

Workshop Catalog

Courses by Type



July – December 2009

Nonprofit Management Solutions (NMS) is the San Diego region's leading provider of management and technology consulting, training, and information services for the nonprofit sector. Since 1984 NMS has increased the core capacity of more than 95,000 nonprofit professionals and volunteers through programs and services that focus on achievable solutions.

Training Institute

As the premier professional development partner for San Diego's nonprofit community, NMS trains nonprofit professionals, board members, and volunteers through more than 300 course offerings annually.

Consulting and On-Site Training Solutions

Working with each organization's culture and strengths, NMS helps the region's nonprofit leaders implement governance and management solutions that strengthen capacity, sustainability, and mission impact.

Technology Solutions

NMS leverages the power of technology solutions for nonprofits through a comprehensive portfolio of customized services including website development, deployment, and management; troubleshooting, onsite and remote tech support; data analysis and information management; and customized software training.

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

CHAP

Chapman University
7460 Mission Valley Road
San Diego, CA 92108

NCHS

North County Health Services
150 Valpreda Road
San Marcos, CA 92069

WEB

Webinar
At your home/office computer!

YMCA

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

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

Technology & Computer Applications (COMP)

7/7/2009 **Excel: Beginning** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Learn to use this powerful spreadsheet program. We will work on creating, formatting and printing worksheets, copying and moving data within worksheets, creating formulas and more. (2003 version)

7/8/2009 **Access: Beginning** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Discover how a well-designed database can save valuable resources, improve efficiency and increase empowerment throughout an organization. Then roll up your sleeves and learn the basics of creating tables, relationships, queries, forms and reports. (2003 version)

7/9/2009 **Publisher** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Microsoft Publisher is a desktop publishing application that allows you to produce professional looking printed items without the need for a professional designer. You will learn to create brochures, newsletters, letterhead, envelopes, cards, invitations and much more. (2003 version)

7/10/2009 **Outlook** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Does your organization use Microsoft Outlook for email, but you are unsure of the functionality the program has to offer? Are you overwhelmed by keeping track of emails, tasks, and appointments in different places all over your desk? If either of these is the case, this is the class for you. We will explore the basics of Outlook, starting with Outlook's email features (including mail basics, Out of Office messages, folders and etiquette), managing contacts and distribution lists, making appointments, forwarding tasks, calendar items, and contacts, using the address book, organizing emails, and adding your personal information to the bottom of all messages automatically. We'll also create rules to automate how Outlook treats certain message, customize views, and practice numerous cool shortcuts. These topics and others will allow you to utilize many more features in this powerful tool, helping you to organize and de-clutter your work! (2003 version)

7/31/2009 **Word: Beginning** 9:30 AM to 1:30 PM
Instructor: William Newsom Location: YMCA M: \$95; SD: \$75; NM: \$125

Prerequisite: Introduction to Windows or equivalent experience. Learn program basics plus headers and footers, Print Preview mode, and shortcuts to streamline formatting.

8/3/2009 **Excel: Beginning (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Learn to use this updated powerful spreadsheet program. We will work on creating, formatting and printing worksheets, copying and moving data within worksheets, creating formulas and more. (2007 Version)

8/4/2009 **Word: Beginning (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125
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8/5/2009 **Excel: Intermediate** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125
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Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125
Become an Excel guru in your office! In this class, you will learn to customize and protect worksheets, merge a database, use the function wizard, discover the power of using absolute vs. relative values and more. (2003 version)

8/7/2009 **PowerPoint** 9:30 AM to 1:30 PM
Instructor: William Newsom Location: YMCA M: \$95; SD: \$75; NM: \$125
Learn to create or enhance your presentations. Tools to help you do that include custom animation, photos, drawing objects, layers and word art. Learn to use the master slide layout, music, effects, video clips, voice narration, and self-navigating presentations. Create hyperlinks to an Internet site or make your presentation Internet ready. (2003 version)

8/14/2009 **Word: Tips & Tools** 9:30 AM to 1:30 PM
Instructor: William Newsom Location: YMCA M: \$95; SD: \$75; NM: \$125
You may have the basics of using Microsoft Word, but wouldn't you like to learn some of the tips and tools to move your skills to the next level? This hands-on workshop will help you set up tables, create style sheets and improve page layout using formatting commands. You will learn about mail merge, columns, auto correct function, auto formatting as you type, graphics, layout, templates and wizard.

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9/11/2009 **PowerPoint (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Learn to create or enhance your PowerPoint presentations. Participants will learn how to: 1. Perform advanced file tasks, including using templates and navigating the slide show; 2. Add tables and charts, including working with graphs and SmartArt; 3. Add graphics and work with text boxes and ClipArt; and 4. Add audio/visual effects, including movies, sound clips, and animation. (2007 version)

9/15/2009 **Outlook** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Does your organization use Microsoft Outlook for email, but you are unsure of the functionality the program has to offer? Are you overwhelmed by keeping track of emails, tasks, and appointments in different places all over your desk? If either of these is the case, this is the class for you. We will explore the basics of Outlook, starting with Outlook's email features (including mail basics, Out of Office messages, folders and etiquette), managing contacts and distribution lists, making appointments, forwarding tasks, calendar items, and contacts, using the address book, organizing emails, and adding your personal information to the bottom of all messages automatically. We'll also create rules to automate how Outlook treats certain message, customize views, and practice numerous cool shortcuts. These topics and others will allow you to utilize many more features in this powerful tool, helping you to organize and de-clutter your work! (2003 version)

9/16/2009 **Access: Intermediate** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Build on your knowledge of Access by learning to perform advanced queries, create user-friendly forms and design customized reports. You will walk away from this with powerful and practical skills you can use to improve your own database system. (2003 version)

9/17/2009 **Excel: Intermediate (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

We will explore the intermediate functions of Microsoft Excel, including linking cells and worksheets, working with templates and sheets, building a database, using logical functions, creating charts and more. (2007 Version)

9/25/2009 **PowerPoint** 9:30 AM to 1:30 PM
Instructor: William Newsom Location: YMCA M: \$95; SD: \$75; NM: \$125

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10/6/2009 **Access: Beginning** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

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Build on your knowledge of Access by learning to perform advanced queries, create user-friendly forms and design customized reports. You will walk away from this with powerful and practical skills you can use to improve your own database system. (2003 version)

10/9/2009 **Word: Intermediate (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Go beyond the basics using Microsoft Word. In this workshop, we will learn intermediate techniques for managing files, formatting and hyperlinks, working with headers and footers, language and research timesaving tools, using the mail merge wizard, and finishing your document. (2007 Version)

10/30/2009 **PowerPoint** 9:30 AM to 1:30 PM
Instructor: William Newsom Location: YMCA M: \$95; SD: \$75; NM: \$125

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Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

