

Workshop Catalog



For the San Diego nonprofit that needs professional and affordable management and technology solutions, Nonprofit Management Solutions provides the area's only one-stop resource for consulting, training and information provided by leading nonprofit experts.

Making high quality, affordable management assistance available and easily accessible for all nonprofits is and has always been the "core business" of Nonprofit Management Solutions. Our clients are numerous and diverse, representing emerging as well as established nonprofits: social service agencies, museums, arts and public service organizations, educational institutions, neighborhood based health and human service providers, etc.

Our mission is simple and straight forward...
...helping you to be effective in achieving yours

Class Types

Financial Management - FIN
Fund Resource Development - FR
Human Resource Development - HRD
Marketing & Public Relations - MKT
Organizational & Leadership Development - ORG
Technology - TECH
Technology & Computer Applications - COMP

Fees

M: Member Price
SD: Sweet Deal Price
NM: Nonmember Price

NMS offers a [Supervisory Skills Certificate Training Series](#), designed to provide professional training for individuals in supervisory positions in nonprofit organizations. Additionally, NMS and Chapman University provide a 12-week [Certificate in Nonprofit Management](#). Please go to our website (www.npsolutions.org) for more information.

Information in this catalog is current as of the time of publishing. Please check our online registration page through our website (www.npsolutions.org) to see any changes to the workshop schedule.

Locations

NMS

Nonprofit Management Solutions
8265 Vickers Street, Ste. C
San Diego, CA 92111

BU

Brandman University
7460 Mission Valley Road
San Diego, CA 92108

YMCA

YMCA of San Diego County
3708 Ruffin Road
San Diego, CA 92123

TMI

Toward Maximum Independence
4740 Murphy Canyon Road
San Diego, CA 92123

WEB

Webinar
At your home/office computer!

Additional locations may be added.
Please refer to the website.

7/27/2010 **Succeeding as a Supervisor: Effective Leadership Skills** 9 AM to 12 PM
 Type:HRD Instructor: Shelli Chosak Location: BU M: \$90; SD: \$0; NM: \$65

Supervisors are often hired or promoted into their positions without the specific knowledge and skills needed to be most effective. This workshop presents core supervisory skills and useful tools to help you better lead your team to success. Participants will

- Gain a greater understanding of leadership styles.
- Establish vision and goals for oneself and staff.
- Learn techniques for managing priorities and delegating effectively.

7/27/2010 **Becoming an Effective Board Member: Roles & Responsibilities** 5:30 PM to 8:30 PM
 Type:ORG Instructor: Lenore Lowe Location: NMS M: \$90; SD: \$0; NM: \$65

Do you know what to expect from your board service, or what is expected of you? This workshop will help you hit the ground running to be an effective and valuable board member. Participants will

- Learn the questions to ask before joining a board.
- Identify the 10 basic responsibilities of board members.
- Explore the difference between governance and management.

This workshop is a suitable orientation for new board members

7/28/2010 **Strategic Planning Requires Strategic Thinking** 9 AM to 12 PM
 Type:ORG Instructor: Lenore Lowe Location: NMS M: \$90; SD: \$0; NM: \$65

Failing to plan may be planning to fail but how do you get started and make certain that the plan gets implemented? This practical approach to strategic planning explores how board and senior staff can move from planning the work to working a plan that is an indispensable roadmap toward vision and mission achievement. Participants will:

- Identify the basic components of an effective strategic planning process.
- Learn how to set SMART goals.
- Explore strategies for measuring and monitoring progress.

7/30/2010 **Excel Advanced: 2003/2007 Version** 9 AM to 1 PM
 Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

This interactive workshop will help you become the Excel guru in your office! Participants will

- Customize and protect worksheets.
- Merge a database.
- Use the function wizard.
- Discover the power of using absolute vs. relative values.

Prerequisite: Intermediate Excel or knowledge of Excel is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

8/2/2010 **Excel Beginning: 2007 Version** 9 AM to 1 PM
 Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Learn to use this updated powerful spreadsheet program. In this hands-on workshop learn how to use this powerful spreadsheet program and the enhanced features of version 2007. Participants will

- Create, format and print worksheets.

