



# NPSDC ANNUAL REPORT

Issue 4: January - December 2008

*Established in March 2003, the Non-Profit Staff Development Coalition (NPSDC) Project is a collaborative community project serving non-profit human services organizations in the Seattle-King County area.*

*NPSDC's mission is to help staff in non-profit human services organizations reach professional and personal excellence by protecting, nurturing, strengthening and enhancing the staff development function in their organizations. This is being achieved by collaboratively working on three Coalition Initiatives: Staff Training; Transfer and Application of Learning for Effective Job Performance; and Promoting, Strengthening and Reinforcing a consistent "learning culture" within Coalition member organizations.*

## **Staff Development – truly a return on investment!**

In economic times like these, now more than ever, is the urgency and importance of ensuring that staff are continued to be trained, to cope with challenging workload and workplace changes, and growing demands of the increasing client base or business needs.

**The Non-Profit Staff Development Coalition (NPSDC)** is committed to supporting the belief that investing in workforce/staff training and development yields direct and beneficial "returns on investment" to the sustainability and continued growth of any organization in any workforce sector.

It may take creativity or innovation or collaboration, and certainly even prioritization of addressing specific training needs, but nonetheless, it continues to require the unwavering focus of ensuring that an organization's most valuable resource, its staff or its people, are effectively trained and equipped with skills to execute their jobs with the optimum results.

NPSDC member organizations understand and appreciate that it is important to remain stable, innovative, and even competitive in challenging economic times. That is why, in 2009, NPSDC will continue to encourage workforce employers not to waver in their focus to develop their organization's most important resource—their staff. In doing so, they will be enabling staff to equip themselves with much needed skills to face the changing economic and social future.

# HIGHLIGHTS FOR 2008

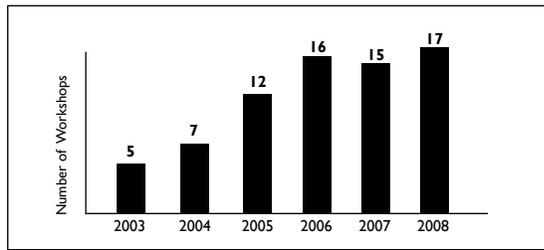
- ▶ NPSDC welcomed an additional **five new organizations** to the Coalition membership: **Archdiocesan Housing Authority, Family Services of King County; The Salvation Army; Step By Step Family Support Center and YouthCare Orion Center.**

As of December 2008, NPSDC membership totals 45 organizations.

- ▶ The NPSDC Committee recognized **reaching its 40th meeting milestone** since NPSDC was established in March 2003. An additional new feature of the Committee meetings in 2008 was inviting trainers of upcoming workshops to be a part of the discussion and planning process.

(The NPSDC Committee meets regularly, every two months, to collaboratively work on the three Coalition Initiatives).

- ▶ NPSDC **developed and delivered 17 workshops** for staff of member and non-member organizations.

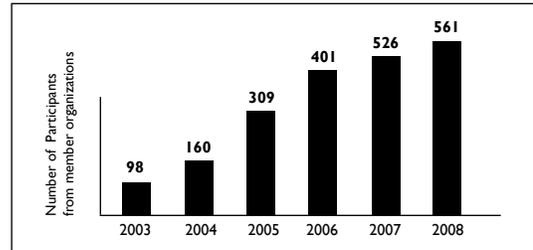


NPSDC workshops per year

- Several new topics were introduced, including *Exploring Privilege and Oppression, Emotional Intelligence in the Workplace, and Conflict Resolution (A Map)*.
- The Committee worked creatively to develop two new workshop series: “*Building Leadership Skills*,” a series of four workshops addressing topics such as *Developing High Performance Work Teams, Managing Performance, Employee Engagement and Motivation, and Supervisory Communication Skills*; and the new “*Communication Skills*” series of four workshops focusing on *Compassionate Listening, Communication and Learning Styles, Workplace Civility, and Handling Difficult Conversations*.
- The majority of these workshops received very positive evaluations, with some participants reporting success after immediately applying these learned skills to their jobs.
- We continued to build our trainer network of over 30 quality trainers, adding another six to the group. These trainers responsively and effectively worked with NPSDC to customize or develop new curriculum to address the specific highlighted need areas of each workshop topic.
- It is also noteworthy to add the consistent positive

