

Workshop Abstracts

1. Workshop Title: Effective Case Management

Summary Description : This workshop is especially designed to help Community Action customer intake staff, family services staff and case managers to access the resources needed to meet the complex needs of individuals and families. Participants will learn fundamental characteristics of excellent case management, how to craft effective case notes and strategies for communicating effectively with people of diverse backgrounds and cultures. Key topics to be covered during the workshop will include:

- Role, Functions and Activities of Case Management
- Effective Communication:
 - ✓ The difference between verbal and nonverbal communication.
 - ✓ Barriers to effective communication.
 - ✓ Common challenges with intercultural communication.
- Effective Client Engagement and Service
- Writing Effective Case Notes

Training Duration: Full day – (6 hrs of direct training time)

Targeted Audience: Case Managers, Family Service Staff

2. Workshop Title: Coaching and Counseling to Improve Employees' Performance

Summary Description: This workshop will provide participants with the essential tools needed to conduct effective coaching and/or counseling sessions with employees to improve their work performance. During the workshop, participants will receive tips and strategies for giving feedback, using impact words, coaching for change, writing performance objectives, identifying performance gaps, using the correct language and formats for documentation, documenting expectations of employees, and much more.

Training Duration: Full day – (6 hrs of direct training time) **Targeted Audience:** Supervisory Staff

3. Workshop Title: Delivering Excellent Customer Service

Summary Description: This workshop is designed to give participants a powerful new insight into customer behavior and expectation, effective tools, and easy-to learn skills for creating lasting customer satisfaction. Key topics that will be discussed during the workshop are:

- Understanding the true needs and expectations of the customer
- How to deal effectively with angry and challenging customers
- Serving culturally diverse customers

Training Duration: Full day – (6 hrs of direct training time)

Targeted Audience: Design for All staff who serve customers

4. Workshop Title: Professional Development for Administrative/Clerical Support Personnel

Summary Description: The workshop is designed to enhance the professional skills of participants. Topics covered include: The Boss/Secretary relationship; The Professional Image; Enhancing Technical Skills; and Professional Telephone Techniques.

Training Duration: Full day – (6 hrs of direct training time)

Targeted Audience: Design for executive/administrative assistants, secretarial staff

5. Workshop Title: Valuing Diversity: *A Window of Opportunity*

Summary Description: This workshop is designed to explore how past experiences and differences among people form the basis of assumptions, biases and stereotypes; and, how assumptions, biases and stereotypes impact self-esteem, teamwork and productivity. Participants will also be introduced to a model for valuing diversity.

Training Duration: Full day – (6 hrs of direct training time)

Targeted Audience: Design for all staff

6. Workshop Title: The Essentials of Supervision

Summary Description: This workshop is designed for frontline supervisors (including those recently appointed to the position) team leaders, and project managers. The workshop will provide participants with an overview of the basic functions of a supervisor including decision making, planning, organizing, leading, communicating and coaching. **Training Duration:** Full day – (6 hrs of direct training time)

Targeted Audience: frontline supervisors (including those recently appointed to the position) team leaders, and project managers

7. Workshop Title: From Norming to High Performing: A Practical Guide to Enhancing the Effectiveness of a Nonprofit Board

Summary Description: is an interactive training program designed to help boards and executive staffs of nonprofit organizations perform at their maximum potential.

Key topics that will be discussed include the following:

- Roles and responsibilities of nonprofit boards
- Board/CEO/Staff relations
- Legal and fiduciary responsibilities
- Board assessments
- The board's role in fundraising
- Committee structure and roles
- Effective board meetings
- The board and strategic planning
- Advisory boards
- Trends in governance

Training Duration: Full day – (6 hrs of direct training time)

Targeted Audience: Executive Directors, Board Members and Key Senior Staff