- Copy and move data within worksheets.
- Create formulas and more.

Prerequisite: Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

8/3/2010 **Access Beginning: 2007 Version** 9 AM to 1 PM
 Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

In addition to helping you to create a database from scratch, this workshop explores the essential elements of Access 2007, including how to use the updated interface. Like Beginning Access 2003, in this workshop participants will

- Learn how to plan, create, edit, and print tables.
- Produce easy-to-use forms and reports.

Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

8/3/2010 **Getting Results: Using Your Personal Power** 9 AM to 12 PM
 Type:HRD Instructor: Shelli Chosak Location: BU M: \$90; SD: \$0; NM: \$65

This workshop will help you develop and enhance your sense of personal power that will enable you to become more effective, relate better to others, minimize conflict and stress, and get better results in your interactions with others. Participants will

- Identify the components of their own personal power.
- Learn how to build their personal power base.
- Develop strategies to get results when conflict arises.

8/4/2010 **Outlook: 2003/2007 Version** 9 AM to 1 PM
 Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Leverage the power of Outlook to organize and de-clutter email management, meeting scheduling and much more. The enhanced features of version 2007 are covered in this interactive workshop. Participants will

- Create rules to automate messages.
- Manage contacts and distribution lists.
- Make appointments.
- Work with the address book and calendar features.

Prerequisite: Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders.

8/5/2010 **Excel Intermediate: 2007 Version** 9 AM to 1 PM
 Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Build knowledge of Excel in this hands-on workshop. Participants will

- Link-in cells and worksheets.
- Work with templates and sheets.
- Build a database, using logical functions.
- Create charts and more.

Prerequisite: Beginning Excel is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

8/6/2010 **Access Intermediate: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Increase user flexibility with more powerful and practical skills that you can use to improve your own database system. In this workshop participants will

- Perform advanced queries.
- Create user-friendly forms.
- Design customized reports.

Prerequisite: Beginning Access is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

8/11/2010 **Team Building Part 2: Planning & Problem Solving** 9 AM to 12 PM
Type:HRD Instructor: Pauline Rippel Location: BU M: \$90; SD: \$0; NM: \$65

Many managers would like to involve their staff in planning and problem solving, but aren't certain how to begin. Experience an amazing six-step method for planning and problem solving in this interactive workshop. Participants will

- Learn how to engage the entire team in problem solving.
- Discover how to realistically and creatively design steps to improve the future.
- Identify ways to generate team spirit and commitment to team goals.
- Explore methods of improving employee satisfaction and productivity.

Prerequisite: Teambuilding—Part 1

8/13/2010 **QuickBooks I** 8:30 AM to 12 PM
Type:FIN Instructor: Mike La Nier Location: NMS M: \$90; SD: \$0; NM: \$65

Make the most of QuickBooks. This introduction focuses on getting started by thoroughly explaining all the basics. Participants will:

- Work with the chart of accounts, class codes and contacts;
- Balance your bank and credit card accounts;
- Manage QuickBooks files

9/18/2010 **Financial Accountability - Transparency, Best Practices, & Internal Controls** 9 AM to 12 PM
Type:FIN Instructor: Erin Pineda Location: BU M: \$90; SD: \$0; NM: \$65

Topics Include: Financial reporting - getting the information you and the board need; Meeting new demands for accountability and transparency; Using financial data to assess your organization's health; Balancing mission and margin

8/20/2010 **QuickBooks II** 8:30 AM to 12 PM
Type:FIN Instructor: Mike La Nier Location: NMS M: \$90; SD: \$0; NM: \$65

In this workshop, participants will:

- Add and track Grants, Pledges, Donations, Memberships and other funding sources;
- Setup and manage Budgets;

- Create and customize reports
- Prepare or customize letters
- In kind donations

Prerequisite: QuickBooks I or basic knowledge of QuickBooks and MS-Windows.

