



Building Strong Organizations & Community Leaders

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



Training & Consulting Services

A Program of United Way of Peterborough & District

Workshop Calendar 2011

Training and Consulting Services

United Way of Peterborough & District

Welcome to the 2011 edition of United Way's Training & Consulting 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 trends within the non-profit sector. We continue to collaborate with trainers and content specialists to provide high quality training relevant to your work. Courses 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, 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 this 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

2011 Workshop Overview

Board Governance Series	Date	Time	Cost
Building A Visionary Board of Directors	Jan 13-2011	6-9pm	\$25
Board Roles and Responsibilities	Oct 27-2011	6-9pm	\$25
Creating an Effective Board Team	Nov 3-2011	6-9pm	\$25
Strategic Planning for Non-Profit Boards	Nov 10-2011	6-9pm	\$25
Financial Oversight for Non-Profit Boards	Nov 24-2011	6-9pm	\$25
Human Resource Stewardship for Non-Profit Boards	Dec 1-2011	6-9pm	\$25

Human Resource Management Series	Date	Time	Cost
Are You Bill 168 Compliant?	Jan 27-2011	5:30-9:30 pm	\$40
Effective Performance Appraisal & Performance Management	Apr 14-2011	6-9pm	\$25
Top 10 HR Risks Facing Your Organization	May 12-2011	6-9pm	\$25
10 Tips to Building a Strong Board-CEO Relationship	Oct 20-2011	6-9pm	\$25

Special Interest Series	Date	Time	Cost
Outcome Measurement Evaluation (2 days)	Feb 8-2011 Feb 9-2011	9am-4pm 9am-4pm	Free
Hosting Community Conversations	Feb 17-2011	6-9pm	\$25
Disaster Planning Essentials for Non-Profits	Mar 10-2011	6-9pm	\$25
Working with the Media	Mar 24-2011	6-9pm	\$25
Mastering Minutes	April 28-2011	6-9pm	\$25
Ten Steps to Managing a Successful Event	May 26-2011	6-9pm	\$25
To Tweet or Not to Tweet	Sept 22-2011	6-9pm	\$25
Write Winning Proposals	Oct 13-2011	6-9pm	\$25
Forging Effective Collaborations	Nov 17-2011	6-9pm	\$25

Board Governance Series

Who Should Attend:

Board Members and Executive Directors

Date and Time:

January 13, 2011
6-9pm

Location:

Lions Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Building A Visionary Board of Directors

Non-profit organizations operate in an environment of rapid change faced with shrinking budgets, changing social needs and increasingly intense public scrutiny. Doing a good job will increasingly mean understanding change, visionary leadership in periods of rapid change, and changing the organization to stay current. This session is for board members and executive directors seeking to promote and nurture the development of visionary board leadership.

By attending this session you will learn about:

- Major changes and trends impacting non-profit organizations and the implications of these changes
- The board's role in facilitating change in a non-profit organization
- The profile of an effective board of the future and assess how your board measures up
- Linking your organization's vision to board recruitment, orientation, and education

Your Facilitator is: Lisa Smith, Director – Organizational & Community Development, United Way of Peterborough & District. She holds a Bachelor of Business Administration and a Certificate of Human Resource Management. Lisa has over 11 years of experience working in the non-profit sector in areas such as program management, board governance, and organizational development. In 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:

October 27, 2011
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: Doug Downer, who has extensive experience in the non-profit sector as both a senior level staff member and active community volunteer. Prior to retirement, Doug was the Regional Executive Director for CNIB for the Peterborough, Kawartha Lakes and Durham Region and held senior level positions in a wide variety of non-profit organizations. Doug has sat on numerous local non-profit boards and community committees.

Board Governance Series

Who Should Attend:
Board Members and
Executive Directors

Date and Time:
November 3, 2011
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: Doug Downer

Who Should Attend:
Board Members and
Executive Directors

Date and Time:
November 10, 2011
6-9pm

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

Cost: \$25.00

Strategic Planning for Non-Profit Boards **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: Doug Downer

Access Imagine Canada Library Resources at 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:
November 24, 2011
6-9pm

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

Cost: \$25.00

Financial Oversight for Non-Profit Boards

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.