In this class, you will go beyond just pulling up lists of names and addresses. After this workshop, you will be able to compile and combine information in useful ways, including grouping, adding, counting and averaging results, creating sub-reports and more. Unlock the potential of your database with customized queries and reports. (2003 version)

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Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Learn to use this updated powerful spreadsheet program. We will work on creating, formatting and printing worksheets, copying and moving data within worksheets, creating formulas and more. (2007 Version)

11/5/2009 **Word: Advanced (2007 Version)** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Learn advanced features of the new Microsoft Word. In this workshop, we will learn how to work with advanced graphics and objects, more features of tables, how to add style to your document, and how to modify options in Word. (2007 Version)

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12/8/2009 **Excel: Advanced** 9:30 AM to 1:30 PM
Instructor: Bill Rountree Location: YMCA M: \$95; SD: \$75; NM: \$125

Become an Excel guru in your office! In this class, you will learn to customize and protect worksheets, merge a database, use the function wizard, discover the power of using absolute vs. relative values and more. (2003 version)

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Instructor: Bill Rountree Location: CHAP M: \$95; SD: \$75; NM: \$125

Become an Excel guru in your office! In this class, you will learn to customize and protect worksheets, merge a database, use the function wizard, discover the power of using absolute vs. relative values and more. (2007 version)

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Access: Beginning (2007 Version)

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Financial Management

(FIN)

8/21/2009 **Quickbooks: Beginning** 8:30 AM to 12:00 PM
Instructor: Mike La Nier Location: NMS M: \$65; SD: \$0; NM: \$90

Topics include: Introduction to QuickBooks (Versions, Navigators, Preferences); Lists (Chart of Accounts, Classes, Items, Customers, Vendors); and Working with donors and/or grants (Add a new donor, Tracking funding sources, creating invoices, receive payments, make bank deposits, create letters and mail merge).

8/28/2009 **Quickbooks: Advanced** 8:30 AM to 12:00 PM
Instructor: Mike La Nier Location: NMS M: \$65; SD: \$0; NM: \$90

Topics Include: Vendors & Expenses (Enter/pay bills, Write checks, Using credit cards); Reconcile bank and credit card accounts; Enter payroll expense and journal entries; Setting up budgets; Create reports; Backing up your data file.

9/22/2009 **Nuts & Bolts of Budget Planning** 9:00 AM to 12:00 PM
Instructor: Scott Philips Location: CHAP M: \$65; SD: \$0; NM: \$90

A budget shouldn't be a financial straightjacket or a forecast of the organization's financial future. Introduce yourself to a range of budgets and methods for budget preparation that are suited to various problems and situations in nonprofits. Participants will learn: 1. Analyzing different types of costs; 2. Indirect costs and in-kind revenues and expenses; 3. Budget revisions and contingency budgets

10/20/2009 **Accounting for Contributions: Unrestricted, Temporarily Restricted, and Permanently Restricted** 9:00 AM to 12:00 PM
Instructor: Christopher Roberts Location: CHAP M: \$65; SD: \$0; NM: \$90

As organizations who regularly deal with both financial and in-kind donations, nonprofits must keep careful records of each contribution and exchange. Come learn the correct way to account for contributions at this important seminar. Topics to be included: 1. How to determine if funds received meet the definition of a contribution or an exchange; 2. How and when to record contributions and track restrictions; 3. Understand the three types of contributions: Unrestricted, Temporarily Restricted and Permanently Restricted.

11/6/2009 **Quickbooks: Beginning** 8:30 AM to 12:00 PM
Instructor: Mike La Nier Location: NMS M: \$65; SD: \$0; NM: \$90

Topics include: Introduction to QuickBooks (Versions, Navigators, Preferences); Lists (Chart of Accounts, Classes, Items, Customers, Vendors); and Working with donors and/or grants (Add a new donor, Tracking funding sources, creating invoices, receive payments, make bank deposits, create letters and mail merge).

11/11/2009 **Understanding What Makes Nonprofit Accounting Different** 9:00 AM to 12:00 PM
Instructor: Christopher Roberts Location: CHAP M: \$65; SD: \$0; NM: \$90

Critical skills that can help you produce more meaningful and accurate financial statements include: 1. Accounting for temporarily restricted net assets without making statements misleading; 2. Allocating cost among programs; 3. Improve your systems and implement effective practices in your financial management.

11/13/2009

Quickbooks: Advanced

8:30 AM to 12:00 PM

Instructor: Mike La Nier

Location: NMS

M: \$65; SD: \$0; NM: \$90

Topics Include: Vendors & Expenses (Enter/pay bills, Write checks, Using credit cards); Reconcile bank and credit card accounts; Enter payroll expense and journal entries; Setting up budgets; Create reports; Backing up your data file.

Fund Resource Development

(FR)

7/16/2009 Twitter, Twitter, Twitter – What Does it Mean for Your Organization? (Webinar)

9:00 AM to 10:30 AM

Instructor: Mary Gross Location: WEB M: \$35; SD: \$10; NM: \$55

A hands-on workshop to learn how to set up your Twitter account (if you haven't already), find people on Twitter, resources to manage Twitter accounts, and ways to built a following and grow relationships.

Participants will learn: 1. How to establish a Twitter account; 2. Explore the various tools for managing Twitter activity; 3. Understand how to communicate your messages to help build brand, loyalty and community

8/4/2009 Prospect Research: Finding Funding (SOS)

9:00 AM to 12:00 PM

Instructor: Diane Valdivia Location: CHAP M: \$65; SD: \$0; NM: \$90

Prospect researchers direct their energy identifying potential donors to support the fundraising efforts of an organization. Researchers gather information from publicly available resources in order to analyze such factors as an individual's or corporation's wealth capacity and affinity for contributing to their organization's mission.

Participants will learn how to: 1. Identify information sources that Prospect Researchers can utilize; 2. Understand and analyze available financial information; and 3. Gain insight into practical web sites and other resources available to assist in fundraising strategies for prospects.

8/7/2009 Top 8 Tips for Grant Writing Success

9:00 AM to 11:00 AM

Instructor: Elizabeth Berg Location: NMS M: \$40; SD: \$0; NM: \$60

This workshop will cover the top eight strategies for preparing your organization to research, write and win grants. Be competitive in the grant market! Participants will learn how to: 1. Understand the forms needed and how to present a budget in the best way; 2. Organize a proposal, when to write a Letter of Intent; 3. Create measurable objectives; and 4. Build a relationship with a grantor.

