

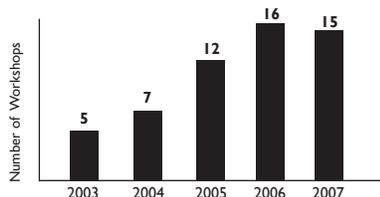


# NPSDC ANNUAL REPORT

Issue 3: January - December 2007

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.



NPSDC workshops per year

## HIGHLIGHTS FOR 2007

In 2007, NPSDC continued strong momentum in support of its mission to effectively strengthen and enhance staff development in member organizations. "Value added" learning and critical skill building continue to be assets of NPSDC workshops. Because of their consistently high quality in effectively addressing critical "high priority" training need areas, NPSDC workshops are garnering not only the growing attention and support of member organizations, but also the non-profit community at large as well as other workforce development sectors within and outside King County.

### NPSDC membership:

By December 2007, NPSDC membership totaled 39 organizations. This included three "new" organizations: *Cares of Washington*; *University Presbyterian Church* and *YMCA of Greater Seattle*.

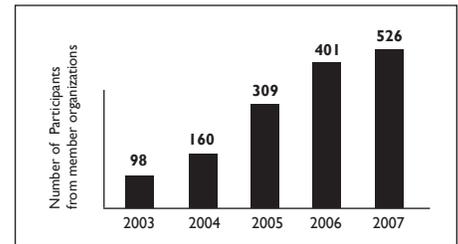
### NPSDC training:

- 15 workshops were developed and delivered in 2007.
- As identified in the 2007 Staff Training Needs Survey, administered to staff across levels of member organizations, NPSDC training focused on several 'new' high priority need areas. Some of these included: *Conflict Management within Gracious Space*; *Intercultural Communication*; *Supervisory Communication Skills*; *Strengthening Ethics in the Workplace*; *Building Organizational Self-Efficacy and Resiliency*.
- In addition, NPSDC paid attention to the community focus on poverty and homelessness. The NPSDC Committee worked with high quality trainers to develop curriculum for its new 'Special Issues Series on Poverty and Homelessness' of three workshops: *'Understanding Poverty'*, *'Effecting Change through Advocacy'* and *'Secondary Trauma'*.
- Each of the 15 workshops continued the practice of designated time at the end of each workshop for participants to complete NPSDC's Action Plan Forms. This form serves to support participants' commitment to share their learning with their co-workers/staff when they return to their workplace, as well as to apply at least 1-2 skills gained.
- Workshop evaluations were consistently positive indicating lots of valuable learning and skills gained. Of the 15 workshops, four were repeated within the year due to high demand.

## Participants of NPSDC training:

Some noteworthy highlights include:

- 31% increase in participation by staff of NPSDC member organizations – 526 (versus 401 in 2006).
- The majority of staff participating in these workshops represented a cross section of position levels (i.e., *frontline/direct service staff, program coordinators/managers, case managers, supervisory/managerial and director levels*).
- Staff participation from member organizations averaged 75 - 80% per workshop, while the remaining 20 - 25% was represented by staff from ‘non-member’ organizations (i.e., other workforce sectors such as the public sector, government, educational and other non-profits).



## What participants are saying about NPSDC workshops:

Below are participants' comments on their "key learnings" from a sample of the 2007 workshops:

*"I will be more conscious of the different cultural levels that people operate from, as I continue to work with children, parents and staff.... It will help me be more conscious of how culture affects interpretation. I will use more visuals, pictures... I will practice patience, listening and not judging before considering their cultural influences.."*

Intercultural Communication in the Workplace  
(March and June 2007)

*"I will resolve to integrate the concepts of leadership, delegating, mentoring and improving communication skills – 'becoming a better listener' to help improve my work performance and giving team members more voice to their ideas, recommendations, concerns, questions ... I will work with staff to open new lines of communication."*

Supervisory Communication Skills  
(April 2007)

*"This training has helped me with tools that can allow me to model ethical decision making....remembering to look at others' views/other sides/other positions. Remembering to be aware of my own beliefs and biases and how they impact my thoughts and decisions...It gives me the basis to make more informed decisions ...trusting in my value system more.."*

Strengthening Ethics in the Workplace  
(June 2007)

*"We have to make a culture shift ...I will work with other managers to promote values of self-efficacy and resiliency... operate by applying questions that reach out to others through 'heart and soul' ..reflective questioning especially when staff voice problems or challenges to me."*

Building Organizational Self-Efficacy and Resiliency  
(July 2007)

*"Gained a deeper understanding of people in poverty ...raised my awareness of the communication style and life experiences of those who have lived in generational poverty... I learned what motivates people in generational poverty and how we can use their strengths/interests as points for life changes...hearing the trainer's real life experience of living in poverty and then breaking down the barriers – empowering!"*

Understanding Poverty  
(Workshop 1 in Special Issues Series on Poverty & Homelessness)  
(September 2007)

