooms are located along the back of the EXPO Hall, at the end of aisles 200-400.

Annual Membership Meeting Assistant

Location: Room 32AB

Your Job: Distribute agendas on chairs. Need to arrive by 5:15 p.m. and collect remaining agendas at 6:30 p.m.

Contact: Ghazala Majid

- Report back to the Volunteer Office (1B) for check out.

ATD Forum Connection Room Assistant

Location: Room 7B

Your Job: To assist in the management of the Forum Connection Room.

Contact: Laleh Patel

- Assist members with questions and help with logistics for the room and sessions.
- Report back to the Volunteer Office (1B) for check out.

ATD Store Assistant

Location: Sails Pavilion

Your Job: To greet, welcome, and assist attendees in the ATD Store and restock shelves.

Contact: Kris Luecker

- Monitor check-out lines and overall crowd control.
- Assist with author signings.
- Assist customers with the store merchandise selections that may be in locked cases, display units, or shelves.
- Assist in restocking merchandise, managing hold center, putting bags together, re-shelving books, and keeping merchandise organized neatly.
- Report back to the Volunteer Office (1B) for check out.

Career Center Assistant

Location: Sails Pavilion

Your Job: To assist ATD staff in various administrative duties.

Contact: Lisa Spinelli

- Volunteers will be assisting with the management of the Career Center to include:
 - checking in visitors
 - special event sign-up
 - scheduling coaching appointments
 - answering questions
 - covering lunches and breaks.
- Report back to the Volunteer Office (1B) for check out.

Certificate Program Session Monitor

Location: Various locations. Please see your assignment.

Your Job: To assist ATD Education staff with the various responsibilities.

Contact: Jill Southerlan

- Hand out ribbons.
- Check for participant tickets. If they do not have a ticket, direct them toward Registration.
- Ensure all materials are delivered and distributed.
- Assist attendees with any questions and contact your ATD Education staff contact if any issues arise.
- Make sure seating is available for attendees.
- Assist instructors with their needs.

Certificate programs are either two or three days and we will need the same volunteer for those days. The volunteer will benefit by having a seat and participating in the certificate program, and will receive a Certificate of Completion.

Certificate Programs Volunteer Expectations Checklist

	Duties:
	Arrive at the workshop room by 7:30 a.m. each day. Workshops are held from 8:30 a.m. to 4:30 p.m. each day. Participants arrive early.
	Check the room for an LCD projector, screen, and two flipcharts (first day only).
	Check to make sure all participants have a ticket for the program. If they don't, direct them toward Registration. This is for the duration of the program, not just the first morning.
	In the morning, make sure all participants have a certificate ribbon to put on their badge for lunch.
	Locate the coffee and water stations closest to your room. There will be coffee in the morning and afternoon.
	In the morning, introduce yourself to the facilitator.
	Know how to get in touch with your ATD Education staff contact by cell phone.
	Greet participants at the door and make sure they are in the correct room and program.
	Know where lunch is going to be served.
	Know where the nearest bathrooms are.
	Join a participant table; we want you to be a full participant. If there is a problem with the workshop, text your ATD Education staff contact and do not attempt to resolve the issue. We all represent ATD and it is important that you support the program, content, and facilitator.
	At 9:30 a.m. on the first day , please text the number of people in the class (including yourself and the facilitator) to your designated ATD Education staff contact with the class abbreviation. This is for the lunch head count.
	At the scheduled lunch time, escort the participants to the lunch room. Text your designated ATD Education staff contact with the abbreviation of the class when you break for lunch. We welcome you to eat lunch with participants. Lunch is set up from 11:45 a.m. to 1:15 p.m.
	Please do not order additional beverages (located in stations outside room). If additional coffee or water is needed, text your ATD Education staff contact.