8/11/2009 Nuts & Bolts of Fundraising

9:00 AM to 12:00 PM

Instructor: Carol Nottley Location: CHAP M: \$65; SD: \$0; NM: \$90

If you are new to the fundraising world, or want to brush up on your basic skills, this workshop is a must for you. This workshop will cover the broad range of fundraising techniques including personal solicitations, board fundraising and direct mail. The Learning Objectives are: 1. Understand the basics of successful fundraising techniques and practices; 2. Identify potential donors; 3. Develop strong case statements; 4. Build a diversified donor base

8/13/2009 Branding in the Social Media World

9:00 AM to 11:00 AM

Instructor: Mary Gross Location: NMS M: \$40; SD: \$0; NM: \$60

Any good marketer will tell you controlling your messaging and brand is important. As our communications environment gets more complex, the more difficult that becomes. As social media becomes more dominant, the need for effective branding is also constantly increasing.

Participants will learn: 1. Understanding of branding and how it helps build strong relationships; 2. Ideas for training staff, volunteers, etc. to help carry your brand through various online channels.

9/19/2009 **Winning Grants: Step by Step** 9:00 AM to 3:00 PM
Instructor: Sally Cox Location: NMS M: \$95; SD: \$20; NM: \$125

There is a \$20 book fee not included in the Sweet Deal Program! Sweet Deal Organizations will be invoiced separately.

Learn how to turn organizational needs into competitive and compelling grant proposals. An experiential approach will allow you to start developing proposal components through practical exercises. You will be guided through all the elements of a proposal, including developing the initial idea, researching prospective funders, effectively describing the program, and identifying the projects' impact and outcomes. Ideal for beginning grantwriters!

10/1/2009 **Nonprofit Corporate Fundraising** 9:00 AM to 12:00 PM
Instructor: Parker Pike Location: UCSD Ext. M: \$65; SD: \$0; NM: \$90

Partnerships (not sponsorships), social enterprise, cause marketing, outcomes and ROI for companies continue to be the talk in nonprofit circles, as traditional funding sources continue to shrink. NMS and UCSD Extension can help you supercharge and expand your fundraising strategies.

Learn key strategies to help your nonprofit differentiate your corporate proposals, add specific values to your benefits package and learn two key steps before you approach a company.

What you will receive: 1.) Fill in the blank cause marketing plan for you to use today; 2.) San Diego Nonprofit Valuation Survey to help you place and actual dollar value on your resources and companies benefits; 3.) Case studies in social enterprise to help you maximize income generating ideas; 4.) Sample proposals to give you new ideas to approach companies.

Learn how to establish the actual dollar value for the benefits in your proposals to media and companies. Last year the San Diego Chapters of The American Marketing Association and Association of Fundraising Professionals supported the second research study into what local companies and ad agencies would pay for nonprofit events and sponsorships. Learn first-hand from the study's author what companies will pay for your nonprofit benefits in 29 separate categories.

Seminar goals include: 1.) Learning to develop an advertising program...even without an advertising budget; 2.) Helping you create more effective corporate and media proposals ... and strategy to "predict" your success; 3.) Determining your ROI (Return on Community Investment) for companies; 4.) Steps for conducting your nonprofit "resource audit"; 5.) Learning how to calculate your true market value; 6.) What to do first, before approaching a company for a partnership; 7.) Provide a template that nonprofits can use as the foundation for their cause marketing plan; 8.) Insight into what companies and media are looking for in a nonprofit partnership; 9.) Key steps in developing a plan to secure a media partnership to support your cause since "press releases" typically fail.

***This workshop is part of our SOS series and non-members can participate in the Fee Plus Five deal for this series only.

10/22/2009 **Volunteer Fundraising: Expanding Your Efforts** 9:00 AM to 12:00 PM
Instructor: Colleen Lukoff Location: CHAP M: \$65; SD: \$0; NM: \$90

There are a variety of ways in which volunteers can help with fundraising, and they are vital to the overall effort. Recruiting and training fundraising volunteers is a critical task, one with both "art" and "science." And once on board, you need to use them effectively for the sake of both your donor and volunteer relationships.

Participants will learn how to: 1. Develop clear roles and expectations for fundraising volunteers; 2. Develop strategies for identifying and recruiting appropriate volunteers; 3. Provide clear and detailed information and instruction to volunteers.

11/6/2009 **Top 8 Tips for Grant Writing Success** 9:00 AM to 11:00 AM
Instructor: Elizabeth Berg Location: NMS M: \$40; SD: \$0; NM: \$60

This workshop will cover the top eight strategies for preparing your organization to research, write and win grants. Be competitive in the grant market! Participants will learn how to: 1. Understand the forms needed and how to present a budget in the best way; 2. Organize a proposal, when to write a Letter of Intent; 3. Create measurable objectives; and 4. Build a relationship with a grantor.

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11/17/2009 **The Art of Schmoozing** 9:00 AM to 12:00 PM
Instructor: Emily Davis Location: CHAP M: \$65; SD: \$0; NM: \$90

Networking, both in-person and online, is a huge part of personal and professional advancement these days. How many times have you heard, "it's who you know...", but networking for many is a mystery and can be daunting. The Art of Schmoozing is a workshop focused on how to begin networking and some of the best practices to make networking yield the best results for you. By learning to network more effectively you can benefit both personally and professionally, unveil new funding opportunities, achieve goals, and increase your recognition in your community (of any size).

Emily Davis, MNM, will share her simple strategies and approaches for networking that will help participants learn new tools and open up new opportunities. She will discuss the importance of both one-on-one networking as well as leveraging social media to make connections. The group will examine outcomes of successful networking and learn how great organizations, ideas, and professional relationships can come out of simple networking concepts. Bring your questions and experiences to share with group and be prepared to work on ramping up your knowledge of this subtle, yet critical skill.

11/19/2009 **"What Do I Say Next?" – How to Talk With Donors and Prospects** 9:00 AM to 12:00 PM
Instructor: Janie Anderson Location: CHAP M: \$65; SD: \$0; NM: \$90

Are you nervous about asking prospects for gifts – or in a quandary about how to even start a conversation about money? Learn from an experienced consultant and major gift officer how to overcome fears and gain the donor's perspective. Part structured class and part open discussion, this workshop will help you become more skilled and confident in building donor relationships through personal dialog.

Participants will learn: 1. The 5 parts of an effective ask; 2. How donors view conversations about money; 3. Alternate ways of starting and continuing conversations with donors and prospects.

12/2/2009 **Winning Grants: Beyond the Basics** 9:00 AM to 12:00 PM
Instructor: Joshua Lazerson Location: NMS M: \$65; SD: \$0; NM: \$90

You understand the nuts and bolts of grantwriting ... now you are ready for the power tools that will take you to a new level of grant development. This intermediate clinic will provide you with more detailed instruction on how to really hone your grant writing skills. Participants will learn to: 1. Improve the organization of the proposal development process; 2. Understand and be able to draft complete and correct process and outcome objectives; 3. Consider the nature and components of a truly compelling and excellent proposal.

