



NPSDC ANNUAL REPORT

Issue 5: January - December 2009

Established in March 2003, the Non-Profit Staff Development Coalition (NPSDC) Project is a collaborative community project serving non-profit 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.

NPSDC – Your Advocate for Staff Development

"I know the tremendous challenges that non-profits are facing with their budgets being cut, due to reduced funding for their programs, together with the ever increasing need for their staff to be trained to meet increasing demands on their job responsibilities and expectations to perform... the NPSDC truly is a wonderful resource for non-profits especially in these uncertain times..."

The above comments were from a trainer who delivered a recent **Non-Profit Staff Development Coalition (NPSDC)** workshop.

Throughout 2009, the NPSDC Committee has worked to keep the staff development focus active in their organizations. It has not been easy. Nevertheless, earlier in the year, the committee engaged in a process to help them advocate for the importance and value of staff training and development to their leadership.

Advocating for staff development reinforces that training:

- Encourages innovation
- Strengthens skill development and staff expertise
- Builds staff retention (shows that organizations care for their employees)
- Supports the organization's core mission
- Helps the organization to keep pace with the dynamics of the changing workplace, client/customer base and their needs

The committee also agreed that when communicating to their organization's leadership about the importance and value of staff training and development, especially through the NPSDC, it is crucial to recognize that:

- ▶ NPSDC workshops are results oriented.
- ▶ NPSDC engages quality trainers who are willing to develop customized, relevant and effective training curriculum.
- ▶ Cost effectiveness is key (NPSDC training versus in-house).
- ▶ NPSDC training is targeted and specific to address identified 'high priority' skill building needs.
- ▶ Participants at NPSDC workshops are encouraged to consistently commit to skill application and sharing of key learning.

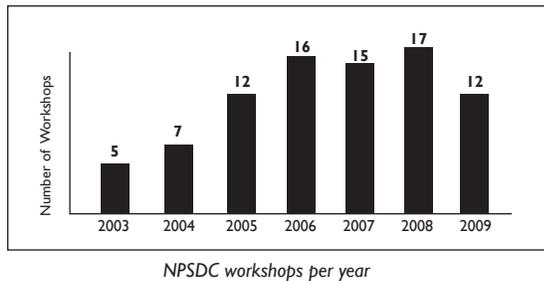
Above all, the message rings loud and clear ... 'investing in training is investing in your staff' !

HIGHLIGHTS FOR 2009

- ▶ NPSDC welcomed an additional **two new organizations** to the Coalition membership: **The Church Council of Greater Seattle and King County Housing Authority**.

As of December 2009, 46 organizations constituted NPSDC membership.

- ▶ NPSDC **developed and delivered 12 workshops** for staff of member and non-member organizations. These received positive evaluations from participants with the indicated commitment to transfer and apply key learning:

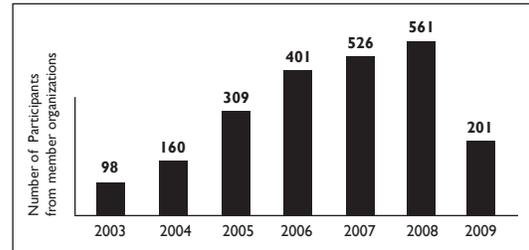


- Two new workshop series were created and delivered:

1. **“Communication Skills” series** with three workshops addressing the topics - *“Communication and Learning Style”*; *“Strengthening Workplace Civility”* and *“Handling Difficult Conversations”*.
2. **“Building Leadership Skills 2”** - a series of two workshops addressing topics such as *“Facilitate to Make A Difference”* and *“Problem Solving and Decision Making Skills”*.

