



Building Strong Organizations & Community Leaders

**Through training and consulting
tailored to meet the unique needs of
the non-profit sector**



Leadership Development Services

A Program of United Way of Peterborough & District

Workshop Calendar 2009

Training and Consulting Services

United Way of Peterborough & District

Welcome to the 2009 edition of the Leadership Development Services course calendar.

Our ongoing commitment to your organization is to offer workshops that are timely and responsive to your needs. The workshops found in this course calendar are based on feedback we receive throughout the year, as well as the results of our 2008 training needs survey. We continue to collaborate with trainers and content specialists to provide high quality training relevant to your work. Courses offered are designed to suit adult learners by offering small class sizes and an interactive learning environment.

Capacity building supports continuous development of individuals and excellence in the non-profit sector. United Way of Peterborough & District is committed to working with all local non-profit agencies to enhance the capacity of the sector through training and consulting. We work with Board members, staff and volunteers to develop the skills and knowledge needed to be effective and responsible leaders.

As a non-profit agency, the United Way of Peterborough & District understands the challenges of non-profit leadership in an environment of rapid change and increasing demands for accountability. Our Board Governance training programs feature proven, nationally recognized materials developed by United Way of Canada/Centraide in partnership with local expertise. We possess a deep commitment to the community, your agency and your volunteers.

The professional and organizational development opportunities outlined in this calendar are designed to enhance your capacity to be a stronger leader, create a stronger organization and build a stronger community.

Sincerely,

Lisa Smith

Lisa Smith
Director, Organizational & Community Development
United Way of Peterborough & District

2009 Workshop Overview

Board Governance Series	Date	Time	Cost
Board Roles and Responsibilities	May 21-09	6-9pm	\$25
Creating and Maintaining an Effective Board Team	May 28-09	6-9pm	\$25
Planning and Evaluation	Jun 4-09	6-9pm	\$25
Financial Stewardship	Jun 18-09	6-9pm	\$25
Human Resource Stewardship	Jun 25-09	6-9pm	\$25
Diversity in Governance	Oct 14-09	1:30-4:30pm	\$25
New! Governance Post-Training Coaching Circle	Sept 25-09	12-1:30pm	Free

Risk Management Series	Date	Time	Cost
Ethical Fundraising: Proving Credibility and Protecting Your Reputation	Feb 25-09	2:00-4:30pm	\$25
Covering Your Assets: The Basics of Risk Management & Insurance	Mar 10-09	1:30-4:30pm	\$25
The Legalities of Serving Vulnerable Clients	Sept 16 -09	1:30-4:30pm	\$25
New! Risk Management Post-Training Coaching Circle	Dec 16-09	12-1:30pm	Free

Financial Management Series	Date	Time	Cost
Ten Practices for Managing Your Charitable Status	Mar 3-09	1-4pm	Free
CRA Charity Information Session (CRA Road Show) – English	May 26-09	9am-noon	Free
CRA Charity Information Session (CRA Road Show) -- French	May 26-09	1:30-4:30pm	Free
New! Financial Management Post Training Coaching Circle	Aug 26-09	12-1:30pm	Free

Human Resource Management Series	Date	Time	Cost
Coach to Win: Using Coaching to Motivate Staff, Work Teams and Volunteers	Oct 21-09	1:30-4:30pm	\$25
Effective Performance Appraisal and Performance Management	Oct 28-09	1:30-4:30pm	\$25
New! Human Resource Management Post Training Coaching Circle	Jan 28-10	12-1:30pm	Free

Special Interest Series	Date	Time	Cost
The Basics of Writing Policies and Procedures	Sept 30-09	6-9pm	\$25
Communication and Facilitation Skills for Non-Profit Leaders	Nov 3-09	6-9pm	\$25
A Guide to Effective Board and Committee Meetings	Nov 18-09	6-9pm	\$25
New! Special Interest Post Training Coaching Circle	Feb 19-10	12-1:30pm	Free

Board Governance Series

Who Should Attend:

Board Members and Executive Directors

Date and Time:

May 21, 2009
6-9pm

Location:

United Way of Peterborough & District
277 Stewart Street
Peterborough, ON

Cost: \$25.00

Board Roles and Responsibilities Space is limited!

This introductory workshop provides a general overview of what is required for strong Board governance. A very useful workshop for those who are new to Boards or those looking for a refresher. Course content provided by United Way of Canada.