8/24/2010 **Building Boards that Work: Developing Strong Board Leadership** 5:30 PM to 8:30 PM
 Type:ORG Instructor: Mark Berger Location: NMS M: \$90; SD: \$0; NM: \$65

This workshop provides an overview of the major elements involved in building and maintaining a dynamic board, with a focus on identifying and recruiting the right people and maximizing each member’s effectiveness and involvement. Participants will learn how to

- Assess needs, targeting and attracting qualified candidates.
- Conduct orientation and training, integrating and motivating new board members.
- Create a working committee structure

8/27/2010 **Succeeding as a Supervisor: Effective Leadership Skills** 9 AM to 12 PM
 Type:HRD Instructor: Jeff Toister Location: NMS M: \$90; SD: \$0; NM: \$65

Supervisors are often hired or promoted into their positions without the specific knowledge and skills needed to be most effective. This workshop presents core supervisory skills and useful tools to help you better lead your team to success. Participants will

- Gain a greater understanding of leadership styles.
- Establish vision and goals for oneself and staff.
- Learn techniques for managing priorities and delegating effectively.

9/8/2010 **Communication Skills** 9 AM to 12 PM
 Type:HRD Instructor: Alisa Shorago Location: BU M: \$90; SD: \$0; NM: \$65

In today's workplace strong and effective communication skills are needed to ensure personal success. This workshop focuses on how to improve everyday interactions with coworkers and others. Participants will:

- Identify the communication skills most needed build productive relationships.
- Learn how to recognize the common barriers to successful communication.
- Craft effective and assertive messages.
- Practice listening and feedback skills.

9/10/2010 **Preventing Sexual Harassment in the Workplace** 8:45 AM to 11 AM
 Type:HRD Instructor: Jeff Toister Location: BU M: \$80; SD: \$35; NM: \$55

Sexual harassment in the workplace is a serious and often misunderstood issue. This interactive workshop explores the issues associated with harassment and the remedies everyone should know. Topics include:

- Understanding what sexual harassment is—and isn't;
- The impact that sexual harassment can have on individuals, teams and organizations;
- Knowing what supervisors and employers can do to prevent sexual harassment;
- Identify when and how an employer or supervisor is legally responsible;
- Identify the boundaries of appropriate workplace behavior.

Complies with the requirements of AB 1825, the California law mandating that every organization with 50 or more employees provide training on sexual harassment prevention for all supervisors.

- Create rules to automate messages.
- Manage contacts and distribution lists.
- Make appointments.
- Work with the address book and calendar features.

Prerequisite: Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders.

9/16/2010 **How to Talk with Donors & Prospects** 9 AM to 12 PM
 Type:RES Instructor: Janie Anderson Location: BU M: \$90; SD: \$0; NM: \$65

Does the idea of talking with donors make you nervous? Maybe fundraising is not in your job description, but you are sometimes asked to explain your program to donors, give tours or speak publicly about what you do – all in support of fundraising. Taught by an experienced consultant and major gift officer, this basic workshop is for non-development staff and volunteers and those very new to development. Participants will learn: 1. Ways of starting and continuing conversations with donors and prospects; 2. How donors view fundraising and giving; and 3. How your conversations help build donor relationships.

9/21/2010 **Cross-Generational Communication Skills** 9 AM to 12 PM
 Type:HRD Instructor: Sherri Petro Location: BU M: \$90; SD: \$0; NM: \$65

Ever face a communication challenge with someone younger or older and come away feeling disconnected? This interactive workshop explores the consequences of four generations in the workplace and how understanding can improve communication and productivity. Participants will

- Identify the generation mix in their organizations.
- Better understand why each generation thinks the way they do.
- Explore ways to improve communication.

9/21/2010 **Becoming an Effective Board Member: Roles & Responsibilities** 5:30 PM to 8:30 PM
 Type:ORG Instructor: Lenore Lowe Location: NMS M: \$90; SD: \$0; NM: \$65

Do you know what to expect from your board service, or what is expected of you? This workshop will help you hit the ground running to be an effective and valuable board member. Participants will

- Learn the questions to ask before joining a board.

9/22/2010 **Top 8 Tips for Grant Writing Success** 9 AM to 12 PM
 Type:RES Instructor: Elizabeth Berg Location: NMS M: \$90; SD: \$0; NM: \$65

Could your organization be more competitive in the grant market! This interactive workshop explores eight proven strategies for improving proposals. Participants will

- Understand the forms needed and how to present a budget in the best way possible.
- Learn when to write a Letter of Intent and how to organize a winning proposal.
- Create measurable objectives.
- Explore ways to build stronger relationships with grantors.

