



## Essential Skills in Volunteer Management: Mobilizing the Power of the Recovery Community



### **Nikki Miller**

Director of Employee Engagement  
and Communications,  
Planned Parenthood North Central  
States  
(she, her, hers)

Nikki has been with Planned Parenthood since 2000, where until recently she led volunteer and intern engagement efforts for the region. In 2016, Nikki's interest in employee engagement – career development, communications, and diversity, equity & inclusion – carried her to the Organizational Effectiveness department, where she's been leading strategies related to internal communications, employee engagement, and learning & development, in addition to culture and change management.

Nikki studied anthropology, gender studies, and film at Macalester College, obtained an MFA in Creative Writing from Hamline University, and has freelanced for culture and food publications in addition to her work at Planned Parenthood.