Professional Development Catalog
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Leadership Development

The A.B.L.E. Leader
Principles for Personal and Professional Success

Program Description
Leadership is the art of getting others to reach for shared aspirations. During these challenging times, competent leaders are critical to the success and survival of many organizations. The A.B.L.E. Leader is an educational session that equips leaders with the skills, knowledge and confidence to make a significant impact in their organizations and communities. Through interactive discussions, participants will stretch the boundaries of their comfort zones to gain personal insight into what truly makes them tick while being exposed to the challenges that all leaders must face and overcome. Join us to discover if you’re truly ready and "ABLE."

How You Will Benefit
Makes them tick while being exposed to the challenges that all leaders must face and overcome. Join us to discover if you’re truly ready and "ABLE."

What You Will Learn
1. Gain self-awareness into personal patterns, beliefs and actions.
2. Learn how to create change without compromising principles.
3. Assess their value and impact as a leader.
4. Implement proven leadership strategies for success.
5. Improve decision-making capacity.

Who Should Attend
- Executives
- Managers
- Emerging and High-Potential Staff
- Individuals want to influence change
- Startups & Co-Founders
- Human Resource Managers
Great Governance:
Roles, Responsibilities & Expectations of an Effective Board

Course Description
The quality of an organization’s governance is critical to its effectiveness. Strong, knowledgeable board members that ‘get governance right’ find that most, if not all, of their other activities fall into place and are a major benefit to organizations. During this session, participants will explore the practices of high-performing boards and commissions.

How You Will Benefit
You will have a better ability to distinguish roles, responsibilities and expectations for board and staff members and will be equipped to help individuals ‘stay in their lanes’, reducing the tendency of micro-managing, confusing the chain of command or performing inefficiently as a team.

What You Will Learn
1. Current trends and issues that impact board service.
2. Responsibilities & critical duties of Nonprofit Board Members.
3. The difference between the work of the Board and the work of the Executive Director.

Who Should Attend
- Board Members
- Executives
- Managers
#ConnectedConversations: Developing Effective Communication Styles

**Course Description**
What we have here is a failure to communicate. Sound familiar? People frequently complain about a lack of communication on the job or in relationships and the inability of others to communicate. We have found that there is rarely a lack of communication, it’s just that the many factors influencing communication are rarely understood. The challenge is transforming our dysfunctional communication styles into effective and productive interaction with others.

**How You Will Benefit**
You will be equipped to communicate effectively and pointedly with a variety of individuals and groups and will be better prepared to maintain composure in challenging situations.

**What You Will Learn**
1. The elements of effective communication and common obstacles
2. Techniques of effective listening
3. Separating personality from position
4. Awareness of your personality and communication tendencies
5. Expressing yourself in a clear, specific way
6. Appreciation of the power of emotions in communication

**Who Should Attend**
- Executives
- Managers
- Emerging and High-Potential Staff
- Human Resource Managers
- Diversity Officers
Leadership Development

Diversity & The Inclusion Illusion:
Strategies for Embracing & Valuing Diversity

Course Description
Leaders that encourage and embrace diversity can help establish incredibly powerful organizations in their communities. This participant-centered session provides a platform for individuals to engage in, among other things, courageous conversations that will challenge assumptions and expand thoughts regarding the subject of diversity. The unique experiences and backgrounds of the presenters contribute to a lively and meaningful exchange and will provide real-world recommendations and practical tools.

How You Will Benefit
You will have a clear understanding of the relationship between diversity and inclusion and their importance in the workplace and will recognize how culture influences personal perceptions and can create misperceptions. You will be equipped to function in society and work with others whose ideas, beliefs, attitudes, and behaviors are different from your own.