By the end of the session you will be able to:

- Define the role of the Board
- Identify and describe the five primary Board responsibilities
- Understand the role of the Board and the Executive Director

Your facilitator is **Lisa Smith**, Director, Organizational & Community Development, with United Way of Peterborough & District. She holds a Bachelor of Business Administration and a Certificate of Human Resource Management. Lisa has over 10 years of experience working in the non-profit sector in areas such as program management, training and consulting, and community economic development. Through both professional and volunteer capacities she has served on a variety of Boards, community action groups and advisory committees.

Who Should Attend:

Board Members and Executive Directors

Date and Time:

May 28, 2009
6-9pm

Location:

United Way of Peterborough & District
277 Stewart Street
Peterborough, ON

Cost: \$25.00

Creating and Maintaining an Effective Board Team Space is limited!

A non-profit Board should lead the organization as a team, establishing a balanced working relationship in which they understand and respect each other. Learn how your Board can become a cohesive team enhancing strategic direction and effectively solving problems. Course content provided by United Way of Canada.

By the end of the session you will be able to:

- Identify components of the Board Building Cycle
- Identify and implement elements of Board recruitment
- Understand the components of an orientation and training plan
- Develop strategies to assess the effectiveness of the Board
- Develop a positive Board culture

Your facilitator is Lisa Smith, Director, Organizational & Community Development, United Way of Peterborough & District.

Access Imagine Canada Library Resources at the United Way!

Imagine Canada and United Way of Peterborough & District are working together to provide local community-based organizations with access to useful information and resources. The Non-Profit Library Network provides free access to the largest collection of Canadian non-profit literature in the world.

**Visit United Way of Peterborough & District,
Monday to Friday from 8:30 am-4:30 pm to access the community collection.**

Board Governance Series

Who Should Attend:

Board Members and
Executive Directors

Date and Time:

June 4, 2009
6-9pm

Location:

United Way of
Peterborough & District
277 Stewart Street
Peterborough, ON

Cost: \$25.00

Planning and Evaluation Space is limited!

Effective planning and evaluation are key indicators of successful organizations. Research has shown that organizations committed to these practices achieve higher membership levels, lower staff turnover and successful volunteer recruitment and retention programs. Discover how your organization can create a cohesive vision that will shape its future and achieve its goals

By the end of the session you will be able to:

- Understand the importance of planning and evaluation
- Identify the framework required for effective planning and evaluation
- Describe and implement effective criteria for setting goals
- Distinguish between performance and outcome-based evaluation

Your facilitator is Lisa Smith, Director, Organizational & Community Development, United Way of Peterborough & District.

Who Should Attend:

Board Members and
Executive Directors

Date and Time:

June 18, 2009
6-9pm

Location:

United Way of
Peterborough & District
277 Stewart Street
Peterborough, ON

Cost: \$25.00

Financial Stewardship Space is limited!

There is increasing pressure for non-profit organizations to ensure financial accountability. Determining and tracking accurate program costs, keeping track of costs once a program is underway, and reporting to managers, Boards and funders in a meaningful way is an increasingly important challenge for non-profit organizations.

By the end of the session you will be able to:

- Define the oversight role of the Board
- Identify strategies for establishing a budget and monitoring expenditures
- Read a financial statement and identify critical questions to ask
- Identify required policies, control systems and reporting requirements

Your facilitator is Lisa Smith, Director, Organizational & Community Development, United Way of Peterborough & District.

Looking for leadership development opportunities for youth?

Contact our Youth Leadership Coordinator for details on the wide variety of exciting youth training programs offered by United Way of Peterborough & District.

Board Governance Series

Who Should Attend:

Board Members and Executive Directors

Date and Time:

June 25, 2009
6-9pm

Location:

United Way of Peterborough & District
277 Stewart Street
Peterborough, ON

Cost: \$25.00

Human Resource Stewardship

Space is limited!

Learn what it means to be an effective steward of one of your organization's most important assets—your staff.

By the end of the session you will be able to:

- Understand the Board's role as an employer
- Understand and comply with current legislation
- Develop policies and procedures for effective HR Management
- Plan for the future through strategic thinking around HR

Your facilitator is Lisa Smith, Director, Organizational & Community Development, United Way of Peterborough & District.

Who Should Attend:

Board Members and Executive Directors

Date and Time:

Oct 14, 2009
1:30-4:30pm

Location:

Lions Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Diversity in Governance

Diversity is a fact of life in Canada today and can bring significant opportunities to Boards and organizational leadership. Diversity is about creating leadership opportunities among those who have traditionally been denied access such as ethnic, racial, linguistic and religious minorities; First Nation members; persons with disabilities; women; the lesbian, gay and transgender communities; and youth. Non-profit organizations will need a diversity of approaches, views and ideas to reach solutions that are sustainable.

