

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!

For more information and for a professional service presentation, contact **Norman Ruano**, Vice President for Workforce Development, at (773) 878-3894 or nruano@iwe.staugustine.edu