What You Will Learn
1. Broader diversity paradigms
2. How to integrate diversity principles and strategies into organizational operations
3. Processes to combat negative stigmas associated with the concept of diversity
4. Critical consciousness of your own personal biases and some methods to manage them
5. Understanding of a variety of cultural norms, values, communication styles, traditions, etc. that can impact intercultural interactions
6. Awareness of social systems and historic attitudes that impact cultural groups as well as the understanding that, regardless of an individual’s apparent cultural background, they may have different experiences and views
7. Practical experience listening to individuals of differing personal and cultural backgrounds

Who Should Attend
• Executives
• Managers
• Human Resource Managers
• Diversity Officers
• Professional Affiliations
The Effective Facilitator:  
*Skill Building for Change Makers:*

**Course Description**
Groups large and small need to come together to share thoughts, discuss goals, hammer out differences and plan for the future. An effective facilitator is essential to this process so that all participants can contribute and the discussion stays focused. In this session, we’ll learn about group facilitation, when a facilitator is needed, the core values that are essential to successful facilitation, and methods to manage a variety of personality types. The session will also cover essential components of group facilitation that take place before and after the meeting itself.

**How You Will Benefit**
You will be equipped to create an environment for effective problem-solving and decision-making and you will have the skills and tools to effectively facilitate meetings, large and small.

**What You Will Learn**
1. How to guide and manage effective group communication  
2. Tips for managing individual and group interactions  
3. Ability to help groups define their purpose, process and structure  
4. Techniques to create a safe space for transparent interactions

**Who Should Attend**
- Facilitators & Trainers  
- Team Leaders  
- Executive Directors  
- Coalition Members  
- Community Associations
Leadership Development

Reaching Your Audience:
Public Speaking Made Easy

Course Description
The ability to express ideas is just as important as the capacity to have ideas and can be the difference for a successful connection between an organization and its constituents. In this session, you will gain skill in organizing, phrasing and expressing ideas to groups of all sizes and in all settings as well as the importance of preparation for different types of groups and topics. Equally important is capturing and maintaining the audience’s attention while building your credibility and rapport. Finally, the session will discuss the use of verbal and nonverbal communication to enhance the presentation.

How You Will Benefit
You will be ready to prepare and present your organization and ideas to groups of all kinds and to interact effectively with them. Participants will leave with increased confidence and new communication skills.

What You Will Learn
1. Preparation tools to organize talks clearly and deliver them confidently
2. Guidance to develop a strong speaking voice and to use dynamic movement and gestures
3. Approaches to capture and maintain the audience’s attention
4. Habits to establish your credibility and build rapport
5. Useful methods to accept and answer questions and receive audience feedback.

Who Should Attend
- Executive Directors
- Managers
- Emerging Leaders & Staff
A.C.T. Like It: Accountability, Compliance & Transparency to Advance Ethics in The Workplace

Course Description
Accountability, Compliance, and Transparency (A.C.T.) are not fads or trends - they are a way of life for successful organizations. Ethical decision-making contributes to this success. This session will explore ethical principles and practices of successful leaders.

How You Will Benefit
You will understand the importance and process for establishing a code of ethics, making ethical decisions, and confronting unethical practices for the benefit of yourself, your organization, and your clients.

What You Will Learn
1. Ethical decision-making skills
2. Process to create a code of ethics
3. Techniques to identify and confront unethical practices
4. Understanding the value of doing the right thing for the right reason

Who Should Attend
• Executive Directors
• Emerging Leaders
• Human Resource Managers
• Board Members
Motivating The Motivator:
Self-Care and Personal Development

Course Description
You spend your day pushing, motivating, driving, and encouraging others. You expend a tremendous amount of energy and effort on ensuring others are pumped up and at their best. After all of this, who’s encouraging you? That’s what this session is all about. Let’s face it, those that lead and direct need some motivation and encouragement also. The sad fact of the matter is that often times we don’t get it. Then it begins to show. We lose our edge, we get discouraged, and it affects our entire team. Motivating the Motivator will rekindle the fire before you burn out.

How You Will Benefit
You will learn the value of self-care and self-motivation as well as habits and techniques to renew and maintain your passion and focus for your calling.

What You Will Learn
1. Refresh and revive energy and attitudes.
2. Develop self-motivation techniques.
3. Create balance and boundaries that contribute to personal well-being.