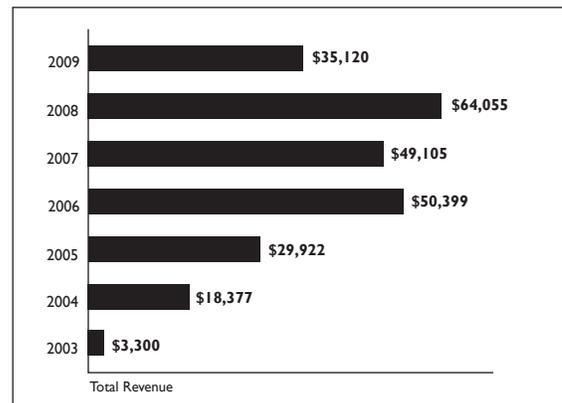
- Several other new workshop topics were introduced that addressed need areas such as change management (*“Managing Transitions while Leading Complex Change”*); *“Managing Stress”*; planning and organization systems (*“Creating Effective Work Plans”*) *“Cultural Competency Facilitation Skills”*; strengths based team building (*“Building Individual and Team Performance with Dependable Strengths®”*).

- ▶ An important highlight for 2009 was the impact of budget cuts arising from the severe economic downturn. This significantly affected the level of participation in NPSDC workshops this year. 2009 saw a 64 % decrease - 201 staff of NPSDC member organizations participated (versus 561 in 2008).



(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 12 NPSDC workshops in 2009 was \$35,120.



- ▶ 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); Mezza Café Conference/Meeting Center (Starbucks Corporate Building), United Way of King County, the NonProfit HR group and the NonProfit Networking list servs, King County Domestic Violence Coalition, Seattle School District; Nancy Bell Evans Center on NonProfits & Philanthropy).

RESOUNDING SUPPORT FOR NPSDC AND ITS WORK

Below are some of the very positive feedback received in 2009 from **participants, trainers and committee members** in regards to learning from workshops or the value of NPSDC and its work particularly in these challenging economic times:

"I hope to better recognize different learning styles and be open to working with all different types, especially through rephrasing questions and listening for key indicators about their communication needs."

Communication and Learning Style
January 2009

"During difficult economic times, organizations that hope to survive must be creative, innovative and willing to do things differently. Continuing to do business as usual will not be effective. By providing tailored, state-of-the art training, NPSDC can become a vehicle for survival for many non-profit organizations in King County."

Cal Crow
(Trainer – Communication & Learning Style)

"I will be able to identify the bullying characteristics/behaviors in my work environment... be more aware of how my behavior and others' behavior affect the workplace and ..be more careful about how my actions or words may be perceived and be more supportive/affirming of my co-workers."

Strengthening Workplace Civility
March 2009

"I believe there is much value in the NPSDC workshops. It is great to offer classes to such a great group of professionals and to be able to flesh out cutting edge ideas and training. It is extremely important that we continually enhance our knowledge in our given fields and this type of training can help everyone do just that."

Michelle Bennett
(Trainer – Strengthening Workplace Civility)

"This training helps me to alter the challenging aspects of my communication style, and listen more to co-workers and clients. It will absolutely help me to be more strategic in conversations. This is very empowering."

Handling Difficult Conversations
March 2009

"The Non Profit Staff Development Coalition delivers much needed training to staff members in organizations who do great things with few resources, and who might not be able to access similar training opportunities without the coalition. In hard economic times, cooperation, coordination, and the sharing of resources enables the NPSDC to bring top quality training to its constituents in a cost effective manner."

Wendy Barry
(Trainer – Handling Difficult Conversations)

“By taking breaks and restorative actions for myself and .. using the tools learned in this class to restore and transform myself and the people I come in contact with daily.. I can become more resilient, cope better to reduce stress and as a result work better with people whom I work with.”

Managing Stress

June 2009

“Training is often considered a luxury—especially in economically challenging times. Training is never a luxury. It is an imperative. It is one of the best investments you can make in your most valued asset, which is your staff.”

Dr. Gloria Burgess

(Trainer – Managing Stress)

“I was able to better understand the difference between training and facilitation...and learned how to ask more clarifying questions throughout the process of group decision making, rather than immediately going down the path of decision.”

Facilitate to Make A Difference

(Building Leadership Skills 2 Series)

July 2009

“I liked the Force/Field Analysis and learning new tools for problem solving...will use some of the group decision making exercises for staff use in collaboration exercises and will use the quantitative measure to evaluate programming.”