What will be covered?

- Creating a Board Diversity Policy
- Identifying the demographic composition of our community and its role in Board Diversity
- Including Diversity in Board Recruitment
- Supporting Diverse Board Members

Your facilitator(s) are Diversity Staff from the **Maytree Foundation**. The Maytree Foundation is a Canadian Charitable organization committed to reducing poverty and inequality in Canada and to building strong civic communities.

Looking to Register?

1. Please complete the registration form found at the back of this calendar or on our website at www.uwpeterborough.ca
2. Or email your workshop selections to volunteer@uwpeterborough.ca
3. Or fax your Workshop Registration Form to Cheryl Ellis (705) 742-9186
4. Or call the United Way at (705) 742-8839 and ask for Cheryl.

For more information on what will be covered in a particular session, contact Lisa Smith.

Not-For-Profit Sector Leadership Certificate

Fleming College and United Way of Peterborough & District have collaborated in the development of this leading edge certificate. Practical education and training for new or aspiring executives, managers, and members of boards is offered. Peer collaboration and application of skills and knowledge to individual professional experiences are woven throughout the program. Only available on-line through Fleming College.



Certificate Requirements:

Core Courses

MGMT 109 **Not for Profit Leadership I: Operational Frameworks**
MGMT 110 **Not for Profit Leadership II: Contemporary Issues & Practices**

Elective Courses

Choose 1

HR Management Principles
Financial Management
Fundraising as a Management Process

MGMT 109—Not-for-Profit Leadership I: Operational Frameworks

This course is designed to provide current executives, new or aspiring non-profit managers, members of boards or career changers, an introductory understanding of the fundamental principles, issues and best practices for effective leadership and management of a not-for-profit sector organization. This program provides context-specific knowledge and skills for those already working in a not-for-profit organization, and those wishing to pursue a career in the sector. Discussion, application of skills and knowledge acquired and self reflection are key features of the experiential learning process applied throughout this course.

Course ID: **MGMT 109** (45 hrs)

Fee: **\$314.30** (+ text)

Available on-line starting January 9 and May 8, 2009 *

MGMT 110—Not-for-Profit Leadership II: Contemporary Issues and Practices

This course builds upon concepts and learning experiences from Not-for-Profit Leadership I. Current issues and emerging pressures will be analyzed and applied. This course will examine sector trends and practices related to fund development, policy development, risk management, emerging human resource issues, ethics, law, marketing, project management and work life balance.

Prerequisite: Not-for-Profit Leadership I: Operational Frameworks

Course ID **MGMT 110** (45 hrs)

Fee: **\$314.30** (+ text)

Available on-line starting May 8 2009 *

* 2010 course schedules to be announced

Interested in Signing Up for This Exciting Online Program?

Contact Fleming College, Continuing Education at 705-749-5530 or register online at www.flemingc.on.ca or register by phone by calling 1-888-269-6929.

Risk Management Series

Who Should Attend:

Staff & volunteers of registered charities

Date and Time:

Feb 25, 2009
2-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

**Who Should Attend:**

Executive Directors,
Board Members, Staff

Date and Time:

March 10, 2009
1:30-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Who Should Attend:

Executive Directors,
Board Members, Staff

Date and Time:

Sept 16, 2009
1:30-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Ethical Fundraising: Proving Credibility and Protecting Your Reputation

Donors, the media and the Canada Revenue Agency (CRA) all have increasingly high expectations about how charities should carry out and report on their fundraising activities. Failure to live up to these expectations can lead to lost donations, negative media coverage and perhaps an Audit!

By the end of the session you will be able to:

- Describe the 10 fundraising practices that are most likely to get your agency into hot water with CRA
- Implement 5 key policies and practices that tell your donors you are an ethical fundraiser
- Apply ethical principles based on real world examples of both ethical and unethical fundraising practices.

Your facilitator is Karen Alebon. Karen is Program Officer, Standards and Regulatory Practice at Imagine Canada. Karen oversees the [Ethical Fundraising and Financial Accountability Code Program](#), which was re-launched in January 2008. Karen has worked in the non-profit sector for the past seven years and has an Honours Bachelors of Art from the University of Toronto.