9/23/2010 **Coaching Skills for Managers: Beginning** 9 AM to 12 PM
Type:HRD Instructor: Irasema Garcia Location: BU M: \$90; SD: \$0; NM: \$65

Come learn to incorporate coaching techniques into your role as a manager. Discover an effective practical approach to coaching. Participants will

- Learn the process behind coaching
- Determine when to apply coaching tools
- Techniques and timing
- Evaluate your effectiveness.

9/28/2010 **Branding: Demystified!** 9 AM to 11 AM
Type:MKT Instructor: Rebecca Heyl Location: BU M: \$60; SD: \$0; NM: \$40

Branding: Demystified. In this two-hour class you will crack the code on nonprofit branding and learn how to jumpstart your brand to increase familiarity, awareness, favorability and donations. Attendees will walk away with a blueprint for how they can create or revitalize their brand. Taught with a common sense approach, this class is appropriate for marketing and development staff, executive directors and board members and volunteers.

Participants will learn:

- An understanding of which elements constitute a brand
- Knowledge of how brands are developed
- A methodology for revitalizing your brand
- Strategy behind branding separate programs
- Tactics for marketing your brand

10/4/2010 **Access Beginning: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

In addition to helping you to create a database from scratch, this workshop explores the essential elements of Access 2007, including how to use the updated interface. Like Beginning Access 2003, in this workshop participants will

- Learn how to plan, create, edit, and print tables.
- Produce easy-to-use forms and reports.

Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

10/5/2010 **Succeeding as a Supervisor: Effective Leadership Skills** 9 AM to 12 PM
Type:HRD Instructor: Shelli Chosak Location: BU M: \$90; SD: \$0; NM: \$65

Supervisors are often hired or promoted into their positions without the specific knowledge and skills needed to be most effective. This workshop presents core supervisory skills and useful tools to help you better lead your team to success. Participants will

- Gain a greater understanding of leadership styles.
- Establish vision and goals for oneself and staff.
- Learn techniques for managing priorities and delegating effectively.

10/5/2010 **The Cure to Death by PowerPoint** 9 AM to 12 PM
Type:MKT Instructor: Shannon Carreiro Location: BU M: \$90; SD: \$0; NM: \$65

We've all endured them. We've been guilty of giving them: deadly, boring PowerPoint presentations. Learn to create PowerPoint presentations that are more engaging and effective. In this lively, hands-on workshop; Participants will learn:

- Simple steps for building better bullet point slides and livelier charts and graphs along with lots of before and after examples;
- A few hints for conquering stage-fright;
- How to tell more compelling stories with concept slides;
- Get tips on how to structure your presentation and adapt it for different audiences

10/6/2010 **Access Intermediate: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Increase user flexibility with more powerful and practical skills that you can use to improve your own database system. In this workshop participants will

- Perform advanced queries.
- Create user-friendly forms.
- Design customized reports.

Prerequisite: Beginning Access is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

10/8/2010 **Access Advanced: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Take your knowledge of Access to the next level. This workshop goes beyond just pulling up lists of names and addresses. Participants will

- Learn how to compile and combine data in useful ways.
- Group, add, count, and average results.
- Create sub-reports.
- Customize queries.

Prerequisite: Intermediate Access is recommended.

If you would like to save copies of the examples used in class, please bring a flash drive to class.

10/8/2010 **Customer Service Skills** 9 AM to 12 PM
Type:HRD Instructor: Jeff Toister Location: BU M: \$90; SD: \$0; NM: \$65

Every encounter that front line staff have with a customer is an opportunity for a positive opinion to be formed about your organization. This interactive workshop examines how to develop a more customer-oriented staff by focusing on exceeding customer expectations! Participants will

- Define excellence in customer service.
- Learn how to establish rapport with customers.
- Identify ways to fulfill customer needs.
- Explore strategies to approach upset and angry customers.
- Discover ways to practice and perfect these skills in everyday situations.

This session is valuable for the first time assistant as well as veteran office staff.