Human Resource Development (HRD)

7/15/2009 **Preventing Harassment in the Workplace** 9:00 AM to 11:00 AM
Instructor: Jeff Toister Location: CHAP M: \$55; SD: \$35; NM: \$75

This workshop complies with the requirements of a new California law mandating that every organization with 50 or more employees must provide training on sexual harassment for all supervisors. Topics include: 1. Understanding what sexual harassment is—and isn't; 2. The impact that sexual harassment can have on individuals, teams and organizations; 3. Knowing what supervisors and employers can do to prevent sexual harassment; 4. Identify when and how an employer or supervisor is legally responsible; 5. Identify the boundaries of appropriate workplace behavior.

7/21/2009 **Communication Skills** 1:00 PM to 4:00 PM
Instructor: Alisa Shorago Location: NCHS M: \$65; SD: \$0; NM: \$90

In today's workplace, you need strong and effective communication skills to help you succeed. This workshop will take you through the skills necessary to improve your everyday interactions with coworkers and others.

Participants will learn: 1. The communication skills most needed to get ahead and build productive relationships; 2. Common barriers to successful communications; 3. How to craft effective and assertive messages; 4. How to mix and mingle; 5. Listening and feedback skills; and 6. Establishing rapport.

7/30/2009 **Getting Results: Using Your Personal Power** 9:00 AM to 12:00 PM
Instructor: Shelli Chosak, Ph.D. Location: CHAP M: \$65; SD: \$0; NM: \$90

Developing and enhancing your sense of personal power will enable you to become more effective, relate better to others, minimize conflict and stress, and get better results in your interactions with others. Learn to identify the components of your own personal power and how to make it work for you, whether you are in a staff or executive position.

Participants will learn how to: 1. Define and describe your own personal power; 2. Build your personal power base; 3. The persuasion process; 4. Getting desired results when conflict arises; and 5. An action plan

8/5/2009 **Conflict Resolution** 9:00 AM to 12:00 PM
Instructor: Stephen Murphy Location: CHAP M: \$65; SD: \$0; NM: \$90

Conflict is inevitable in all processes of human relationships and, in particular, the workplace. But how do you handle it constructively and creatively? Participants will learn to: 1. Identify your own conflict style; 2. Examine the five different styles people use to handle conflict; 3. Identify when to use each style for best results; 4. Identify effective techniques for communicating with others in conflict; 5. Practice resolving conflict with your team using a five-step process; 6. Develop a personal action plan to improve skills in resolving conflict

8/12/2009 **10 Me Management Lessons** 9:00 AM to 10:30 AM
Instructor: Sherri Petro Location: CHAP M: \$40; SD: \$0; NM: \$60

Need a little T.L.C. as you take care of everyone else? Things seem a little out of control? Participants will learn tips and techniques on: 1. How you can set boundaries; 2. Increase energy; and 3. Honor yourself. Me management -- now that's something you can be in command of!

8/18/2009 **Volunteer Management: Tools for the Next Ten Years** 9:00 AM to 12:00 PM
Instructor: Amy Bennett Location: CHAP M: \$65; SD: \$0; NM: \$90

In this three-hour workshop you will learn how to transform your volunteer program to meet today's economic challenges while tapping into a growing pool of talented and reliable volunteer resources. Interactive instruction, practical examples, and ideas you can easily adapt for immediate use are included. This workshop is geared toward volunteer managers, program managers, and directors.

Participants will learn to: 1. Integrate the Human Resources Model of Volunteer Management to integrate qualified volunteers into your organization; 2. Apply specific techniques to inspire and activate your workforce to create change; 3. Plan significantly expanded services beyond what current staffing levels allow

8/19/2009 **Team Building Part 1: Essentials of Team Building** 9:00 AM to 12:00 PM
Instructor: Pauline Rippel Location: CHAP M: \$65; SD: \$0; NM: \$90

Successful organizations are based on teamwork at every level. Participants will learn: 1. The characteristics of effective teams; 2. The 4 stages of team development; 3. Inventories identifying the ways your teams prefers to function; 4. The two main tasks of team-builders; and 5. Introduction to the methods for building and sustaining a team which will be more fully developed in the next three classes.

*This workshop is the first of the teambuilding series. Participants SHOULD register for all parts as follows: 8/19/09 - Essentials of Team Building; 9/16/09 - Planning & Problem Solving as a Team; 10/21/09 - Making Decisions as a Team; 11/18/09 - Making Meetings Matter.

8/20/2009 **Succeeding as a Supervisor: Effective Leadership Skills** 9:00 AM to 12:00 PM
Instructor: Shelli Chosak, Ph.D. Location: CHAP M: \$65; SD: \$0; NM: \$90

Supervisors are often hired or promoted into their positions without the specific knowledge and skills they need to be effective supervisors. This workshop will present core skills and useful tools to help you develop as an effective supervisor, build a stronger and more motivated work force, and better lead your team to success.

Participants will learn how to: 1. Understand leadership styles; 2. Establish vision and goals for yourself and your staff; 3. Manage your priorities and delegating effectively.

8/25/2009 **Customer Service Skills** 9:00 AM to 12:00 PM
Instructor: Jeff Toister Location: CHAP M: \$65; SD: \$0; NM: \$90

Success and smooth sailing in an organization require that front-line staff be customer-oriented and focused on meeting or exceeding customer expectations! Each encounter with a customer is a chance for them to form a positive opinion of your organization. This session is valuable for the first time assistant to the veteran office staff.

Participants will learn: 1. The skills it takes to excel at customer service: establishing rapport, fulfilling customer needs, and handling upset or angry customers; 2. Ways to practice and perfect these skills in everyday situations.

9/9/2009 **Communication Skills** 9:00 AM to 12:00 PM
Instructor: Alisa Shorago Location: CHAP M: \$65; SD: \$0; NM: \$90

In today's workplace, you need strong and effective communication skills to help you succeed. This workshop will take you through the skills necessary to improve your everyday interactions with coworkers and others.

Participants will learn: 1. The communication skills most needed to get ahead and build productive relationships; 2. Common barriers to successful communications; 3. How to craft effective and assertive messages; 4. How to mix and mingle; 5. Listening and feedback skills; and 6. Establishing rapport.

9/11/2009 **Dealing with Difficult People** 9:00 AM to 12:00 PM
Instructor: Karen Harris Location: CHAP M: \$65; SD: \$0; NM: \$90

Just one “difficult” person can disrupt a whole organization, increase stress levels and decrease productivity. This workshop will focus on strategies for building people skills and tools for coping more effectively with aggressive, hostile, passive, and scary colleagues. Topics include: recognizing the roots of difficult behavior, recognizing our own responses to difficult behavior, learning specific skills to cope effectively, and what about the difficult boss?