*"I will use the advocacy tools learned – getting information, empowering clients and involving them in change...remembering that empowerment means offering/informing forums/information/referrals on issues ..."*

Effecting Change through Advocacy  
(Workshop 2 in Special Issues Series on Poverty and Homelessness)  
(October 2007)

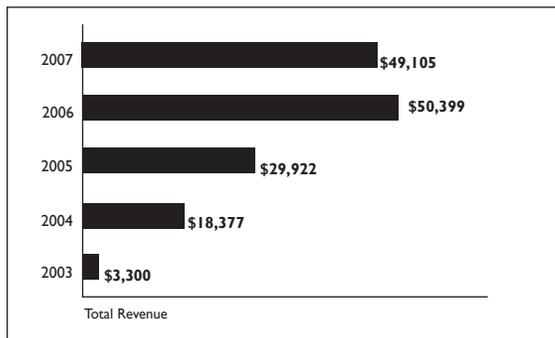
*"This training reminds me to be more 'present', creative and open when working with clients and the systems they navigate as well as the agency systems that I deal with ... I will start with changing myself, perceptions, habits and learn to slow down and listen".*

Secondary Trauma and How to Reconcile Its Impact  
(Workshop 3 in Special Issues Series on Poverty and Homelessness)  
(November 2007)

*"I have a higher level of awareness when interacting with clients – recognizing signs ... greater awareness of the physical biological indicators of fear and aggression ... be more cognizant of where the client is as far as aggression goes... and knowing how to respond appropriately.."*

De-Escalation: Effective Strategies for Aggressive and Mentally Ill Individuals  
(December 2007)

## Financials:



Gross fee revenue generated from 15 NPSDC workshops in 2007 thus far is \$49,105 \*, enabling continued operations of this 'break-even' project.

(\*Reflects gross fee revenue collected as of January 1, 2008 - does not include outstanding unpaid 2007 fees estimated at \$2800.)

## Trainers for NPSDC workshops:

Since March 2003, when the Non-Profit Staff Development Coalition project was officially launched, NPSDC has been building its partnership with an impressive cadre of outstanding trainers.

From then until today, over 30 highly skilled, excellent trainers have worked with the NPSDC Committee to develop curriculum and deliver high quality workshops that effectively address critical 'high priority' staff training need areas, identified in the annual Staff Training Needs Survey.

### **When asked about the value they have seen or gained in their experience as trainer for a NPSDC workshop, here's what some of our trainers said:**

*"Accustomed as I am to training on specific worksites, I very much appreciate NPSDC's open access, which enables people from a variety of agencies to come together at a low cost to learn information to their jobs. Likewise, it gives me a chance to meet many dedicated people whom I otherwise would not meet in the course of my daily rounds. I'm proud to be part of a process where the dissemination of information trumps profit as the goal of an organization."*

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

*"My heart has always been with the non-profits of this world and therefore I so enjoy the workshops I teach for the Coalition. The participants are eager to learn, willing to try new experiences, and are grateful for the end results. Beyond my personal satisfaction I have at the end of the day, these workshops have brought me more business. Several consulting and speaking jobs can be traced back to either an organization that was represented at a Coalition workshop, or by a workshop participant's referral. I continue to look forward to working with NPSDC for many years to come."*

Ellen Langan  
(Trainer – Managing Time, Paper and Information)

*"It was a tremendous experience to have the privilege to work with such present, inspired, curious and engaged colleagues for an entire day, thanks to the NPSDC workshops I was invited to conduct. Thank you so much for a wonderful opportunity!!"*

*Laura van Dernoot Lipsky*

*(Trainer – Secondary Trauma and How to Reconcile Its Impact)*

*"I benefited by meeting participants from a wide range of human service providers and I adapted material to their specific needs. I also liked the action planning step required by NPSDC ..."*

*Alysan Croydon*

*(Trainer – Intercultural Communication in the Workplace)*

*"I have a much clearer understanding of the topics, issues and concerns being addressed by individuals who work in non-profit organizations."*

*Dr. Cal Crow*

*(Trainer – Building Organizational Self-Efficacy and Resiliency)*

*"The staff attending this training showed high enthusiasm for the topic of advocacy and the participation was great!"*

*Tara Connor*

*(Trainer – Effective Change through Advocacy)*

*"Working as a trainer with the NPSDC has challenged me to continually improve my materials and message about collaborative leadership, so that it remains effective and meaningful to all participants."*

*Pat Hughes*

*(Trainer – Conflict Management within Gracious Space; Tapping the Power of Collaboration)*

### **NPSDC Partnerships:**

- In 2007, NPSDC collaborated with another training organization – the Literacy Network of Washington - to deliver the workshop on "Intercultural Communication in the Workplace".

This workshop was very well received and repeated within a couple of months due to high demand.