Who Should Attend
- Executive Directors
- Management
- Staff
Building A Better Board:
Recruitment, Orientation & Retention

Course Description

Board business is serious business and requires serious attention. Every Board isn’t for everybody therefore it is critical to build the right board, for the right agency, for the right cause. This session helps agencies and board members position themselves to serve in the right place at the right time.

How You Will Benefit

You will learn the value of self-care and self-motivation as well as habits and techniques to renew and maintain your passion and focus for your calling.

What You Will Learn
1. Refresh and revive energy and attitudes.
2. Develop self-motivation techniques.
3. Create balance and boundaries that contribute to personal well-being.

Who Should Attend

- Executive Directors
- Management
- Staff
The Strategic Advantage:
Exploring Universal Planning Principles

Course Description
Nonprofit organizations often spend much of their time reacting to circumstances instead of anticipating change, but there is a better way. Strategic thinking and effective planning are proactive ways to chart your organization’s course. During challenging times, organizations that focus on the critical components of strategic planning and positioning are able to establish a strong framework for long-term success. This session will help leaders identify solutions that breathe vitality and relevance into operational and strategic plans.

How You Will Benefit
You will be equipped to think strategically and to plan effectively for every aspect of your organization’s work and long-term success.

What You Will Learn
1. Recognize emerging trends and the impact on the nonprofit sector
2. Understand the relationship between Vision, Mission, and Values
3. Establish strategies to identify and engage stakeholders
4. Develop meaningful goals and measurable objectives
5. Incorporate strategic plans into operational systems

Who Should Attend
• Executive Directors
• Management
• Staff
First Things First:  
How To Start A Successful Organization

Course Description
Starting an effective and sustainable nonprofit requires thoughtful planning and the deliberate establishment of practical procedures and systems. In this session, we address qualities and characteristics common to effective nonprofits and consider ways to incorporate them into your organization from the start. We also discuss the importance of mission, vision, values, stakeholder selection, and strategic planning. Organizations with these elements are poised to deliver results and have impact.

How You Will Benefit
You will have a clear understanding of the essentials for starting a successful nonprofit from concept to reality as well as the skills to create a strategic plan and establish the necessary operational systems to execute it.

What You Will Learn
1. Gain a general understanding of principles and practices for nonprofit excellence and prioritize them for your organization
2. Understand the value of mission, purpose, vision, core values, and connecting with impactful stakeholders.
3. Learn the importance of strategic and operational plans for success
4. Identify key functions including strong procedures and policies, trustworthy financial stewardship, and focused governance

Who Should Attend
- Emerging Leaders
- Entrepreneurs
- Organizational Leaders
The Healthy Nonprofit:  
Organizational Assessment & Evaluation

Course Description
Working in the independent sector is rewarding, yet challenging; significant, yet humbling. While many nonprofit professionals enter the sector to be of service, today’s changing economic environment requires that they also understand the importance of remaining financially sound and the best-practices for being accountable and transparent organizations. This session will expose individuals to scenarios that challenge many nonprofit professionals and increase the awareness regarding current trends and issues that impact nonprofit organizations.

How You Will Benefit
You will be aware of challenges facing nonprofits in the current climate and the best practices for dealing with them in an accountable, transparent way. You will also be equipped to assess your organization and its work now and going forward.

What You Will Learn
2. Best practices for nonprofit accountability and transparency.
3. Outcomes of case studies relevant to maintaining a healthy nonprofit.
4. Current trends and issues impacting nonprofit organizations and how to prepare for them.

Who Should Attend
• Executive Directors
• Managers
• Board Members
Organizational Growth

Relationship-Based Resource Development:
Enhancing Your Financial Sustainability

Course Description
Working in the independent sector is rewarding, yet challenging; significant, yet humbling. While many nonprofit professionals enter the sector to be of service, today’s changing economic environment requires that they also understand the importance of remaining financially sound and the best-practices for being accountable and transparent organizations. This session will expose individuals to scenarios that challenge many nonprofit professionals and increase the awareness regarding current trends and issues that impact nonprofit organizations.