9/16/2009 **Team Building Part 2: Planning & Problem Solving as a Team** 9:00 AM to 12:00 PM
Instructor: Pauline Rippel Location: CHAP M: \$65; SD: \$0; NM: \$90

Many managers would like to involve their staff in planning and problem solving, but don't. They know it can be difficult to pull together the diverse ideas of a group.

Participants will learn how to: Use and experience an amazing six-step method for planning and problem solving that involves everyone, deals with the issues, creates consensus decisions, and generates full team commitment.

*This workshop is the first of the teambuilding series. Participants SHOULD register for all parts as follows: 8/19/09 - Essentials of Team Building; 9/16/09 - Planning & Problem Solving as a Team; 10/21/09 - Making Decisions as a Team; 11/18/09 - Making Meetings Matter.

9/17/2009 **Interviewing & Hiring** 9:00 AM to 12:00 PM
Instructor: Janis Whitaker Location: NCHS M: \$65; SD: \$0; NM: \$90

This interactive workshop teaches behavior-based interviewing techniques. Learn how to prepare for and conduct interviews to find the right person for your organization today! Participants will learn to: 1. Develop customized questions to evaluate each candidate; 2. Interview with increased confidence, control, and comfort; 3. Ask legal questions; 4. Make an informed decision regarding candidates and their qualifications; 5. Hire top quality employees

9/18/2009 **Preventing Harassment in the Workplace** 9:00 AM to 11:00 AM
Instructor: Jeff Toister Location: CHAP M: \$55; SD: \$35; NM: \$75

This workshop complies with the requirements of a new California law mandating that every organization with 50 or more employees must provide training on sexual harassment for all supervisors. Topics include: 1. Understanding what sexual harassment is—and isn't; 2. The impact that sexual harassment can have on individuals, teams and organizations; 3. Knowing what supervisors and employers can do to prevent sexual harassment; 4. Identify when and how an employer or supervisor is legally responsible; 5. Identify the boundaries of appropriate workplace behavior.

9/23/2009 **Next Generation Workplace Skills** 9:00 AM to 12:00 PM
Instructor: Sherri Petro Location: CHAP M: \$65; SD: \$0; NM: \$90

The scenario: a new work environment. Are you asking yourself: What am I supposed to do? What questions should I be asking? How should I ask them? How do I fit? How can I help my organization understand what I have to offer?

Participants will learn to: 1. Combine creative, critical and systems thinking so you can better understand your workplace, channel your creative energy and think more critically on the job; 2. Develop your strategic thinking skills and maximize your value to your new employer.

9/24/2009

Personnel Problems: Constructive Solutions for Supervisors

9:00 AM to 12:00 PM

Instructor: Bernie Kulchin

Location: CHAP

M: \$65; SD: \$0; NM: \$90

This workshop presents an effective system that includes the use of progressive discipline policies for satisfactory results and optimal employer/employee relations.

Participants will learn: 1. Role of supervisor as coach and counselor; 2. Understanding personnel law and avoiding litigation; 3. Putting policies on paper; 4. The Progressive Discipline Process

9/25/2009

Cultural Competency I: Understanding the Basics

9:00 AM to 11:30 AM

Instructor: Karen Harris

Location: CHAP

M: \$40; SD: \$0; NM: \$60

This session offers an introduction to the basic ideas and skills involved in cultural competency. We will explore the concepts of privilege and prejudice and how these affect our interactions with other people. We will review the definitions everyone should know to be culturally savvy including the difference between cultural generalizations and stereotypes. We will also explore the three levels of personal identity: universal, group, and individual and discuss why certain things are so hard to talk about when it comes to cross-cultural communications. There will also be a chance to ask any and every question you have about cultural difference.

9/30/2009

Battle the Workplace Bully

9:00 AM to 12:00 PM

Instructor: Catherine Mattice

Location: CHAP

M: \$65; SD: \$0; NM: \$90

53% of Americans are bullied at work. 27% of them will eventually quit as a result. Targets of bullies, meanies and jerks lose job satisfaction, reduce work product and quality, spend time talking with others about their experiences instead of working, and call in sick often to avoid dealing with the bully. When organizational leaders fail to help, bully victims ultimately leave. The bottom line is affected as communication breaks down and money is lost to high absenteeism and turnover. Learn how and why these people thrive in your organization, and about the damage they are causing. Great for anyone at any level of your organization.

Participants will learn to: 1. Create an anti-bully policy; 2. Investigate complaints; 3. Facilitate adjustments in your organizational culture; 4. Use assertive and interpersonal communication skills.

9/30/2009

Producing Peak Performance

9:00 AM to 12:00 PM

Instructor: Sheila Walker

Location: CHAP

M: \$65; SD: \$0; NM: \$90

In your role as a supervisor or manager you are responsible for developing your staff to produce their peak performance.

Participants will learn how to: 1. Understand how a performance management process works; 2. Deal with early performance issues; 3. Appreciate how good supervision/management practices motivate staff.

10/13/2009

Coaching Skills for Managers: Beginning

9:00 AM to 12:00 PM

Instructor: Irasema Garcia

Location: CHAP

M: \$65; SD: \$0; NM: \$90

Come learn to incorporate coaching techniques into your role as a manager. Discover an effective practical approach to coaching. Participants will learn how to: 1. The process behind coaching; 2. Determine when to apply coaching tools; 3. Techniques and timing; 4. Evaluate your effectiveness.

*This course is a pre-requisite for "Coaching Skills for Managers: Advanced."

10/14/2009 **Interviewing & Hiring** 9:00 AM to 12:00 PM
Instructor: Catherine Mattice Location: CHAP M: \$65; SD: \$0; NM: \$90

This interactive workshop teaches behavior-based interviewing techniques. Learn how to prepare for and conduct interviews to find the right person for your organization today! Participants will learn to: 1. Develop customized questions to evaluate each candidate; 2. Interview with increased confidence, control, and comfort; 3. Ask legal questions; 4. Make an informed decision regarding candidates and their qualifications; 5. Hire top quality employees

10/15/2009 **Cross Generational Communication** 9:00 AM to 12:00 PM
Instructor: Sherri Petro Location: CHAP M: \$65; SD: \$0; NM: \$90

Ever face a communication challenge with someone younger or older and come away feeling disconnected? How can you communicate more effectively regardless of age?

Participants in this class will benefit by learning: 1. What the generation mix issue is; 2. The consequences of having four generations in the workplace; 3. A historical timeline that explains what has shaped each generation's beliefs, behaviors, values and attitudes; 4. How generations are different and the same; 5. Best practices to create better communication, develop REALationships and increase productivity.

Your employees will leave knowing how to: 1. Better understand why each generation thinks the way they do; 2. How you can create better ways to communicate and achieve results; 3. Shape a more unified culture which promotes understanding, communication, productivity and innovation.