Who Should Attend:
Board Members and
Executive Directors

Date and Time:
December 1, 2011
6-9pm

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

Cost: \$25.00

Human Resource Stewardship for Non-Profit Boards

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.

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 and May 2011

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 January and May 2011

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.

Human Resource Management Series

Who Should Attend:

Executive Directors,
Board Members, and
Management Staff of any
non-profit workplace

Date and Time:

January 27, 2011
5:30-9:30pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$40.00

Are you Bill 168 Compliant?

On June 15th, 2010 **new** workplace harassment and violence legislation came into effect that significantly increased your duty as an employer to protect the safety of your staff. This workshop will give you the knowledge and tools needed to assist in implementing this new law. You will also have the opportunity to assess how well any current workplace harassment and violence policies you have in place meet the requirements of Bill 168. This workshop is a must for any non-profit employer.

By attending this session you will learn about:

- the history behind Bill 168 and the related legislative framework;
- what constitutes workplace harassment and workplace violence, and other key aspects of Bill 168;
- how to comply with Bill 168 including writing policies, conducting and analyzing risk assessments and providing employee training; and
- best practices for responding to and investigating incidents of workplace harassment and violence

Your facilitator is: Rhonda Smith. As an experienced litigator, trainer, and mediator, Rhonda has worked with a number of organizations to improve their leadership, interpersonal, and systems management. She brings her legal knowledge in a variety of areas, as well as her passion for excellence to all that she does. Rhonda holds her Master of Laws degree in Alternative Dispute Resolution from Osgoode Hall Law School, Bachelor of Laws and Bachelor of Commerce degrees from Queen's.

Who Should Attend:

Senior staff and
volunteers responsible for
performance
assessments

Date and Time:

April 14, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

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

Your Facilitator is: Stephen Smith. For more than 23 years, Stephen has been front and centre in assisting individuals and organizations reach their potential. With a passion for people and results, Stephen has promoted and facilitated change and renewal in staff and workplaces. An active member on non-profit boards, he has provided expertise in human resource and organizational effectiveness.

Human Resource Management Series

Who Should Attend:

Executive Directors,
Board Members, Staff

Date and Time:

May 12, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Top 10 HR Risks Facing your Organization

Nonprofit organizations depend on dedicated personnel to deliver mission-serving programs. Yet the people on our payroll also represent risk to the reputation, sustainability and success of a nonprofit. Understanding HR risks is a first step to taking appropriate action. Reinforce what you already know, learn what you don't know, and find out what you need to do to manage the most common and most troubling risks related to your workforce.

By attending this session you will:

- Understand the key requirements of the Employment Standards Act, Health & Safety Acts, and the Ontario Human Rights Code
- Learn about the key risks related to recruiting, screening, supervising, evaluating, disciplining and removing staff.
- Ensure contractual agreements with employees comply with law
- Minimize potential liability of disciplinary action

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.

Who Should Attend:

Board Members and
Executive Level Staff

Date and Time:

October 20, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

10 Tips to Building a Strong Board-CEO Relationship

The relationship between the board (particularly the board chair) and the ED/CEO is arguably the most important one in the organization. It is a strategic partnership that must be carefully managed. Key elements include trust, communications, clear division of roles and responsibilities, and shared commitment.

By attending this session you will learn:

- Practical strategies to enhance this critical relationship.
- How to discover and stay focused on a common mission
- About the 10 crucial tips to build and maintain a strong Board-CEO relationship
- How to practice sound governance while empowering your CEO

Your facilitator is: **Lisa Smith.**

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 Fourinfo.com had over 590,000 hits for information and 51,000 hits for volunteer opportunities. Add your organization and volunteer opportunities to fourinfo.com by visiting the site or call Community Information Services at (705) 742-0393.

www.fourinfo.com

Of Special Interest

Who Should Attend:

Program Staff, Managers,
Clients and Volunteers

Date and Time:

February 17, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Hosting Community Conversations

Community engagement brings people together and can move citizens from passive observers to active leaders. This workshop will assist your organization to define what community engagement is and what it can bring to your project.

What will be covered?

- Traditional methods of collecting data such as focus groups, surveys and interviews
- Unique methods for community conversations such as conversation cafes, open space, and appreciative inquiry
- How to identify root causes of community issues
- Knowing when to use these methods
- How to sustain the community dialogue over time and maintain momentum

Your facilitator is: Lisa Smith.