Covering Your Assets: The Basics of Risk Management and Insurance

Don't miss this important workshop! Risk management is the fastest growing area of concern for Canadian non-profits with many inadequately protected or aware of potential areas of concern. Learn about risk management and insurance through this practical and interactive workshop lead by a local professional.

What will be covered?

- Types of insurance coverage and exactly what you are covered for
- Risk management steps that are required to become insurable
- Filing a claim ... how is it done and what happens
- Working with your insurance broker as a partner
- A detailed question and answer period with a local professional

Your facilitator is **Peter How**. Pete is a local insurance broker with Cooperators Insurance. Cooperators Insurance has just launched its exciting Community Guard comprehensive non-profit insurance program which was created through consultation with the sector.

The Legalities of Serving Vulnerable Clients

Non-profits that serve vulnerable populations (including children and youth, the elderly and persons with disabilities) work hard to deliver vital services without inadvertently causing harm. This workshop will cover the key legal duties and issues for organizations providing services to vulnerable populations.

What will be covered?

- Legal duties and concepts associated with providing services to vulnerable clients.
- Issues related to staff and volunteers working with vulnerable clients.
- Steps you can take to reduce your risk
- How to respond to allegations of abuse including documentation, dealing with a law suit and protecting your organization's reputation

Your facilitator is **Emmet Connolly** of Lockington Lawless Fitzpatrick. Emmet was admitted to the Bar of Ontario in 2003 and joined Lockington Lawless Fitzpatrick in 2006. Emmet actively volunteers with various non-profit organizations in our community.

Financial Management Series

Who Should Attend:

Board & Staff of
Registered Charities

Date and Time:

March 3, 2009
1-4pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: Free

Ten Practices for Managing Your Charitable Status

This workshop is designed to provide participants with an overview of ten essential practices and strategies that will help improve the capacity of a charity to fulfill its mandate and ensure compliance with CRA expectations for maintaining charitable status.

Your facilitator is **Steve Cino** with the Centre for Community Leadership at Niagara College. This workshop is made possible through a partnership with the Charities File, a project of the Canadian Federation of Voluntary Sector Networks and the Centre for Voluntary Sector Research and Development, in which the Centre for Community Leadership is a member.

Who Should Attend:

Board & Staff of
Registered Charities

Date and Time:**English Session**

May 26, 2009
9am-Noon

French Session

May 26, 2009
1:30-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: Free

CRA Charity Information Session (CRA Roadshow)

The charity information sessions cover a wide range of topics and are designed to provide charities with information on their legal requirements to maintain their registered status. This is an opportunity to speak with CRA staff to ask questions and share best practices and information with your colleagues.

Your facilitators are staff from the **Canada Revenue Agency**, Charities Directorate.



Canada Revenue Agency
Agence du revenu
du Canada

Looking for community information? Wanting to recruit volunteers?

Fourinfo.com is an extensive searchable online database of local organizations and volunteer opportunities. Last year alone the Fourinfo.com had over 580,000 hits for information and 30,000 hits for volunteer opportunities. Add your organization and volunteer opportunities to fourinfo.com by visiting the site or call the Community Information Services desk for assistance – (705) 742-0393.

www.fourinfo.com

Human Resource Management Series

Who Should Attend:

Anyone wanting to learn advanced communication and leadership skills

Date and Time:

Oct 21, 2009
1:30-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Who Should Attend:

Senior staff and volunteers responsible for performance assessments

Date and Time:

Oct 28, 2009
1:30-4:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Coach to Win: Using Coaching to Motivate Staff, Work Teams and Volunteers

A leader that can coach employees and volunteers in a way that inspires, motivates, and improves performance is a valuable asset to any organization. This workshop will allow you to experience and learn coaching skills to develop a coaching toolkit for use in your organization.

What will be covered?

- Coaching techniques and practices
- Methods to inspire others to believe in their own success, sharpen their focus and make radical shifts to achieve results
- Using coaching to improve communication and team effectiveness
- Practice coaching skills using a framework which encourages effective planning, directing and reviewing coaching assignments, and managing meetings successfully

Facilitators – to be announced.

Effective Performance Appraisal & Performance Management

One of the most difficult tasks a manager has to perform is that of staff appraisal. A well designed system of appraisal can help you in assessing your staff and give good constructive feedback as well as praise them for their good work. It is also a chance to further clarify the objectives of the organization and the employees. Learn how you can make appraisals effective and powerful sources of staff motivation.

What will be covered?