How You Will Benefit
You will be equipped to build successful funding relationships to support long-term financial

What You Will Learn
1. Develop transformational instead of transactional relationships.
2. Increase knowledge regarding resource development best practices.
3. Explore new fundraising strategies and opportunities.
4. Assess your organization’s capacity and readiness for fundraising.
5. Communicate financial results to internal and external stakeholders.
6. Implement a comprehensive and inclusive financial planning and monitoring process.

Who Should Attend
• Executive Directors
• Managers
• Development Officers
It's Not My Job:
Creating a Customer Service Culture

Course Description
Where would your business be without customers or clients? How long would you stay in business without customers or clients? You wouldn’t. Serving customers is the core of every successful business. Regardless of what you serve, make, or sell this one thing we know – you are in the business of people. Do your management team and staff know this? In this session we will explore and discuss principles and practices of successful customer service.

How You Will Benefit
You will be equipped to increase the morale and sense of purpose of your staff and to effectively deal with customers when they’re not always right.

What You Will Learn
1. How to retain and increase current customer base
2. Techniques for improving staff / customer interactions
3. Approaches for positive staff morale and customer-focused attitudes

Who Should Attend
• Managers
• Staff
The Business Case for Trust:  
Corporate Social Responsibility

Course Description
Trust, according to Stephen M. R. Covey in his critically acclaimed book, The Speed of Trust, is more than a nice social virtue. It is a quantifiable, hard-edged economic factor that impacts our decisions and results on a daily basis. This session highlights the value of developing high trust relationships as well as the cost of low trust relationships. Leaders who cultivate and maintain high trust relationships are much more likely to experience success in life, both professionally and personally.

How You Will Benefit
You will understand the great value of high trust relationships and how to create and maintain them.

What You Will Learn
1. Create a high trust environment
2. Restore trust when operating in a low trust environment
3. Understand the impact that competency and character have on trust

Who Should Attend
- Executives
- Managers
- Staff
- Board Members
Being on One Accord:
Team-building for Today’s Workplace

Course Description
In this session, we will explore effective principles of identifying, managing, and resolving conflict as well as critical considerations for building, modifying, and motivating your team. Whether you are a team of educators, business leaders, a non-profit board of directors, or a local community coalition, the principles and practices in this training will enhance your performance, increase your awareness of self and others, and strengthen your commitment to the mission of your team.

How You Will Benefit
You will be equipped to improve team performance through communication and focus, use conflict to enhance and improve team performance, and to understand the impact of personal characteristics and experiences on team function.

What You Will Learn
1. Assess the current state of your team.
2. Make tough team-building decisions.
3. Rally the team around the organization’s mission.
4. Set the tone for team unity.
5. Differentiate healthy and unhealthy conflict.
6. How to identify and reduce communication barriers.
7. Increase awareness of communication/leadership styles and their impact on the work environment.
8. Increase awareness of personal attitudes, experiences and paradigms that impact the ability to manage conflict.

Who Should Attend
Executives, Managers, Staff
Principles for Program Performance:
Establishing Operational Programs & Priorities

Course Description
Good performance is essential to the success of any organization. Establishing an effective planning process with practical evaluation systems is the mechanism for high performance. This session explores fundamental principles for performance including mission focus, prioritization, formulating goals and objectives, understanding evaluation techniques, and program implementation.

How You Will Benefit
You will be equipped to establish initial operational programs and priorities and to evaluate and update them systematically for long-term success.

What You Will Learn
1. How to formulate goals that are prioritized, specific, measurable, realistic, relevant, and time-bound.
2. How to use tools to keep performance on target.
3. Methods for program evaluation including basic concepts, data collection methods, and fundamental designs.
4. Approaches for reporting outcomes to various stakeholders.

Who Should Attend
- Executives
- Managers
- Department Heads
- Program Officers
Community Engagement

Cultivating CommUnity:
Engaging Stakeholders for the Common Good

Course Description
Communities across America are reminded daily of what they don’t have and what they can’t do. The typical community assessment contributes to this reminder by primarily focusing on the needs or problems within the community. Forward-thinking communities, however, have adopted a solution-oriented, asset-based approach to community assessments. By asking the right questions and looking in the right places, you can find a vast array of resources, assets, and capabilities even in the most challenged communities. This session will not only explore how to document needs and problems, but it will also explore identifying resources and solutions and presenting the findings in a manner that creates value and meaning for key community stakeholders.