Certificate Program Three-Day Schedule

Three-Day Certificate Programs Thursday, May 3, to Saturday, May 5	
Certificate Program Times <i>8:30 a.m.–4:30 p.m.</i>	Check in with the Volunteer Office first, but report to assigned room one hour before the program start time.
Designing Learning Certificate	31A
Evaluating Learning Impact Certificate	31C
Managing Learning Programs Certificate	33A
Training Certificate A	33C
Training Certificate B	33B

Certificate Program Two-Day Schedule

Two-Day Certificate Programs Friday, May 4, to Saturday, May 5	
Certificate Program Times <i>8:30 a.m.–4:30 p.m.</i>	Check in with the Volunteer Office first, but report to assigned room one hour before the program start time.
Adobe Captivate Certificate	14A
Advanced E-Learning Instructional Design Certificate	14B
Articulate Storyline Certificate	15A
ATD Certificate in Strategic Leadership	30A
Blended Learning Certificate	28A
Change Management Certificate	30C
Coaching Certificate A	29A
Coaching Certificate B	29B
Consulting Skills Certificate	30B
Creating Effective PowerPoints Certificate	15B
Creating Leadership Development Programs Certificate A	29C
Creating Leadership Development Programs Certificate B	29D
E-Learning Instructional Design Certificate	16A
Improving Human Performance Certificate	16B
Instructional Design for Adaptive Learning	30D
Integrated Talent Management Certificate	30E
Measuring Return on Investment Certificate	31A
Microlearning Certificate	17A
Mobile Learning Certificate	28B
Needs Assessment Certificate	31B
Performance Support Certificate	28C
Preparing for the APTD: Instructor-Led Workshop	7A
Preparing for the CPLP: Instructor-Led Workshop	11B
Project Management for Learning Professionals Certificate	32B
Rapid Video Development for Learning Certificate	17B
Sales Enablement Certificate	28D
Scenario-Based E-Learning Certificate	11A
Writing for Instructional Design and Training Certificate	28E

Chapter Leader Day Assistant

Location: Room 26 (Sunday)

Your Job: Help set up registration table and check in chapter leaders.

Contact: Erin Strider

- Report back to the Volunteer Office (106) when you are done.

Chapter Leader Reception Assistant

Location: Room 26 (Monday)

Your Job: To assist ATD staff

Contact: Erin Strider

- Help set up registration table and check in chapter leaders as they arrive. Guests will have preregistered. Attendees who walk up and have not preregistered may attend after completing an information sheet.
- Volunteer to remain outside the room and check in late comers once the program has started. You may leave after lunch service begins at noon.
- Coffee, beverages, breakfast, and lunch will be made available to the volunteer.
- Report back to Volunteer Office (1B) to check out.

Conference Daily Distributor

Location: Show Management F (Mezzanine Level)

Your Job: To assist with distribution of *Conference Daily*

Contact: Vanessa St. Gerard

- Will be posted at various entrances to the convention center to distribute copies of *Conference Daily*.
- Report back to the Volunteer Office (1B)

Conference Education Session Monitor

Location: Various meeting rooms throughout the convention center.

Your Job: To monitor education sessions by assisting presenters and counting attendance.

Beginning of the Day

- Collect your **session room folder** containing Attendance Count Logs (located in the Volunteer Office) and report to your assigned room.
- **Please make sure you are at your assigned session 30 minutes prior to the session start time.**
- Check that all information on the log is correct and matches the session title and number you are monitoring.

Attendance Count Logs

- Count the number of attendees at the beginning of the session beginning, midway through, and near the end. Write the count in the appropriate blanks on the session attendance count log.
- **Please collect all three counts. Do not skip any.**
- Add comments at the end. Comments should be anything important you wish to convey to ATD staff, which may include, but not limited to, if the session closes out from being full, a speaker ended early, or anything of note that happened during the session.

Managing Attendees

- **Every attendee entering the room should be wearing a conference badge. The following badge colors are allowed into session room:**
 - **FULL CONFERENCE (color: orange)**
 - **EXHIBITOR FULL CONFERENCE (color: yellow)**
 - **DAILY (if the day they are attending is the day stated on their badge; color: purple)**
- If the badge says any of the following, they should NOT be attending the session:
 - **CERTIFICATE PROGRAM ONLY (color: pink)**
 - **EXPO ONLY (color: blue)**
 - **EXHIBITOR PERSONNEL (color: green)**
 - **WORKSHOP ONLY (color: pink)**
 - **DAILY (if the day they are attending is not the day stated on their badge; color: purple)**
 - **GUEST (color: brown)**
- Ask attendees to fill the seats in the front and center of the room first. Help latecomers find seats if available.
- If the session room is full, encourage latecomers to attend another session. State that “for the safety of all participants, ATD must observe maximum occupancy regulations.” Keep overflow from blocking the door or hall. An easel and a “Session Full” sign should be in the back of the room. When the room fills and each seat is taken, place the sign on the easel outside the door.
- If there is a problem with session crowding, notify the room checker or the ATD Staff Operations Office by first dialing 619.525.6210.