- How to monitor, measure & assess individual performance on an ongoing day-to-day basis
- How to run an effective performance appraisal process including what to focus on during the review, giving effective feedback, and handling difficult messages
- How to set achievable goals and expectations and support the development of staff
- The elements and features of a good performance evaluation form
- Tools for day-to-day performance management

Facilitators – to be announced.

Of Special Interest

Who Should Attend:

Managers and Board Members responsible for writing policies

Date and Time:

Sept 30, 2009
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

The Basics of Writing Policies and Procedures

Perhaps you have been asked to put an organizational policy into writing for the first time or because of organizational changes you need to revise your existing policies, procedures and handbooks.

By the end of the session you will be able to:

- Describe the difference between policy and procedure including the real purpose of writing policies and procedures
- Determine what policies and procedures should be put into writing and signals to watch for when an "unwritten" policy should be formalized
- Identify legal considerations to keep in mind when writing policies and procedures
- Identify when a policy or procedure should be revised
- Write policies and procedures that sound friendly, yet firm
- Write policies that are clear and free from misinterpretation

Facilitators – to be announced.

Who Should Attend:

Any Non-Profit Leader required to share critical information or inspire others to action

Date and Time:

Nov 3, 2009
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Communication and Facilitation Skills for Non-Profit Leaders

Communicating effectively is perhaps the most basic critical skill to an organization's success. Learn how to express yourself clearly and with confidence, deliver difficult messages, handle criticism, listen attentively and take the lead in group sessions and meetings.

By the end of the session you will be able to:

- Use specific skills vital to powerful and compelling presentations
- Assess your audience and tailor your presentation accordingly
- Use the rule of three in your communications
- Identify and use key tips in keeping your audience involved
- Deal with tough questions and provide insightful answers

Your facilitators are **Lisa Smith**, Director, Organizational & Community Development, United Way of Peterborough & District and **Dawn Berry Merriam**. Dawn possesses in-depth experience working and volunteering within the non-profit sector. She has held key positions with many local non-profit agencies and is also an active volunteer, lending her expertise to a wide variety of local organizations.

Who Should Attend:

Any Non-Profit Leader involved in leading meetings

Date and Time:

Nov 18, 2009
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

A Guide to Effective Board and Committee Meetings

Meetings are a crucial part of organizational and Board leadership. Learn how to set up, conduct, and participate in effective meetings.

At the end of this session, you will be able to:

- Understand Rules of Order and their impact on meetings
- Develop action plans in response to meetings
- Plan and conduct efficient, effective meetings that produce results
- Find solutions, make decisions, and reach agreements that others will support
- Deal with unproductive participants and encourage participation

Your facilitator is **Lisa Smith**, Director, Organizational & Community Development, United Way of Peterborough & District.

Coaching Circles and Cancellation Policy

Training that is supported works better! In order to assist you and your organization to implement the information gained through training, the United Way will be hosting post-training coaching circles three months following the completion of each series of workshops. If you have attended any workshop in a series, you are invited to join the circle. Coaching circles are an opportunity to:

- Learn more about the information in each training series
- Share best practices and insight regarding how you implemented the concepts covered in training
- Ensure that you are using your new skills to their best advantage

Coaching circles will use a highly interactive process to promote new learning and to assist you in your organizational transformation. We want you to be successful in getting the results that you seek!

Space is limited! Please contact Cheryl Ellis at (705) 742-8839 to reserve your spot in these exciting new learning opportunities.

Post Training Coaching Circle	Date	Location	Time	Cost
Governance Series	Sept 25-09	United Way Office	Noon-1:30pm	Free
Risk Management Series	Dec 16-09	United Way Office	Noon-1:30pm	Free
Financial Management Series	Aug 26-09	United Way Office	Noon-1:30pm	Free
HR Management Series	Jan 28-10	United Way Office	Noon-1:30pm	Free
Special Interest Series	Feb 19-10	United Way Office	Noon-1:30pm	Free

Registration Information

Space is limited, register early to avoid disappointment by using the form at the back of this Calendar or call (705) 742-8839.

Payment Information

Payment must be received one week prior to the workshop to confirm your place in the workshop.

Cancellation by Participant

If your plans change, you may designate a substitute to take your place. Or you may transfer to a different event with 48 hours [two (2) business days] notice. Timely cancellation allows someone on the waiting list to attend. For a full refund, contact the United Way five (5) business days before the start of the workshop.