Who Should Attend:

Executive Directors, Board
Members, and Program
Managers

Date and Time:

March 10, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Disaster Planning Essentials for Non-Profits

Natural and man-made disasters can affect a non-profit organization's ability to continue to deliver services. Learn how your organization can develop plans and processes to ensure the critical services you deliver continue to be available to people in need!

By attending this session you will learn about:

- How to minimize the harm that disasters can cause to your organization
- Techniques to speed recovery to "normal" operations
- Creating business continuity and organizational response plans
- Creating critical resource inventories and call lists

Your facilitators are: Staff and volunteers trained in emergency planning and preparedness from Canadian Red Cross, Peterborough, Haliburton and District Branch.

Who Should Attend:

All interested staff and
volunteers

Date and Time:

March 24, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Working with the Media

Media relations is an important tool for raising public awareness of your organization's initiatives. Whether telling a compelling story, promoting programs or linking with current issues, strong media relationship skills help to effectively communicate your message.

This workshop will include:

- Writing for the media
- Telling your story to the media
- Dealing with media inquiries and requests
- The Do's and Don'ts of media relations
- How to control your message
- Tips on how to improve your relationship with the media

Your facilitators are: Representatives from local print, television and radio media outlets.

Of Special Interest

Who Should Attend:

Board Members, Board Secretaries, anyone who needs to take factual records of meetings

Date and Time:

April 28, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Mastering Minutes: A Guide to Effective Meetings

Meetings are a crucial part of organizational leadership...Even more important are the minutes of those meetings. Minutes record Board decisions and it is vital that they are clear, concise and accurate. This seminar will help minute takers to understand their role and responsibilities while learning effective minute taking techniques.

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

- Understand the role of minute taker and how to work effectively with board chairs
- Develop and practice skills in active listening and note taking
- Develop and practice writing minutes in various styles
- Understand Rules of Order and their impact on minutes
- Develop action plans in response to meetings

Your facilitator is: Evelyn Chambers. Evelyn has extensive experience in both the volunteer and agricultural communities, holding key positions with 4-H Ontario and the Lindsay and District Chamber of Commerce. An avid volunteer, she is currently the first Vice-President of the Lindsay Central Exhibition, former President of the Kawartha Lakes Association of Volunteer Administrators and a volunteer facilitator with United Way.

Who Should Attend:

Staff and Volunteers responsible for planning events and fundraisers

Date and Time:

May 26, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

Ten Steps to Managing a Successful Event

You will be provided with insights and additional skills to minimize the time, cost and pitfalls associated with organizing your next event. Special emphasis will be placed on the tools needed to ensure priorities and timelines are on track.

What will be covered?

- Event administration
- Event logistics
- Professionalism
- Marketing
- Risk management
- Staffing an event

Your facilitator is: Shirlanne Pawley-Boyd. Shirlanne has been a fundraiser for over twenty years. She has extensive experience planning campaigns for social services, health care and educational institutions. She has worked on capital projects to secure funding for St. Joseph's at Fleming, a new campus for Fleming's Haliburton Campus, a new wing at Fleming's Frost Campus in Lindsay, and the Peterborough Sport & Wellness Centre. Her fundraising efforts have also been successful in securing millions of dollars for student financial assistance at both Fleming College and Trent University. Shirlanne is currently the Chief Advancement Officer for Fleming College.

Of Special Interest

Who Should Attend:

Board Members, Executive Directors, Program Managers, Fundraising Staff and Communications Staff

Date and Time:

Sept 22, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough

Cost: \$25.00

To Tweet or Not To Tweet

How many times have you been asked ... are you on Facebook? Do you wonder what all the fuss is about with Twitter? Have your board and staff been wondering about whether or not your organization should create a Facebook page and start tweeting about ... well what exactly? Social media is pervasive and it's a communication tool your organization can no longer ignore.

This workshop will:

- Introduce to the most popular forms of social media
- Give you the vocabulary you need to take part in a social media conversation
- Give your organization the tools you need to decide what forms of social media are right for you
- Help you assess where to direct your energies and how to manage your online profile
- Discuss the various privacy and policy requirements you may need to consider to protect your online image

Your facilitator is: Tanya Fusco. Tanya has been producing Web based projects since 1995. Early in her career, she worked for one of Canada's top advertising agencies, and developed online campaigns for clients including General Motors and Rogers AT&T. In 2003, Tanya joined Fleming College as an E-Learning Technologist within the Centre for Learning and Teaching. In this role, she developed and maintained web-based curriculum and tools. She also provided ongoing coaching for faculty in their use of educational technology, and has taught part-time in Fleming's Web Developer and Advertising programs.