- Encourage attendees to complete a session evaluation, which can be found on the mobile app or online at www.atdconference.org/attendees.

Managing Speakers

PLEASE NOTE: The presenter may have a badge that says, “EXPO ONLY” but will have a red “SPEAKER” ribbon attached to it.

- Let the speaker(s) know that you are the session monitor.
- In our ongoing efforts to be green, session materials are only available electronically on either the mobile event app or on the conference website www.atdconference.org/attendees.
- **Occasionally a speaker will bring their own hard copy materials. If a speaker asks you to make copies of any materials**, please advise them that you can’t leave the room and there are no copiers available for this use. Suggest, if there is time, that *they* can go to the business center and make copies themselves, but your job is to remain in the session room.

Managing the Session Room

- Practice dimming the lights in different parts of the room before the session begins. Ask the speakers how they would prefer the lights set.
- A room checker will check each room to make sure that that proper audiovisual equipment has been set and is in working order.
- If a problem arises with the lights, audiovisual equipment, air conditioning before or during the session, let the room checker know.

End of the Day:

- Be sure the room is neat. Pick up and dispose of any discarded cups, papers, or other trash.
- Return the Session Room Folder to the Volunteer Office (1B) to check out.

Conference Education Session Room List

Room numbers for session monitors (also need volunteers for three orientations). Session monitors are assigned to a particular room for the entire day.		
Room #	Minimum # of session monitors needed	Comments
2	2	
5	2	
6A	2	
6B	2	
6CF	2	
6DE	2	
8	2	
11AB	2	
14AB	2	
15AB	2	
16AB	2	
17AB	2	
Ballroom 20A	3	Will need monitors for Sunday's International Orientation at 10 a.m.
Ballroom 20BC	3	Will need monitors for Saturday's ATD 2018 Preview at 5 p.m. and Sunday's ATD 2018 Preview at 10 a.m.
Ballroom 20D	2	
25ABC	3	
28ABCDE	3	
29ABCD	2	
30ABCDE	3	
31ABC	2	
32AB	2	
33ABC	2	

Day Manager

Location: Volunteer Office (Room 1B)

Your Job: Assist in the ATD Volunteer Program management of the Volunteer Office for a full day.

Contact: Rebecca Everett

- Check volunteers in and out and make certain that all positions are filled. Ensure that volunteers are returning their badges at the end of their daily shift.
- Take messages, answer the phone, and other duties as assigned.
- Ensure that information that needs to be communicated to volunteers is prepared and posted on a bulletin board or personally relayed to each volunteer.
- Make on-the-spot decisions about volunteer staffing and manage changes, replacements, and reassignments as needed.
- Post the next day's schedule the prior evening so volunteers are prepared if there are any changes to their assigned times.
- Have signature authority for approval of the Volunteer Registration Form (only on the day assigned as the day manager). Forms will be in the Volunteer Office. The registration manager will be given a list of all day managers.
- Maintain coverage of the Volunteer Office at all times. You will be required to lock and secure the Volunteer Office at the end of your shift and be responsible for giving the keys to the next day manager if the volunteer program chair is not available.
- Check all session count folders when they are dropped off by the session monitors at the end of each day for accuracy and completion. Then the following day, bring the previous day's room counts to the Speaker Ready Room (Ballroom 20A Lobby) in the morning.

Exhibitor Solution Session Monitor

Location: Rooms 23A, 23B, 23C, 24A, 24B, and 24C

Your Job: To monitor sessions by assisting presenters and counting attendance.

Beginning of the Day

- Collect your **session room folder** containing Attendance Count Logs (located in the Volunteer Office) and report to your assigned room.
- **Please make sure you are at your assigned session 30 minutes prior to the session start time.**
- Check that all information on the log is correct and matches the session title and number you are monitoring.

Attendance Count Logs

- Count the number of attendees at the beginning of the session beginning, midway through, and near the end. Write the count in the appropriate blanks on the session attendance count log.
- **Please collect all three counts. Do not skip any.**
- Add comments at the end. Comments should be anything important you wish to convey to ATD staff, which may include, but not limited to, if the session closes out from being full, a speaker ended early, or anything of note that happened during the session. This is optional, but very helpful for ATD staff.