Cancellation by United Way

All classes require 5 participants in order to run. United Way will provide at least 48 hours [two (2) business days] advance notice of a workshop cancellation. Registration fees will be refunded for any workshops cancelled by United Way.

Your Privacy is Important to Us

United Way of Peterborough & District is committed to the protection of personal information provided by registrations. Contact information provided to the United Way may be used to contact former participants about upcoming workshops and conferences. If at any time you wish to have your contact information removed from our mailing list simply contact Lisa Smith, Director, by phone (705-742-8839) or email (lsmith@uwpeterborough.ca).

Organizational Capacity Building with United Way Training and Consulting Services

Leadership Development Services is a flexible and affordable training and consulting service tailored to meet the unique needs of the non-profit sector.

Organizational Training Needs Assessment and Organizational Development Plans (Free Service)

We use a 70 question survey to identify opportunities for growth within your organization. Using this information we create a detailed report outlining areas and training required to improve your effectiveness.

Community Workshops

We offer training to agency staff and Board members on a variety of topics to build the capacity of your organization.

Customized Training Solutions

Tailored workshops can be created to meet the most pressing needs of your organization.

Management Assistance Program

6 months of customized mentoring, working one-to-one with an experienced facilitator.

Telephone and In-Person Consultation (Free Service)

Do you have a pressing issue that requires timely advice or guidance? Call the United Way to receive immediate assistance.

Tools, Templates and Resources (Free Service)

The United Way has a wide range of resources to assist your organization with everything from policy development to marketing. Our Imagine Canada Non-Profit Library is open from 8:30am-4:30pm for reference and research.

Strategic Planning and Facilitation Services

The United Way can provide professional facilitators to lead you in creating strategic plans or to provide general facilitation of meetings, think tanks, seminars, etc.

Onsite Organizational Assessments

This intensive process of organizational problem solving and staff development is available to lead your organization to effective and strategic organizational change.

For more information about any of the above programs please call Lisa Smith, Director, Organizational & Community Development, United Way of Peterborough & District at (705) 742-8839 ext. 29.

Outcome Measurement

A Training Program of United Way of Peterborough & District



Are your programs reaching their full potential? Is your organization seeking to demonstrate and communicate the true impact of your programs? Is your organization looking for a better way to provide high impact information to donors?

We can Help! United Way of Peterborough & District has created a comprehensive training program to assist organizations in implementing an Outcome Evaluation process. United Way can train your staff and volunteers to successfully implement the Outcome Measurement process.

Program Outcome Measurement: Evaluating for Impact

Outcome Measurement is a process which enables organizations to move beyond just tracking program statistics to measuring actual client progress achieved as a result of a program. This process answers the question “what impact does our service have on the life of clients?” This exciting training opportunity will introduce staff and volunteers to a simple yet effective approach to implementing Program Outcome Measurement. Each participant will be provided with a complete [Agency Resource Guide](#).

Through this highly interactive and hands-on workshop, participants will be able to:

- ✓ Implement this process within your organization
- ✓ Train agency staff and volunteers
- ✓ Integrate Outcome Measurement into your current data collection process
- ✓ Identify Outcomes and create a complete logic model
- ✓ Identify Outcome indicators
- ✓ Prepare for data collection
- ✓ Analyze and report Outcome data
- ✓ Test and improve your measurement system
- ✓ Use Outcome findings

For more information or a training cost quotation contact:

Lisa Smith

Director, Organizational & Community Development

United Way of Peterborough & District

Phone: (705) 742-8839

Email: lsmith@uwpeterborough.ca

All Outcome Measurement training services are currently available in English only

Workshop Registration Form

Please copy and complete this form for **each** person registering for a workshop. Return completed forms to United Way, **Attention: Cheryl Ellis** by fax: (705) 742-9186 or email: (volunteer@uwpeterborough.ca) to register.

Name:	Organization:
Street:	Phone Number:
City:	Postal Code:
Email:	Person Registering is: <input type="checkbox"/> Staff <input type="checkbox"/> Board Member <input type="checkbox"/> Other
How did you hear about this workshop?	

Board Governance Series	Date	Time	Cost	Register Me
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A Guide to Effective Board and Committee Meetings	Nov 18-09	6-9pm	\$25	
Special Interest Post Training Coaching Circle	Feb 19-10	12-1:30pm	Free	

Indicate Your Method of Payment:

Please send an invoice to the address above

Cheque attached (payable to United Way of Peterborough & District)

Credit Card: Visa MasterCard

Credit Card Number: _____ Expiry Date: _____

Signature: _____