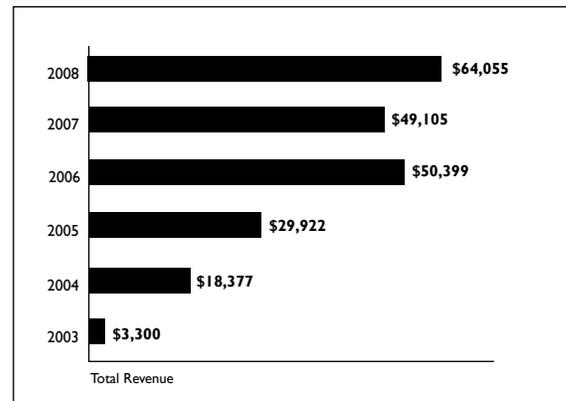
mention by the NPSDC trainers of the energy and enthusiasm of participants, and the empowering networking among participants with specific focus on issues being discussed at the workshops.

- ▶ Another noteworthy highlight is the **continued increase in workshop participation by staff of NPSDC member organizations**. 2008 saw a 7 % increase – 561 staff participated (versus 526 in 2007).



(Staff participation represented a cross section of position levels, i.e., frontline/direct service staff, program coordinators/managers, case managers, supervisory/managerial and director levels).

- ▶ Gross **fee revenue generated** from 17 NPSDC workshops in 2008 was \$64,055 enabling continued operations of this “break-even” project.



(\* this amount is inclusive of \$1,165 fee revenue outstanding to be collected)

- ▶ NPSDC **continued to enjoy the strong support of its various ongoing partnerships** for assistance with marketing the Coalition and its staff training activities, building its trainer network and the coordination of location facilities for its workshops.  
(Our thanks to Thistledown LLC (The 2100 building); Safeco South Jackson Street Center; Seattle Pacific University; Seattle Vocational Institute; Seattle Human Services Department’s Survival Services Unit, United Way of King County, the NonProfit HR group and the NonProfit Networking list serves, Kent Chamber of Commerce, King County Domestic Violence Coalition, Seattle School District; Nancy Bell Evans Center on NonProfits & Philanthropy).

## FROM OUR PARTICIPANTS ...

Participants reported 'value added' learning and critical skill building knowledge from NPSPDC 2008 workshops.... here are some of their comments:

*" I am more aware and understanding now of 'privilege and oppression'.... of how policies and procedures perpetuate institutional oppression. I will share my learning with the Inclusion and Diversity Committee and we will together develop an agency action plan to create a 'less oppressive, unidiverse' workplace."*

Exploring Privilege and Oppression  
February 2008

*" ... the information on Emotional Intelligence (EI) was very valuable and I plan to use the cues for my emotion triggers to help me respond to others more appropriately. The better self awareness and self control I have, the more productive and positive my interactions – I can only hope to model good EI for others."*

Understanding and Using Emotional Intelligence  
March 2008

*" I will be more aware of the elements of communication and constructive process in conflict resolution... and use the tools – 'choice point system, drivers exercise' to help me resolve conflict in a healthy, safe and compassionate way."*

Conflict Resolution – A Map  
April 2008

*" I will use the four stages of normal team development to help me analyze where my different teams are in the stages and use activities appropriate to each team's progress. I will be more mindful of my role as a supervisor in team maintenance ... and try to bring out the best in my team through the 7 characteristics of high performing work teams."*

Developing High Performing Work Teams  
(Building Leadership Skills Series)  
June 2008

*" Good tools for establishing performance tracking procedures. I will engage in conversation with agency leadership regarding the value of performance and align job descriptions with mission/values in order to set up a more effective performance review."*

Managing Sustained Performance  
(Building Leadership Skills Series)  
July 2008

*"This has helped me determine key 'drivers' for my team to keep them engaged... and to create a guide and recommendation for instituting a 'coaching' culture in the workplace but one that further helps retain staff and develop talent."*