Managing Attendees

- **Every attendee entering the room should be wearing a conference badge. The following badge colors are allowed into the session room:**
 - **FULL CONFERENCE** (*color: orange*)
 - **EXHIBITOR FULL CONFERENCE** (*color: yellow*)
 - **EXHIBITOR PERSONNEL** (*color: green, but with a red Speaker ribbon*)
 - **EXPO ONLY** (*color: blue, but with a red Speaker ribbon*)
 - **DAILY** (*if the day they are attending is stated on their badge; color: purple*)
- Ask attendees to fill the seats in the front and center of the room first. Help latecomers find seats if available.
- If the session room is full, encourage latecomers to attend another session. State that “for the safety of all participants, ATD must observe maximum occupancy regulations.” Keep overflow from blocking the door or hall. An easel and a “Session Full” sign should be in the back of the room. When the room fills and each seat is taken, place the sign on the easel outside the door.
- If there is a problem with session crowding, notify the room checker or the ATD Staff Operations Office by first dialing 619.525.6210.

PLEASE NOTE: Exhibitor Solution Session rooms are set smaller than other session rooms, so they may fill up.

Managing Speakers

- Let the speaker(s) know that you are the session monitor.
- In our ongoing efforts to be green, session materials are only available electronically on either the mobile event app or on the conference website www.atdconference.org/attendees.
- **Occasionally a speaker will bring their own hard copy materials. If a speaker asks you to make copies of any materials**, please advise them that you can't leave the room and there are no copiers available for this use. Suggest, if there is time, that *they* can go to the business center and make copies themselves, but your job is to remain in the session room.
- All AV equipment is per the standard room set. If a speaker wants to add or make any changes, please notify the room checker or the ATD Staff Operations Office by first dialing 619.525.6210.

Managing the Session Room

- Practice dimming the lights in different parts of the room before the session begins. Ask the speakers how they would prefer the lights set.
- A room checker will check each room to make sure that proper audiovisual equipment has been set and is in working order.
- If a problem arises with the lights, audiovisual equipment, air conditioning before or during the session, let the room checker know.

End of the Day:

- Be sure the room is neat. Pick up and dispose of any discarded cups, papers, or other trash.
- Return the Session Room Folder with the day's counts to the Volunteer Office (1B) to check out.

Exhibitor Solution Session Schedule

Note that these rooms do not need a session monitor for the entire day. At the time of production for the Volunteer Manual, these were the most up-to-date sessions. Information regarding newly added sessions will be listed in the Addendum to the Program Guide.

Room 23A

Date	Time	Session
Sunday, May 6	1:30–2:30 p.m.	SU11EXD: Litmos by CallidusCloud
	3–4 p.m.	SU12 EXD: Mind Tools
	4:30-5:30 p.m.	SU13EXD: Intrepid by VitalSource
Monday, May 7	1–2:15 p.m.	M11EXD: EBSCO
	3–4 p.m.	M12EXD: TechSmith Corporation
	4:30–5:30 p.m.	M13EXD: Outcons LLC
Tuesday, May 8	10–11:15 a.m.	TU11EXD: Xyleme
	1–2 p.m.	TU12EXD: Multi-Health Systems (MHS)
	3–4 p.m.	TU13EXD: Stewart Leadership
	4:30–5:30 p.m.	TU14EXD: BridgeWorks
Wednesday, May 9	8:15–9:30 a.m.	W11EXD: Prosell Learning
	10–11 a.m.	W12EXD: CEB is now Gartner
	1:30–2:30 p.m.	W13EXD: International Coach Federation

Room 23B

Date	Time	Session
Sunday, May 6	1:30–2:30 p.m.	SU21EXD: Area9 Learning
	3–4 p.m.	SU22EXD: Development Dimensions International (DDI)
	4:30-5:30 p.m.	SU23EXD: DX Learning Solutions
Monday, May 7	1–2:15 p.m.	M21EXD: Axonify
	3–4 p.m.	M22EXD: Integrity Solutions
	4:30–5:30 p.m.	M23EXD: Dale Carnegie
Tuesday, May 8	10–11:15 a.m.	TU21EXD: Root Inc.
	1–2 p.m.	TU22EXD: Scantron
	3–4 p.m.	TU23EXD: American Management Association
	4:30–5:30 p.m.	TU24EXD: LinkedIn Learning
Wednesday, May 9	8:15–9:30 a.m.	W21EXD: Capsim
	10–11 a.m.	W22EXD: Credly
	1:30–2:30 p.m.	W23EXD: Totara