Who Should Attend:

Those who are new to proposal writing or wish to refresh their current skills

Date and Time:

October 13, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough, ON

Cost: \$25

Write Winning Proposals

The proposal writing process is part of almost every nonprofit organization's world. Successful proposals can provide a substantial and meaningful funding source. Yet, the term "proposal writing" almost inevitably invokes reactions of fear, mystery, eye rolling, sighing or panic. This highly interactive workshop will focus on demystifying the proposal writing process. Participants will enhance their proposal writing skills and gain the tools and techniques required to prepare effective proposals.

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

- Lay the ground work for a winning proposal
- Identify and apply the key elements of a proposal
- Identify the do's and don'ts of proposal writing
- Understand general writing tips and the art of packaging
- Maximize tips and shared insight on preparing a grant application

Your facilitator is: Lisa Smith.

Of Special Interest

Who Should Attend:

Staff and volunteers involved in building collaborations and networks

Date and Time:

November 17, 2011
6-9pm

Location:

Lions Community Centre
347 Burnham Street
Peterborough, ON

Cost: \$25

Forging Effective Collaborations

An important shift is happening in the way non-profit organizations approach collaboration. No longer is this a result of crisis management or funder requirement – it is a source of strategic alliance to expand services or proactively deal with community level issues. This session will feature case examples of successful collaborations initiated by non-profits involved in community improvement efforts.

What will be covered?

- Best practices: collaboration and alliance building models that work
- Overcoming the common barriers to collaboration
- Defining roles and responsibilities of collaboration members
- Organizing guidelines for developing collaborations and alliances
- How to determine how the collaboration will function
- When is it time to end a collaboration

Your facilitator is: Lisa Smith.

Cancellation Policy

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 day of the workshop.

Cancellation by United Way

All classes require five (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 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 by phone (705-742-8839) or email (lsmith@uwpeterborough.ca).

Outcome Measurement

A Training Program of United Way of Peterborough & District



Free Two Day Training Opportunity

Dates: Feb 8th and 9th 2011

Time: 9am-4pm

Cost: Free to any non-profit organization in the City and County of Peterborough

* Lunch and Refreshments provided *

Course Description:

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 Outcome Measurement.

Program Outcome Measurement: Evaluating for Impact

Outcome Measurement is a process that 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

All Outcome Measurement training services are currently available in English only

Organizational Capacity Building with United Way Training and Consulting Services

Our Training and Consulting service is a flexible and affordable program tailored to meet the unique needs of the non-profit sector.

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

We use a comprehensive survey to identify potential issues in the governance and overall management of your organization. Using this information we create a detailed report outlining practical steps and further training support required to improve the effectiveness of your organization.

Customized Training Solutions

Tailored workshops can be created to meet the most pressing needs of your organization and are delivered to your staff and volunteers at the training location of your choice. Sessions can be designed for any area of organizational support that you require.

Management Assistance Program

6 months of customized mentoring and support, 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. We can provide guidance and coaching on issues from governance to human resources to policy development and much more.

Tools, Templates and Resources (Free Service)

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

United Way can provide professional facilitators to lead your organization through the creation of strategic plans or provide general facilitation of meetings, think tanks, seminars, etc.

For more information about any of the above programs please call:

**Lisa Smith, Director
Organizational & Community Development
United Way of Peterborough & District
(705) 742-8839 ext. 29**

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?	

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Mastering Minutes	April 28-2011	6-9pm	\$25	
Ten Steps to Managing a Successful Event	May 26-2011	6-9pm	\$25	
To Tweet or Not to Tweet	Sept 22-2011	6-9pm	\$25	
Write Winning Proposals	Oct 13-2011	6-9pm	\$25	
Forging Effective Collaborations	Nov 17-2011	6-9pm	\$25	

Indicate Your Method of Payment:

Please send an invoice to the address above

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Credit Card: Visa MasterCard

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