10/12/2010 **Public Relations & the Nonprofit** 9 AM to 12 PM
 Type:MKT Instructor: Denise Scatena Location: BU M: \$90; SD: \$0; NM: \$65

PR raises the credibility of an organization. What does it take to communicate to the public to cultivate support for your organization? How can you “break through the clutter” and earn media coverage?

Participants will learn:

- PR basics to complement your fundraising and volunteer efforts and maintain a consistent profile in the public sphere;
- How to identify volunteers that can help you with your PR initiatives and how to manage a PR consultant.

This is an entry-level workshop, perfect for the manager who is charged with both development and communications in their organization.

10/13/2010 **Team Building Part 4: Making Meetings Matter** 9 AM to 12 PM
 Type:HRD Instructor: Pauline Rippel Location: BU M: \$90; SD: \$0; NM: \$65

Every minute of your meetings should be powerful and productive. Simple ground rules for process and appropriate participation can dramatically improve meeting effectiveness. In this workshop, participants will:

- Explore strategies and techniques for making meetings more productive.
- Develop actions and agendas to increase participation and ensure success.
- Enhance personal skills as meeting leader and participant.

Prerequisite: Team Building Part 1

10/14/2010 **Coaching Skills for Managers: Advanced** 9 AM to 12 PM
 Type:HRD Instructor: Irasema Garcia Location: BU M: \$90; SD: \$0; NM: \$65

Join this very interactive workshop to discover how you can integrate a coaching philosophy into your organization. Participants will

1. Learn how to review abundance, the coaching philosophy and how it can be applied
2. Practice your coaching skills using real employee issues
3. Learn how to transfer your coaching mastery to other situations.

**"Coaching Skills for Managers: Beginning" is a pre-requisite for this class.

10/19/2010 **Interviewing & Hiring for Nonprofits: Staffing for Success** 9 AM to 12 PM
 Type:HRD Instructor: Catherine Mattice Location: BU M: \$90; SD: \$0; NM: \$65

This interactive workshop teaches behavior-based interviewing techniques. Prepare and conduct interviews that will find just the right people for your organization. Participants will

- Learn to formulate customized questions to evaluate each candidate.
- Discover ways to Interview with increased confidence, control, and comfort.
- Identify legal questions.
- Make more informed decisions regarding candidates and their qualifications.

10/19/2010 **Building Boards that Work: Developing Strong Board Leadership** 5:30 PM to 8:30 PM
 Type:ORG Instructor: Mark Berger Location: NMS M: \$90; SD: \$0; NM: \$65

This workshop provides an overview of the major elements involved in building and maintaining a dynamic board, with a focus on identifying and recruiting the right people and maximizing each member’s effectiveness and

involvement. Participants will learn how to

- Assess needs, targeting and attracting qualified candidates.
- Conduct orientation and training, integrating and motivating new board members.
- Create a working committee structure.

10/21/2010 The Next Generation of Management 9 AM to 12 PM
Type:ORG Instructor: Irasema Garcia Location: BU M: \$90; SD: \$0; NM: \$65

How will management look like in the future?

This workshop will challenge conventional thinking on management and allow you to dissect our current rational for “how things are supposed to be done.” In this interactive workshop you will participate in activities that engage you in challenging the paradigms and roles of management and allow you to create a different picture for the future of management.

In this workshop, participants will:

- Discover the root causes that hinder management currently;
- Learn what 21st Century companies are doing to continually adapt and evolve and;
- Explore human motivation.

10/22/2010 Employee Development Skills for Supervisors & Trainers 9 AM to 12 PM
Type:HRD Instructor: Jeff Toister Location: BU M: \$90; SD: \$0; NM: \$65

Supervisors, trainers, and human resources professionals are often tasked with helping their employees develop new skills. However, effective employee training requires more than just a slick PowerPoint! This fun, hands-on workshop shows participants how to rapidly develop employee training programs that really work! Participants will

- Identify basic principles of adult learning that can be applied to any training program.
- Discover a simple model for creating effective training programs;
- Learn how to quickly create low-cost training courses that deliver big results.