Room 23C

Date	Time	Session
Sunday, May 6	1:30–2:30 p.m.	SU31EXD: BridgeWorks
	3–4 p.m.	SU32EXD: ExpertusONE
	4:30–5:30 p.m.	SU33EXD: Springer Nature
Monday, May 7	1–2:15 p.m.	M31EXD: Mimeo
	3–4 p.m.	M32EXD: GamEffective
	4:30–5:30 p.m.	M33EXD: True Colors International
Tuesday, May 8	10–11:15 a.m.	T31EXD: FranklinCovey
	1–2 p.m.	T32EXD: Bridge
	3–4 p.m.	T33EXD: UMU
	4:30–5:30 p.m.	T34EXD: Capella University
Wednesday, May 9	8:15–9:30 a.m.	W31EXD: Becoming Your Best Global Leadership
	10–11 a.m.	W32EXD: Becoming Your Best Global Leadership
	1:30–2:30 p.m.	W33EXD: International Thought Leaders Network

Room 24A

Date	Time	Session
Sunday, May 6	1:30–2:30 p.m.	SU41EXD: Degreed
	3–4 p.m.	SU42EXD: McGraw-Hill Education
	4:30–5:30 p.m.	SU43EXD: Qstream
Monday, May 7	1–2:15 p.m.	M41EXD: Insights Learning and Development
	3–4 p.m.	M42EXD: Gamelearn
	4:30–5:30 p.m.	M43EXD: ansrsource
Tuesday, May 8	10–11:15 a.m.	TU41EXD: Center for Creative Leadership
	1–2 p.m.	TU42EXD: OpenSesame
	3–4 p.m.	TU43EXD: Next Element Consulting
	4:30–5:30 p.m.	TU44EXD: Fierce, Inc.
Wednesday, May 9	8:15–9:30 a.m.	W41EXD: Inkling
	10–11 a.m.	W42EXD: Fierce, Inc.
	1:30–2:30 p.m.	W43EXD: Center for Creative Leadership

Room 24B

Date	Time	Session
Sunday, May 22	1:30–2:30 p.m.	SU51EXD: Brainshark
	3–4 p.m.	SU52EXD: Richardson
	4:30–5:30 p.m.	SU53EXD: Saba
Monday, May 23	1–2:15 p.m.	M51EXD: The Center for Leadership Studies
	3–4 p.m.	M52EXD: Mindmarker
	4:30–5:30 p.m.	M53EXD: SAP
Tuesday, May 24	10–11:15 a.m.	TU51EXD: GoAnimate
	1–2 p.m.	TU52EXD: Wilson Learning
	3–4 p.m.	TU53EXD: Wilson Learning
	4:30–5:30 p.m.	TU54EXD: Practice
Wednesday, May 9	8:15–9:30 a.m.	W51EXD: CoreClarity
	10–11 a.m.	W52EXD: Caliper
	1:30–2:30 p.m.	W53EXD: Arbinger Institute (Room 24BC)

Room 24C

Date	Time	Session
Sunday, May 22	1:30–2:30 p.m.	SU61EXD: EchoSpan
	3–4 p.m.	SU62EXD: DeVryWORKS
	4:30–5:30 p.m.	SU63EXD: Visier
Monday, May 23	1–2:15 p.m.	M61EXD: BrightCarbon
	3–4 p.m.	M62EXD: SwissVBS
	4:30–5:30 p.m.	M63EXD: American Public University
Tuesday, May 24	10–11:15 a.m.	TU61EXD: Arbinger Institute
	1–2 p.m.	TU62EXD: Pathgather
	3–4 p.m.	TU63EXD: LearnCore
	4:30–5:30 p.m.	TU64EXD: D2L
Wednesday, May 9	8:15–9:30 a.m.	W61EXD: Bell Leadership Institute
	10–11 a.m.	W62EXD: Tribridge

EXPO Booth Award Judge

Location: EXPO, Halls A-E

Your Job: Serve as judges for best exhibitor booths. More instructions will be provided on-site.