10/16/2009 **Cultural Competency II: Cultural Patterns** 9:00 AM to 11:30 AM
Instructor: Karen Harris Location: CHAP M: \$40; SD: \$0; NM: \$60

This session assumes you understand the basic concepts and definitions involved in diversity work. Instead, we delve right into the cultural patterns of various groups: African-American, European-American, Hispanic-American and Asian-American. We will also review the skills needed for effective inter-cultural communication. Then, we will finish with some interactive exercises to apply this knowledge and skills in real-life scenarios.

10/20/2009 **Coaching Skills for Managers: Advanced** 9:00 AM to 12:00 PM
Instructor: Irasema Garcia Location: CHAP M: \$65; SD: \$0; NM: \$90

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

Participants will learn how to: 1. 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.

10/21/2009 **Team Building Part 3: Making Decisions as a Team** 9:00 AM to 12:00 PM
Instructor: Pauline Rippel Location: CHAP M: \$65; SD: \$0; NM: \$90

In "Making Decisions as a Team," participants will learn: 1. Overview of formats for group decision-making (interactive, nominal and Delphi formats); 2. Advantages and disadvantages to group decision-making; 3. Strategies to improve group decision-making (Devil's advocate, multiple advocacy and brainstorming); 4. Advantages, challenges, and principles of consensus decision-making; 5. Application of theory to a case situation.

*This workshop is the first of the teambuilding series. Participants SHOULD register for all parts as follows: 8/19/09 - Essentials of Team Building; 9/16/09 - Planning & Problem Solving as a Team; 10/21/09 - Making Decisions as a Team; 11/18/09 - Making Meetings Matter.

11/12/2009 **Succeeding as a Supervisor: Effective Leadership Skills** 9:00 AM to 12:00 PM
Instructor: Shelli Chosak, Ph.D. Location: CHAP M: \$65; SD: \$0; NM: \$90

Supervisors are often hired or promoted into their positions without the specific knowledge and skills they need to be effective supervisors. This workshop will present core skills and useful tools to help you develop as an effective supervisor, build a stronger and more motivated work force, and better lead your team to success.

Participants will learn how to: 1. Understand leadership styles; 2. Establish vision and goals for yourself and your staff; 3. Manage your priorities and delegating effectively.

11/13/2009 **Cultural Competency III: The Next Level** 9:00 AM to 11:30 AM
Instructor: Karen Harris Location: CHAP M: \$40; SD: \$0; NM: \$60

This session welcomes everyone interested in becoming a diversity leader. It is intended for those people who have a good working understanding of diversity, basic cultural patterns of different groups, and some of the skills involved in intercultural communications. We will spend the majority of our time engaged in highly interactive discussions to troubleshoot some of the complex scenarios we face in the workplace regarding diversity. We will also do an inventory of our workplace culture and develop an action plan for future success. (It is highly recommended that all participants attend the Cultural Competency: Level II workshop before registering for Level III.)

11/18/2009 **Team Building Part 4: Making Meetings Matter** 9:00 AM to 12:30 PM
Instructor: Pauline Rippel Location: CHAP M: \$65; SD: \$0; NM: \$90

Every minute of your meetings should be powerful and productive.

Participants will learn how to: 1. Use strategies and techniques that will make your meetings more productive and enhance the effectiveness and teamwork of your staff, board or committee; 2. Utilize actions and agendas to insure success, increasing participation and commitment; 3. Enhance your skills as leader and participant.

*This workshop is the first of the teambuilding series. Participants SHOULD register for all parts as follows: 8/19/09 - Essentials of Team Building; 9/16/09 - Planning & Problem Solving as a Team; 10/21/09 - Making Decisions as a Team; 11/18/09 - Making Meetings Matter.

12/2/2009 **Preventing Harassment in the Workplace** 9:00 AM to 11:00 AM
Instructor: Jeff Toister Location: CHAP M: \$55; SD: \$35; NM: \$75

This workshop complies with the requirements of a new California law mandating that every organization with 50 or more employees must provide training on sexual harassment for all supervisors. Topics include: 1. Understanding what sexual harassment is—and isn't; 2. The impact that sexual harassment can have on individuals, teams and organizations; 3. Knowing what supervisors and employers can do to prevent sexual harassment; 4. Identify when and how an employer or supervisor is legally responsible; 5. Identify the boundaries of appropriate workplace behavior.

12/4/2009 **Dealing with Difficult People** 9:00 AM to 12:00 PM
Instructor: Karen Harris Location: CHAP M: \$65; SD: \$0; NM: \$90

Just one "difficult" person can disrupt a whole organization, increase stress levels and decrease productivity. This workshop will focus on strategies for building people skills and tools for coping more effectively with aggressive, hostile, passive, and scary colleagues. Topics include: recognizing the roots of difficult behavior, recognizing our own responses to difficult behavior, learning specific skills to cope effectively, and what about the difficult boss?

12/8/2009 Personnel Problems: Constructive Solutions for Supervisors

9:00 AM to 12:00 PM

Instructor: Bernie Kulchin

Location: CHAP

M: \$65; SD: \$0; NM: \$90

This workshop presents an effective system that includes the use of progressive discipline policies for satisfactory results and optimal employer/employee relations. Participants will learn: 1. Role of supervisor as coach and counselor; 2. Understanding personnel law and avoiding litigation; 3. Putting policies on paper; 4. The Progressive Discipline Process

12/15/2009 Communication Skills

9:00 AM to 12:00 PM

Instructor: Alisa Shorago

Location: CHAP

M: \$65; SD: \$0; NM: \$90

In today's workplace, you need strong and effective communication skills to help you succeed. This workshop will take you through the skills necessary to improve your everyday interactions with coworkers and others.

Participants will learn: 1. The communication skills most needed to get ahead and build productive relationships; 2. Common barriers to successful communications; 3. How to craft effective and assertive messages; 4. How to mix and mingle; 5. Listening and feedback skills; and 6. Establishing rapport.

Marketing & Public Relations (MKT)

7/16/2009 Twitter, Twitter, Twitter – What Does it Mean for Your Organization? (Webinar)

9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$35; SD: \$10; NM: \$55

A hands-on workshop to learn how to set up your Twitter account (if you haven't already), find people on Twitter, resources to manage Twitter accounts, and ways to build a following and grow relationships.

Participants will learn: 1. How to establish a Twitter account; 2. Explore the various tools for managing Twitter activity; 3. Understand how to communicate your messages to help build brand, loyalty and community

7/23/2009 Breakfast with a Geek Webinar: 10 Ways to Help Drive Traffic to Your Website

9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$0; SD: \$0; NM: \$0

In the early days of the web, all you needed to do was add a few meta tags to your website and your work was done. Now there are best practices that cover a broad range of activities to help attract relevant traffic to your website. The secrets lie in the text on your pages, the tagging done on the site, links to your site from other sites, as well as other activities.