Engaging Your Employees  
(Building Leadership Skills Series)  
July 2008

*" Learned about how to identify indicators for lethality to prevent danger to domestic violence survivors ... and how to speak with survivors and share decision making to best fit their situation."*

Special Issues Series: Domestic Violence  
November 2008

*" I really enjoyed the Compassionate Listening workshop experience and learned a great deal... the exercises were helpful in adjusting my attitude as well as expanding my understanding of techniques to practice while listening to others. I truly have noticed a shift in my stress level especially when communicating with a particular individual. As if by magic, I seemed to be hearing her in a different way and relaxing my reflex to insist on my point of view when dealing with her."*

Compassionate Listening  
December 2008

## From our Trainers ...

When asked about the value of NPSDC in supporting staff training and development, particularly in view of the current economic situation, here's what some of our trainers said based on their NPSDC experience:

*"As a trainer for a variety of NPSDC workshops, I'm always delighted to see the attentive interest displayed by those who attend. People arrive at each workshop with a genuine desire for learning new tools to help them be stronger leaders - and they leave feeling better equipped to deal with the unique challenges of their organizations. In twenty five years as a trainer, I have never seen a better value for the amount paid by individuals of member organizations than that of the NPSDC. The NPSDC Committee does a marvelous job of finding the best topics and educators in the business! They are quite an extraordinary group and it's an honor to be associated with such an organization."*

Ron Morey  
(Trainer – Building Leadership Skills Series)

*"Staff development takes on added urgency in times like we are facing now. Budgets may have to get trimmed and staff training is often the first line item to get reduced. NPSDC helps keep training available to staff. The most precious resource in fulfilling the mission of a human service organization is their human resources. Organizations that get this assure the continuing availability of and access to staff development. The recipients of services benefit from staff development efforts as staff have new and improved skills to apply in their work. This leads to better outcomes for recipients. So, the real value of NPSDC's staff development work is the win-win situation it creates for providers of service and the recipients of those services."*

Jonathan Beard  
(Trainer – Special Issues: Mental Health)

*"Times are going to be hard for some time. Yet if training is considered expendable, our clients, even more than we professionals, will surely suffer. For this reason, NPSDC's mission of providing quality training at very low cost to its participants is absolutely vital. I'm grateful for the opportunity to participate in this endeavor."*

Ellis Amdur  
(Trainer – De-escalation: Effective strategies..)

### **And some others commented ...**

*"It is critical to ensure those providing direct services are well-trained and prepared for the still unknown and undefined circumstances our communities will find themselves experiencing in the coming months. Preparation and Planning are the keys to survival."*

Nancie Payne  
(Trainer – Special Issues: Learning Disabilities)

*"I think now is the time to really support non-profits to move their fears of recession and layoffs. Now represents a time of opportunity, to connect / bond together and make a more cohesive work environment. Leadership has a responsibility I think to do this, to help staff and agencies remember the big picture. Now is the time managers and organizations can do more with the staff they have."*

Paul Figueroa  
(Trainer – Conflict Resolution:A Map)

## From our Committee ...

Given the current economy and impending budget cuts, NPSDC Committee members were asked how they promote to their agency leadership the value and benefit of NPSDC membership and its focus on staff training, and in the process garner or reinforce support for investing in workforce development and productivity. Here are some Committee members' comments ....

*“Childhaven as an agency values ongoing learning and management consistently support and encourage staff to attend trainings. The benefit of the NPSDC membership allows staff to give input on training needs and attend excellent trainings at practical costs. At a time when many agencies face various deficits, affordable training through the NPSDC helps overall morale by keeping the focus on our important work.”*

*Beth Larsen – Childhaven*

*“Our commitment to developing the skills of our staff hasn't changed with the current economy, but our spending has. NPSDC trainings are a great value. We encourage staff who go, to come back to the team and share their experience and what they have learned, which invariably includes praise for the quality of the training.”*

