

The Center for Non-Profit Effectiveness (CNPE) was created specifically with non-profit organizations in mind. In order to compete in a 21st century landscape, non-profit organizations must learn to use the same commercial, management and planning skills that businesses do. We can teach you the skills you need to stay ahead of the pack and prosper.

#### **PARTIAL LISTING OF TRAINING TOPICS**

##### **Management Skills**

Excellence in Supervision  
Performance Management  
Leadership for Non-Profit Managers  
Basics of Supervision  
Legal Issues for Non-Profit Managers  
Budgets and Budget Management  
Change Management  
Team Building  
Conflict Resolution  
Time Management  
Coaching Skills for Leaders  
Facilitation Skills  
Delegating Effectively  
Making Presentations  
Performance Management  
The Performance Review  
Motivating Your Employees  
Problem Solving and Decision-Making  
Working Together Across Diversity  
High Performance Hiring  
Writing Policies and Procedures  
Delegating Effectively  
Facilitation Skills  
Critical Thinking  
Strategic Planning  
Quality Management  
Succession Planning

##### **General Soft Skills**

Customer Service for Non-Profits  
Facilitation Skills  
Business Writing for Non-Profits  
Writing Policies and Procedures  
Creating an Orientation Handbook  
Being an Effective Team Member  
Anger Management  
Stress Management  
Conflict Resolution  
Understanding Your Organization  
Public Speaking  
Making Presentations  
Goals and Goal-Setting  
Time Management  
Critical Thinking  
Train the Trainer  
Facilitating Effective Training Sessions  
Understanding Financial Statements

##### **Non-Profit Specific Skills**

Case Management  
Writing Case Notes  
Diffusing Conflict with Volatile People  
Crisis Intervention  
Outcome Measurement  
Program Design  
Building and Managing a Better Board  
Strategic Planning  
Volunteer Recruitment and Management  
The Fundraising Process  
Developing Your Marketing Brand  
Organizing Your Office and Staff for Your Fundraising Efforts  
Staging Special Events

##### **Computer Skills**

Windows XP  
Microsoft Word  
Microsoft Excel  
Microsoft PowerPoint  
Microsoft Access  
Microsoft Publisher  
WordPerfect  
Adobe Photoshop  
QuickBooks  
Raisers Edge

#### **CONTACT US TODAY!**

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