Contact: Joong Kim

- Report back to the Volunteer Office (1B).

Floater

Location: Throughout the convention center (assignments given out daily.)

Your Job: To fill any volunteer positions if the original person scheduled is unable to fulfill the duties or extra assistance is unexpectedly needed. An assignment for part-day positions designed to facilitate a full day of service.

Contact: Assigned Staff

- Due to the flexibility of this position, floaters should be familiar with every job description found in this manual.
- Report to the Volunteer Office (1B) at the beginning of your shift.
- Report back to the Volunteer Office to check out.

Government Pavilion Assistant

Location: Room 10

Your Job: To assist ATD staff with various administrative duties.

Contact: Ryan Changcoco

- Direct visitors to the information available in the room.
- Answer questions regarding the conference or the San Diego area.
- Assist with the maintenance of the room, keeping tables clear of debris.
- Assist with participant questions, handle floor mics during sessions, and other duties requested by the managers of this area.
- Monitor traffic flow and food requirements.
- Will be expected to cover the Government Pavilion area when the ATD staff member is away.
- Report back to the Volunteer Office (1B) to check out.

Global Village Assistant

Location: Sails Pavilion

Your Job: To assist ATD in making international guests and attendees feel welcome and at home.

Contact: Fatine Mamouni

- **Speakers of Mandarin, Arabic, Japanese, Korean, Spanish, or other languages preferred.**
- Direct visitors to the information that is available in the room.
- Answer questions regarding the conference or the San Diego area.
- Assist with the maintenance of the Global Village, keeping tables clear of debris, making sure the beverages are refreshed, and keeping the message board organized.
- Print certificates of attendance for international attendees.
- Stock materials to be distributed and protect materials that are for display only.
- Assist with the partner awards reception and preparation.
- Assist with the international reception.
- Assist in packing the return shipment.
- Report back to the Volunteer Office (1B) to check out.

Healthcare Lunch & Learn Assistant

Location: Room 6A

Your Job: To assist ATD staff to scan leads and assist people.

Contact: Gaby Ammatuna/Ryan Changcoco

Higher Education Event Assistant

Location: Room 26A

Your Job: Help set up registration table and check in higher education attendees.

Contact: Erin Strider

Preconference Workshop Session Monitor

Location: Various meeting rooms throughout the convention center.

Your Job: To ensure attendees are registered for the workshop, assist facilitators, distribute workbooks, and contact staff or technicians about problems.

- Check in at the Volunteer Office (1B) and then report to your assigned room.
- Please make sure you are at your assigned room 30 minutes prior to the workshop's start time. (Workshops start at 8:30 a.m.)
- Prior to the start of the workshop, an ATD staff member will deliver a roster of attendees, a sign-in sheet, session count sheet, ribbons, workbooks and a podium letter covering logistical details for the day.
- A room checker will be checking each room prior to the session to make sure that the proper audiovisual equipment has been set and is in working order. If a problem arises with the lights, audiovisual equipment, air conditioning, and so on before or during the session, let the room checker know so they can contact the appropriate person(s) and have the problem rectified. If a room checker is not in the immediate vicinity, report the problem to the ATD Operations Office (Room 27A), 619.525.6210, or the Speaker Ready Room (Ballroom 20 Lobby), 619.525.6217.
- Let the facilitator(s) know that you are the session monitor. You can assist the facilitator with preparing the room and distributing the workbooks.
 - If the facilitators reproduced and brought their own handouts, it is up to them to bring enough for the attendees. If they require additional copies, they will be responsible for reproducing them at the Business Center. The session monitor should *not* leave the room to make copies and is not responsible for paying for any copies made on-site per the request of the facilitator. If you are unsure of how to handle a situation, please contact the Speaker Ready Room (Ballroom 20 Lobby) immediately at 619.525.6217.
- Make sure each registrant who enters the room has a ticket with the number and title of the workshop; the best location for this is at the door. Do not collect the ticket. Check the ticket each time someone enters the room. Attendees have been advised to keep their ticket with them all day. If the ticket has a different workshop number, refer to the workshop list to help the registrant locate the correct room.
- Please make sure that anyone who enters the room is also wearing an ATD conference badge.
 - *Please note that the Facilitator may have a badge that says, "EXPO ONLY," but it will have a red "Speaker" ribbon attached to it.*
- There will be a roster of those registered in the workshop and a sign-in sheet. Please make sure that those entering the room are on the roster and ask each attendee to sign-in. Once they have signed in, please give registrants a yellow Preconference Workshop ribbon to attach to their badge. Return the sign-in sheet to the Speaker Ready Room (Ballroom 20 Lobby) at the end of the workshop.