Participants will learn how to: 1. Implement these strategies without spending money; 2. Qualify the value of this activity; 3. Demystify all the rhetoric about websites and traffic and find what works for your organization

8/13/2009 Branding in the Social Media World

9:00 AM to 11:00 AM

Instructor: Mary Gross

Location: NMS

M: \$40; SD: \$0; NM: \$60

Any good marketer will tell you controlling your messaging and brand is important. As our communications environment gets more complex, the more difficult that becomes. As social media becomes more dominant, the need for effective branding is also constantly increasing.

Participants will learn: 1. Understanding of branding and how it helps build strong relationships; 2. Ideas for training staff, volunteers, etc. to help carry your brand through various online channels.

8/27/2009 Online Storytelling Fundamentals: How to Communicate Happily Ever After

9:00 AM to 12:00 PM

Instructor: Shannon Carreiro

Location: CHAP

M: \$65; SD: \$0; NM: \$90

Once upon a time long, long ago, 'round campfires and in torch-lit caves, our ancestors used stories to teach and inspire. Today, we depend on the Internet to get the word out, but too often we forget what our ancestors knew: you cannot teach or reach if you don't engage your audience. And online, you have fewer than eight seconds to do that.

Online Storytelling Fundamentals is for anyone charged with crafting (or directing) messaging for websites or email. During this hands-on workshop, participants will learn: 1. How to identify emotionally resonant themes; 2. How to craft a compelling tale using elements basic to all stories; 3. How to surprise, delight and motivate an audience with simple storytelling techniques

9/15/2009 **Speak Up & Shine** 9:00 AM to 12:00 PM
Instructor: Jenni Prisk Location: CHAP M: \$65; SD: \$0; NM: \$90

Good speaking skills are necessary for organizational and program managers who need to make presentations to funders, clients, the media or staff. In this workshop you will confront the fear of public speaking head-on by addressing such topics as containing nervous jitters before a talk, fielding questions without looking lost, breaking down any talk into three main points, and delivering a talk with fluency, credibility and confidence.

9/17/2009 **Breakfast with a Geek Webinar: Online Video Strategies** 9:00 AM to 10:30 AM
Instructor: Mary Gross Location: WEB M: \$0; SD: \$0; NM: \$0

Video. Everyone is doing it or talking about it, right? How about you? What video strategies do you have in place for your organization? Learn about low cost tools you can use, some case studies of effective nonprofit video campaigns and how to make this step work for your organization.

10/1/2009 **Nonprofit Corporate Fundraising** 9:00 AM to 12:00 PM
Instructor: Parker Pike Location: UCSD Ext. M: \$65; SD: \$0; NM: \$90

Partnerships (not sponsorships), social enterprise, cause marketing, outcomes and ROI for companies continue to be the talk in nonprofit circles, as traditional funding sources continue to shrink. NMS and UCSD Extension can help you supercharge and expand your fundraising strategies.

Learn key strategies to help your nonprofit differentiate your corporate proposals, add specific values to your benefits package and learn two key steps before your approach a company.

What you will receive: 1.) Fill in the blank cause marketing plan for you to use today; 2.) San Diego Nonprofit Valuation Survey to help you place and actual dollar value on your resources and companies benefits; 3.) Case studies in social enterprise to help you maximize income generating ideas; 4.) Sample proposals to give you new ideas to approach companies.

Learn how to establish the actual dollar value for the benefits in your proposals to media and companies. Last year the San Diego Chapters of The American Marketing Association and Association of Fundraising Professionals supported the second research study into what local companies and ad agencies would pay for nonprofit events and sponsorships. Learn first-hand from the study's author what companies will pay for your nonprofit benefits in 29 separate categories.

Seminar goals include: 1.) Learning to develop an advertising program...even without an advertising budget; 2.) Helping you create more effective corporate and media proposals ... and strategy to "predict" your success; 3.) Determining your ROCI (Return on Community Investment) for companies; 4.) Steps for conducting your nonprofit "resource audit"; 5.) Learning how to calculate your true market value; 6.) What to do first, before approaching a company for a partnership; 7.) Provide a template that nonprofits can use as the foundation for their cause marketing plan; 8.) Insight into what companies and media are looking for in a nonprofit partnership; 9.) Key steps in developing a plan to secure a media partnership to support your cause since "press releases" typically fail.

***This workshop is part of our SOS series and non-members can participate in the Fee Plus Five deal for this series only.

10/8/2009 **Public Relations & The Nonprofit** 9:00 AM to 11:00 AM
Instructor: Denise Scatena Location: CHAP M: \$40; SD: \$0; NM: \$60

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? Learn PR basics to complement your fundraising and volunteer efforts and maintain a consistent profile in the public sphere. Also, learn 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.

10/28/2009 **Presentation Skills** 9:00 AM to 12:00 PM
Instructor: Sheila Walker Location: CHAP M: \$65; SD: \$0; NM: \$90

Successful presentations depend on good preparation and the ability to engage your audience. There will be the opportunity to create a presentation. Come prepared to participate!

Participants will learn how to: 1. Construct a great presentation; 2. Engage your audience; 3. Appreciate when and how to use powerpoint effectively.

11/4/2009 **The Cure to Death by PowerPoint** 9:00 AM to 11:00 AM
Instructor: Shannon Carreiro Location: CHAP M: \$40; SD: \$0; NM: \$60

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: 1. Simple steps for building better bullet point slides and livelier charts and graphs along with lots of before and after examples; 2. A few hints for conquering stage-fright; 3. How to tell more compelling stories with concept slides; 4. Get tips on how to structure your presentation and adapt it for different audiences

11/17/2009 **The Art of Schmoozing** 9:00 AM to 12:00 PM
Instructor: Emily Davis Location: CHAP M: \$65; SD: \$0; NM: \$90

Networking, both in-person and online, is a huge part of personal and professional advancement these days. How many times have you heard, "it's who you know...", but networking for many is a mystery and can be daunting. The Art of Schmoozing is a workshop focused on how to begin networking and some of the best practices to make networking yield the best results for you. By learning to network more effectively you can benefit both personally and professionally, unveil new funding opportunities, achieve goals, and increase your recognition in your community (of any size).

Emily Davis, MNM, will share her simple strategies and approaches for networking that will help participants learn new tools and open up new opportunities. She will discuss the importance of both one-on-one networking as well as leveraging social media to make connections. The group will examine outcomes of successful networking and learn how great organizations, ideas, and professional relationships can come out of simple networking concepts. Bring your questions and experiences to share with group and be prepared to work on ramping up your knowledge of this subtle, yet critical skill.