How You Will Benefit
You will be equipped to identify the resources and solutions needed to impact the challenges faced by your community.

What You Will Learn
1. Assess community needs and resources
2. Create and assess your own Community Health and Resource Map (CHARM™)
3. Understand stakeholder roles, interest, values, expectations, and rights
4. Identify and cultivate key stakeholder relationships and roles
5. Increase ownership and buy in among key stakeholders
6. Document problems in a solution-oriented framework

Who Should Attend
- Executives
- Managers
- Staff
Community Engagement

C-Harmony:
Collaboration, Alliances & Partnerships

Course Description
Leaders realize that the complex issues facing communities cannot be solved by any one organization. Extending value, maximizing resources, leveraging opportunities, and increasing sustainability - these are just a few of the benefits of forming strong collaborations, alliances, and partnerships (CAPs). Nonprofits, businesses, and government agencies all benefit from working together when the outcomes produce mutually beneficial results for clients, customers and constituents. The sheer demand for services, particularly in a struggling economy, requires us to harness the tremendous power and opportunity of working together. This session explores the critical success factors of engaging in win-win collaborative efforts.

How You Will Benefit
You will be equipped to identify potential collaborations, partnerships and alliances, to leverage opportunities more effectively, and to engage in better cross-sector relationships.

What You Will Learn
1. Increase knowledge and understanding of best practices related to forming CAPs.
2. Identify and minimize barriers to forming strong CAPs.
3. Techniques for connecting across sectors for mutual benefit.
4. Approaches for achieving your mission through CAPs.

Who Should Attend
• Executives
• Managers & Emerging Leaders
• Coalition & Association Members
Let's Start A Movement:
How to Build Sustainable Coalitions

Course Description
Pressing social issues? An abundance of low trust relationships? Lack of direction and leadership? Organizations that are successful at producing solutions have one thing in common - they understand the importance of stakeholder engagement and empowerment which leads to sustaining well-organized programs and communities. This session covers critical skills that leaders can embrace to maximize their community engagement efforts, organize their constituents, and generate momentum to re-ignite and sustain a spirit of cooperation.

How You Will Benefit
You will be energized to augment your organization’s community engagement efforts when you absorb these techniques for bringing groups and individuals together in a movement that will profoundly impact your community.

What You Will Learn
1. Acknowledge and understand stakeholder roles, interests, values, expectations, and rights.
2. Increase ownership and buy in among key stakeholders.
3. Identify and cultivate stakeholder relationships.
4. Establish systems that safely and sustainably delegate power within coalitions for maximum community impact.

Who Should Attend
- Resource Development Directors
- Community Leaders
- Organizational Directors / Staff
Community Engagement

Lessons From the Field:
Effectively Partnering With Organizations of Faith

Course Description
Nationally, there is great interest in increasing the number of faith-based collaborative projects during these turbulent times. This renewed interest creates an opportunity for growth and a need for successful models. Faith-Based Organizations (FBOs) have a long history of meeting the critical human needs of their communities. With networks that reach even the most remote regions, many FBOs are uniquely positioned to promote awareness, provide referrals, and deliver information on human service issues. These organizations also have the ability to influence the attitudes and behaviors of their community members through their relationships of trust and respect - attributes which make their partnership a valuable asset.

How You Will Benefit
This enthusiastic dialogue will teach you how to build meaningful relationships with faith organizations to enhance your service delivery. Learn from real-life examples of the FBO engagement process and observe successfully working models.

What You Will Learn
1. Recognize often overlooked community assets to advance common causes.
2. Utilize strategies to increase presence and credibility in local communities.
3. Identify and establish leadership within the local community more effectively.
4. Forge policies and processes that enhance relationships with FBOs.
5. Identify specific barriers to overcome and common mistakes to avoid.

Who Should Attend
- Resource Development Directors
- Community Leaders
- Organizational Directors / Staff
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