- Hand out an education catalog and bookstore reception flyer when the attendees enter the room.
- Count the number of attendees at the beginning of the session, after lunch, and near the end. Write the count in the appropriate blanks on the session attendance count log.
- All registrants are eligible for lunch. The yellow ribbons affixed to the badge holders will allow access to the group lunch.
- Please familiarize yourself with the location of the house phones within the convention center and near your assigned room on the first day. The day managers will have a map of the house phone locations if you have questions.
- Be sure the room is neat. Pick up any discarded cups, papers, or other trash and dispose of them.

At the END of the session:

- Encourage participants to complete a session evaluation, which can be found on the mobile event app or online at www.atdconference.org/attendees.
- Collect unused workbooks and return any unused workbooks to the Speaker Ready Room (Ballroom 20 Lobby).

At the End of the Day:

- Report back to the Volunteer Office (1B) to check out.

Preconference Workshops Saturday, May 5	
Preconference Workshop 8:30 a.m. – 4:30 p.m.	Check in with the Volunteer Office first and then report to assigned room a half hour before workshop start time.
Workshop 1: Building a Courageous Workshop	1A
Workshop 2: Agile Project Management for Instructional Design	5A
Workshop 3: Performance Consulting: The What, Why, and How	23BC
Workshop 4: Create a Powerful Measurement and Reporting Strategy with Talent Development Reporting Principles	5B
Workshop 5: Coaching SMEs to Facilitate Learning: Techniques to Improve Their Performance	24A
Workshop 6: Microlearning Makeover: 10 Steps to Clear, Concise, and Comprehensible Instructions	24B
Workshop 7: Know the Mind, Know the Learner: Applying Brain Science to Improve Training	24C
Workshop 8: Speaking PowerPoint: Design Your Slides to Increase Learning by 35 Percent (or More)	25A
Workshop 10: Coaching Essentials for Team Leaders	25C
LearnNow: Design Thinking	25B

Press Room Assistant

Location: Room 4

Your Job: To assist ATD staff with general administrative duties.

Contact: Kristen Fyfe

- Assist reporters with phone, copier, fax machines, and computers.
- Assist the press room staff with registering reporters and members of the media. Assist exhibitors with organizing their press kits.
- Distribute press materials and credentials.
- Provide overall maintenance of the room.
- May be expected to cover the Press Room anytime the ATD staff member is away.
- If problems arise and a staff member is not available, contact the ATD Operations Office at 619.525.6210.
- Report back to the Volunteer Office (1B) for check out.

Speaker Ready Room Assistant

Because the conference has more than 250 education sessions and nearly 450 speakers, the Speaker Ready Room is an active area. Speakers sign in, pick up their registration materials, and review their equipment needs. This room houses AV equipment, tables, and supplies, and provides a place for speakers to rehearse their presentations.

Location: Ballroom 20 Lobby

Your Job: To assist ATD staff

Contact: Bridget Dunn and Monique Montoya

- Receive Session Attendance Count Logs from session monitors and file them by day and session.
- Assist with packaging, receiving, distributing, filing, and providing speakers with check-in assistance.
- Visit session rooms as requested by ATD staff and session monitors.
- Perform duties as necessary to support ATD staff.

Treasure Hunt Card Distributor

Volunteers should report to the Exhibit Sales office on the EXPO floor at the start time. Volunteers will meet Sam Maki, who will provide them with the Treasure Hunt cards.

Location: Entrance of the EXPO Hall

Your Job: Hand out cards to attendee

Contact: Sam Maki

- Hand out cards to attendees as they enter.
- Do not give cards to people wearing yellow or green badges.
- Return the cards to the Exhibit Sales Office at the conclusion of task and pick them up again at the time indicated.

THANK YOU

FOR

VOLUNTEERING

AT THE ATD

2018 INTERNATIONAL

CONFERENCE &

EXPOSITION!