*Lauren O'Brien – Seattle Goodwill*

*“In this time of uncertainty, I feel there is a need to reinvest in my team and agency... It feels like my team is grateful for their jobs and is looking for ways to stay with increased joy and satisfaction ... willing to stretch to find fulfillment and challenges in their current job situation. In turn, my investment in them is greater. By committing to trainings, outside support and direction and overall stimulation, I am increasing the likelihood that my team will work harder and smarter, take care of themselves and those we serve and be able to see the larger picture of service to those in need. Although times are uncertain, I see an increased commitment at all levels of our agency and I want to meet that energy with thoughtful decision making and smart choices. Being a member of NPSDC and all it has to offer is part of this commitment.”*

*(Carolyn Carlson – Archdiocesan Housing Authority)*

*“Not only do we have access to enhanced and excellent trainings which respond to the needs of our organizations; the cost is reasonable so staff members have more professional development opportunities than in the past.”*

*Anne Helmholz – Literacy Source*

*“I think the variety of programming offered by the NPSDC is amazing. From direct service staff and program managers to ED's, the training needs of all staff are covered.”*

*Ann Muno – Powerful Voices*

## NPSDC Project Lead

Center for Learning Connections

Anna McCain

## NPSDC Member Organizations

Archdiocesan Housing Authority  
Alliance of People with disAbilities  
American Red Cross (serving King & Kitsap Counties)  
The Arc of King County  
Atlantic Street Center  
Big Brothers Big Sisters of King County  
CARES of Washington  
Catholic Community Services (King County)  
Capitol Hill Housing Improvement Program  
Childhaven  
Children's Home Society of Washington  
The Compass Center  
Executive Service Corps of Washington  
Family Services of King County  
Hopelink  
Housing Resources Group  
Kids. Co./Evergreen Children's Association  
Lifelong AIDS Alliance  
Literacy Source (Community Learning Center)  
Low Income Housing Institute  
Minority Executive Directors Coalition  
Multifaith Works  
Multi Service Center  
Neighborhood House  
New Futures  
Northwest Center  
Pioneer Human Services  
Plymouth Housing Group  
Powerful Voices  
Ruth Dykeman Children's Center  
Seattle Goodwill  
Seattle Jobs Initiative  
Seattle Chinatown International District  
Preservation and Development Authority (SCIDPDA)  
Senior Services of Seattle/King County  
Solid Ground  
Step by Step Family Support Center  
The Salvation Army – King County  
United Way of King County  
University Presbyterian Church  
Washington Assistive Technology Foundation  
YouthCare Orion Center  
YMCA of Greater Seattle  
Youth in Focus  
YWCA of Seattle –King County- Snohomish County

## Current Committee Members (as of January 2009)

Shelley Dooley  
Messerat Tato; Gladys Springborn Brannigan  
Nancy Watchie  
Mary Jo Magruder; Rebecca Kell  
Deborah McWilliams  
Marilla Walker; Andy McKee  
Lars Novak  
Josephine Tamayo Murray  
Terra Page  
Nancy Del Villar Vive; Bethany Larsen  
Michelle Langstaff  
Ellen Hurtado; Jacqueline Hill  
Nancy Long; Yvonne Freitas McGookin  
Phyllis Rowland  
Tamara Barrat; Alice Ferrier  
Susan Williams; Beth Rosmaryn  
Jennifer Cooke  
Kathryn Daily; Andrea Gore  
Anne Helmholz; Kit Hanski  
Janel Fox  
Hla Yin Yin Waing  
Sienna Effinger; Corinne Schneider  
Annette Coder  
Jill Takarnsilpa; Kari Hilwig  
Heidi Schillinger; Marissa Tanimura  
Michele Hamaker  
John Powers; John Saltzgeber  
Kim Barker  
Ann Muno; Rita Alcantara  
Dwayne Mitchell; Jodi Ryznar  
Lauren O'Brien; Karen Kruger  
Patrice Davis  
Judith Pan Medillo  
  
Karen Beisner  
Teresa Ballard; Nana Akopdzhanova  
Pat Sween; Gail Danforth  
Elizabeth Avalos  
Kimberly Washburn  
Marilyn Hill; Grace Yi  
Frances Pennell; Andrea Dimond  
Ruth Blaw; Liza Burrell  
Jane Brenneman  
Bob Perkins  
May Main



A project of  
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