Organizational & Leadership Development

(ORG)

8/20/2009 **Breakfast with a Geek Webinar: Greening Your Technology** 9:00 AM to 10:30 AM
Instructor: Mary Gross Location: WEB M: \$0; SD: \$0; NM: \$0

How Green are you? We'll discuss some small and big steps you can take to help increase your green tech factor in your organization. You will gain a deeper understanding of green tech and creative ways to incorporate green tech in your organization to help save money and our environment.

9/2/2009 **The Leadership Buffet** 9:00 AM to 12:00 PM
Instructor: Stephen Murphy Location: CHAP M: \$65; SD: \$0; NM: \$90

Obviously, leadership can have a profound effect on the direction of your organization and your team. Are you the best leader you can be?

In this workshop, participants will learn to: 1. Define leadership and leadership style; 2. Recognize the difference between leadership and management; 3. Explore key leadership and management competencies; 4. Leading teams and team development; 5. Introduction to behavioral styles; 6. Discuss five leadership practices for success; 7. Explore effective actions for aspiring leaders

9/10/2009 **Nonprofits & the Law: A Check-Up** 9:00 AM to 12:00 PM
Instructor: Caroline Coulston Location: NMS M: \$65; SD: \$0; NM: \$90

Nonprofits sell goods and services, form contracts, hire and fire employees and otherwise engage in many of the same business transactions as for-profit businesses. But there are other considerations that nonprofits have to worry about, including Unrelated Business Income Tax, transactions with directors, legislative and lobbying activities, charitable contributions and others. This workshop will explore some of these and other business law issues that nonprofit organizations must face.

9/10/2009 **Becoming Effective Board Members: Roles & Responsibilities** 5:30 PM to 8:30 PM
Instructor: Lenore Lowe Location: NMS M: \$65; SD: \$0; NM: \$90

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. Topics include: questions to ask before joining a board, legal and fiduciary responsibilities, board/staff roles, and more.

Suitable orientation for new board members.

9/15/2009 Building Boards that Work: Developing Strong Board Leadership

5:30 PM to 8:30 PM

Instructor: Mark Berger

Location: NMS

M: \$65; SD: \$0; NM: \$90

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: 1. Assess needs, targeting and attracting qualified candidates; 2. Conduct orientation and training, integrating and motivating new board members; 3. Create a working committee structure.

10/13/2009 Advocacy: A Critical Component for Effective Nonprofits 9:00 AM to 12:00 PM

Instructor: Leslie Bruce

Location: CHAP

M: \$65; SD: \$0; NM: \$90

Nonprofit organizations have enormous potential to improve laws and by doing so, improve the lives of the people they serve. They can do this by advocating for their people and their causes. Yet, many nonprofits avoid advocacy – many out of a mistaken fear that it will jeopardize their tax-exempt status and others because they don't know how to go about it.

This class is designed for those nonprofits that are interested in learning how to incorporate advocacy as a key tool to help fulfill their mission. If your nonprofit is ready to explore giving an organized voice to the people you are helping, this class is for you.

Participants will learn: 1. The basics of government structures and processes; 2. The do's and don'ts of lobbying; 3. How to use their experience and passion to craft messages that will influence legislators and rally supporters.

10/22/2009 Organizational Culture: What It Is & How It Can Work For You

9:00 AM to 12:00 PM

Instructor: Shelli Chosak, Ph.D.

Location: CHAP

M: \$65; SD: \$0; NM: \$90

Organizational Culture is the engine that drives an organization. It does not refer to ethnicity or diversity, although these factors enter into the mix of concepts that characterize the organization's identity. Understanding what your organization's culture is and how it impacts your work life and the effectiveness of the organization will help you to navigate the paths to greater impact, satisfaction and productivity. You will also learn ways to influence the culture to create a more effective work environment.

11/12/2009 Becoming Effective Board Members: Roles & Responsibilities

5:30 PM to 8:30 PM

Instructor: Lenore Lowe

Location: NMS

M: \$65; SD: \$0; NM: \$90

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. Topics include: questions to ask before joining a board, legal and fiduciary responsibilities, board/staff roles, and more.

Suitable orientation for new board members.

11/17/2009 Building Boards that Work: Developing Strong Board Leadership

5:30 PM to 8:30 PM

Instructor: Mark Berger

Location: NMS

M: \$65; SD: \$0; NM: \$90

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: 1. Assess needs, targeting and attracting qualified candidates; 2. Conduct orientation and training, integrating and motivating new board members; 3. Create a working committee structure.

Technology (TECH)

7/16/2009 Twitter, Twitter, Twitter – What Does it Mean for Your Organization? (Webinar)

9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$35; SD: \$10; NM: \$55

A hands-on workshop to learn how to set up your Twitter account (if you haven't already), find people on Twitter, resources to manage Twitter accounts, and ways to build a following and grow relationships.

Participants will learn: 1. How to establish a Twitter account; 2. Explore the various tools for managing Twitter activity; 3. Understand how to communicate your messages to help build brand, loyalty and community

7/23/2009 Breakfast with a Geek Webinar: 10 Ways to Help Drive Traffic to Your Website

9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$0; SD: \$0; NM: \$0

In the early days of the web, all you needed to do was add a few meta tags to your website and your work was done. Now there are best practices that cover a broad range of activities to help attract relevant traffic to your website. The secrets lie in the text on your pages, the tagging done on the site, links to your site from other sites, as well as other activities.

Participants will learn how to: 1. Implement these strategies without spending money; 2. Qualify the value of this activity; 3. Demystify all the rhetoric about websites and traffic and find what works for your organization

8/13/2009 Branding in the Social Media World

9:00 AM to 11:00 AM

Instructor: Mary Gross

Location: NMS

M: \$40; SD: \$0; NM: \$60

Any good marketer will tell you controlling your messaging and brand is important. As our communications environment gets more complex, the more difficult that becomes. As social media becomes more dominant, the need for effective branding is also constantly increasing.

Participants will learn: 1. Understanding of branding and how it helps build strong relationships; 2. Ideas for training staff, volunteers, etc. to help carry your brand through various online channels.

8/20/2009 Breakfast with a Geek Webinar: Greening Your Technology

9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$0; SD: \$0; NM: \$0

How Green are you? We'll discuss some small and big steps you can take to help increase your green tech factor in your organization. You will gain a deeper understanding of green tech and creative ways to incorporate green tech in your organization to help save money and our environment.

9/17/2009 Breakfast with a Geek Webinar: Online Video Strategies 9:00 AM to 10:30 AM

Instructor: Mary Gross

Location: WEB

M: \$0; SD: \$0; NM: \$0

Video. Everyone is doing it or talking about it, right? How about you? What video strategies do you have in place for your organization? Learn about low cost tools you can use, some case studies of effective nonprofit video campaigns and how to make this step work for your organization.