9/28/2010 10 ME Management Lessons 9 AM to 10:30 AM
Type:HRD Instructor: Sherri Petro Location: BU M: \$60; SD: \$0; NM: \$40

Is your work/life balance out of balance? Could you use a little T.L.C. as you take care of everyone else? In this interactive workshop participants will

- Learn techniques for setting workplace boundaries.
- How to increase energy at work.
- Explore ways to honor oneself.

11/2/2010 Nuts & Bolts of Fundraising 9 AM to 12 PM
Type:RES Instructor: Carol Nottley Location: BU M: \$90; SD: \$0; NM: \$65

Are new to the fundraising world, or want to brush up on your basic skills? This workshop surveys a broad range of fundraising areas techniques including personal solicitations, board fundraising and direct mail. Participants will

- Understand the basics of successful fundraising techniques and practices.
- Learn how to identify potential donors,
- Explore how to build a diversified donor base

11/2/2010 **Excel Beginning: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

Learn to use this updated powerful spreadsheet program. In this hands-on workshop learn how to use this powerful spreadsheet program and the enhanced features of version 2007. Participants will

- Create, format and print worksheets.
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Prerequisite: Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders.

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- Manage contacts and distribution lists.
- Make appointments.
- Work with the address book and calendar features.

Prerequisite: Knowledge of basic Windows file management, such as creating new folders, copying/moving files between folders and drives, and re-naming of files and folders.

11/4/2010 **Understanding What Makes Nonprofit Accounting Different** 9 AM to 12 PM
Type:FIN Instructor: Chris Roberts Location: BU M: \$90; SD: \$0; NM: \$65

Critical skills that can help you produce more meaningful and accurate financial statements.

Participants will learn:

- Accounting for temporarily restricted net assets without making statements misleading
- Allocating cost among programs
- Improve your systems
- Implement effective practices in your financial management

11/5/2010 **Excel Advanced: 2007 Version** 9 AM to 1 PM
Type:COMP Instructor: Bill Rountree Location: BU M: \$125; SD: \$75; NM: \$95

12/3/2010 **Preventing Sexual Harassment in the Workplace** 8:45 AM to 11 AM
Type:HRD Instructor: Jeff Toister Location: BU M: \$80; SD: \$35; NM: \$55

Sexual harassment in the workplace is a serious and often misunderstood issue. This interactive workshop explores the issues associated with harassment and the remedies everyone should know. Topics include:

- Understanding what sexual harassment is—and isn't;
- The impact that sexual harassment can have on individuals, teams and organizations;
- Knowing what supervisors and employers can do to prevent sexual harassment;
- Identify when and how an employer or supervisor is legally responsible;
- Identify the boundaries of appropriate workplace behavior.

Complies with the requirements of AB 1825, the California law mandating that every organization with 50 or more employees provide training on sexual harassment prevention for all supervisors.

12/7/2010 **Volunteer Engagement** 9 AM to 12:30 PM
Type:HRD Instructor: Amy Bennett Location: BU M: \$90; SD: \$0; NM: \$65

This is a class for new volunteer coordinators or those who want a “refresher course” on the basic elements of volunteer engagement. Build a strong foundation to enable community volunteers to help your organization fulfill its mission.

Participants will learn:

- How to build a strong foundation to enable community volunteers to help your organization fulfill its mission.
- How to identify and include critical planning elements in volunteer management.
- How to design jobs to create winning volunteer positions, learn recruitment basics and screening techniques for the best fit.
- How to work with staff to build strong partnerships with volunteers, so services can expand far beyond what current staffing levels allow.
- How to use tools to evaluate, develop, recognize, and retain volunteers.

These fundamentals will give you the tools to be proactive rather than reactive to engage talented volunteers to get consistently productive results.

12/14/2010 **Communication Skills** 9 AM to 12 PM
Type:HRD Instructor: Alisa Shorago Location: BU M: \$90; SD: \$0; NM: \$65

In today's workplace strong and effective communication skills are needed to ensure personal success. This workshop focuses on how to improve everyday interactions with coworkers and others. Participants will

- Identify the communication skills most needed build productive relationships.
- Learn how to recognize the common barriers to successful communication.
- Craft effective and assertive messages.
- Practice listening and feedback skills.