Problem Solving and Decision Making Skills

(Building Leadership Skills 2 Series)

August 2009

“NPSDC is a great organization, providing GREAT value to its members. As an instructor, I felt privileged to have the opportunity to deliver the same world-class program we deliver to our corporate clients to a large group of mission driven, committed non-profit leaders.”

Lynda Silsbee

(Trainer – Building Leadership Skills 2 Series)

“I will be more culturally aware when I communicate... I found the resistance examples and response language very helpful and will use the facilitation framework/change theory. I will be able to open the conversation with my organization’s board around specific measurable steps towards cultural competency.”

Cultural Competency Facilitation Skills

November 2009

“I will be more cognizant of my strengths when developing new programs, integrating with committees...I’m going to do some ‘strengths/good experiences’ exercises with my team to determine their strengths and encourage use of their strengths.”

Building Individual and Team Performance
with Dependable Strengths

December 2009

“NPSDC offers a great opportunity for non-profit staff to receive training in this economic downturn. It seems to me that not much else is being offered, and NPSDC always is reasonable in cost and excellent in training programs offered.”

Vic Snyder
(Trainer – Building Individual & Team
Performance With Dependable Strengths)

“As the economic recession has limited the ability of many non-profits to provide professional development to its staff members, Powerful Voices has been fortunate to be aware of and involved with the Non-Profit Staff Development Coalition. This coalition makes sure that quality, relevant, and affordable professional development opportunities are available to the staff of area non-profits, and Seattle’s non-profit community is better for it.”

Tyler Bosma
(NPSDC Committee Member)

“In this challenging economic climate it is as important, if not more important, that we maintain highly productive staff to effectively execute the objectives of our mission at Childhaven. NPSDC offers a great low cost option for providing critical staff development as we persevere through these challenging times.”

NancyVive SPHR
(NPSDC Committee Member)

“Hopelink management took a stance of not digging deeply in to the budget for training this past year. We cut “down” but didn’t eliminate training money available. NPSDC offers great training for many of our employees that help them in career development, growing and reaching, and improving upon what they already do, and learn more overall. We try to share that knowledge learned as much as possible. We believe this adds value to the agency because employees feel valued and are therefore happier at what they do.”

Tamara Barrat PHR
(NPSDC Committee Member)

NPSDC Project Lead

Center for Learning Connections

Anna McCain

NPSDC Member Organizations

Current Committee Members (as of December 31, 2009)

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
Compass Housing Alliance (formerly The Compass Center)
The Church Council of Greater Seattle
Executive Service Corps of Washington
Hopelink
Housing Resources Group
Kids. Co./Evergreen Children's Association
King County Housing Authority
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
Wellspring Family Services
YouthCare Orion Center
YMCA of Greater Seattle
Youth in Focus
YWCA of Seattle –King County- Snohomish County

Shelley Dooley
Messerat Tato; Gladys Springborn Brannigan
Nancy Watchie
Mary Jo Magruder
Deborah McWilliams
Lisa Stavros; Andy McKee
Lars Novak
Shelley Dooley
Terra Page
Nancy del Villar Vive; Bethany Larsen
Michelle Langstaff
Oralia Lynch; Jacqueline Hill
Michael Ramos
Nancy Long; Yvonne Freitas McGookin
Tamara Barrat; Alice Ferrier
Susan Williams
Jennifer Cooke
Lydia Assefa Dawson; Grace Adriano
Kathryn Daily; Andrea Gore
Anne Helmholz; Kit Hanski
Janel Fox

Joe Bills; Brooks Whitehead
Annette Coder
Jill Takarnsilpa; Samm Thompson
Heidi Schillinger
Michele Hamaker
John Powers; John Saltzgeber
Kim Barker
Tyler Bosma
Dwayne Mitchell
Karen Kruger; Lauren O'Brien
Patrice Davis
Judith Pan Medillo

Karen Beisner; Ruchita Agarwal
Teresa Ballard; Nana Mendez
Pat Sween; Gail Danforth
Elizabeth Avalos
Kimberly Washburn
Marilyn Hill; Grace Yi
Frances Pennell; Andrea Dimond
Phyllis Rowland
Ruth Blaw; Liza Burrell
Jane Brenneman
Bob Perkins
Irwin Batara; May Main



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