- To 'kick-off' its new 'Special Issues Series' focusing on poverty and homelessness, NPSDC collaborated with Washington State's WorkFirst Program to bring Dr. Donna Beegle, (National Poverty expert; founder of Communications across Barriers and author of "See Poverty, Be the Difference") to Seattle to deliver the first workshop of the series: "Understanding Poverty".

Well attended with over 180 participants, the workshop received very positive comments.

- Partnerships with three facilities were ongoing - ( Safeco South Jackson Street Center, The 2100 Building and Building 2 – Highline Community College). These locations continued to enable NPSDC workshops at minimal or no cost.
- Assistance with marketing of NPSDC workshops (open to both staff of member organizations as well as non-member organizations) continued with the help of ongoing partnerships with organizations and groups such as Seattle Human Services Department's Survival Services Unit, United Way of King County, the NonProfit HR group and the NonProfitNetworking listserves, Kent Chamber of Commerce, King County Domestic Violence Coalition, Seattle Public Schools.

**What NPSDC Committee Members are saying about their organization's involvement in the NPSDC and the value gained:**

*"This is such a valuable resource for training and a great value for our agency. Local, full days, knowledgeable and dynamic trainers! We are lucky to have this available to the Seattle Non-Profits! As a committee member I am glad to be involved with interviewing and choosing the trainers, sending out surveys to the employees to solicit their feedback for upcoming trainings, and attending the many different trainings. I think it's a great 360 process where everyone is involved with the final outcome being NPSDC's Action Plan forms that attendees complete at the end of the training."*

Kathryn Daily – Lifelong AIDS Alliance

*"Since I have represented Atlantic Street Center (ASC) as a committee member, I have strongly encouraged staff to take advantage of the outstanding training offered by NPSDC. ASC staff and management who have attended the classes over the past two years have had nothing but the best comments about the training received."*

*"NPSDC as an organization is vital to non profit agencies to provide continuous education to those who need the recertification hours and career enhancement to provide support for those staff desiring to expand their learning. This is the best training resource I've found in the area and I am honored to be a part of the Committee."*

Deborah McWilliams – Atlantic Street Center

*"Being on the Committee has given me the opportunity to participate in giving input when choosing the topics and the presenters. This is important to my agency because I was able to represent my agency's training needs."*

Lydia Assefa Dawson – Multifaith Works

*"This Coalition provides a great forum for local nonprofits to come together to brainstorm, develop and host quality trainings that are geared for staff that work at non profit agencies. NPSDC has enabled me to gain a knowledge base in this area and has filled a need for affordable trainings that provide my staff with information that they can use in their daily work."*

Teresa Ballard – Solid Ground

*"Membership in NPSDC ensures that our organization has a direct influence in developing meaningful curricula for our staff. Workshops are geared specifically for non-profits and target our specific training needs."*

Roberta Furst – Neighborhood House

*"I have participated in the NPSDC Coalition for two years now. I've seen first hand that training is needed within many areas of our agency and the Coalition has allowed me to ask staff what they want and need and budget for the training. I then offer them the training workshops they asked for. This training would not happen without the Coalition making it happen for us. It gives staff the chance to be with other agency staff they don't see on a regular basis as well as network with other non-profits who have similar missions, goals, objectives, and challenges. It is obviously working because the attendance at these workshops has grown each year for our agency and the comments and feedback received are generally very positive."*

Tamara Barrat – Hopelink

*"As a NPSDC member, the staff from Childhaven have found multiple levels of benefits in our participation. The offered trainings are generated from the input from all of our staff, and other non-profit staff members which makes each training relevant to the specific challenges of non-profit work. The quality of trainings and trainers presented is exceptional. The meetings provide a great opportunity for non-profit organizations to talk with and learn from one another."*

Bethany Larsen - Childhaven

*"As a Coalition member, Powerful Voices and our direct program staff have benefited immensely from being a part of NPSDC. This past year, the entire program staff and interns attended the workshop on Secondary Trauma, from which we all gained valuable information. The ability to do this as a team was tremendous. I look forward to more opportunities to attend trainings as an entire program team in the coming year to not only build capacity, but to build team."*

Rita Alcantara – Powerful Voices

## NPSDC Member Organizations

## Current Committee Members (as of January 2008)

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  
Hopelink  
Housing Resources Group  
Kids. Co./Evergreen Children's Association  
Lifelong AIDS Alliance  
Literacy Source (Community Learning Center)  
Low Income Housing Institute  
Multifaith Works  
Multi Service Center  
Neighborhood House  
New Futures  
Northwest Center  
Plymouth Housing Group  
Puget Sound Neighborhood Health Centers  
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  
The Salvation Army – King County  
United Way of King County  
University Presbyterian Church  
Washington Assistive Technology Foundation  
YMCA of Greater Seattle  
Youth in Focus  
YWCA of Seattle –King County- Snohomish County

Shelley Dooley  
Gladys Springborn Brannigan; Messerat Tato  
Nancy Watchie  
Mary Jo Magruder; Rebecca Kell  
Deborah McWilliams  
(Mary Saldin); Marilla Walker  
Lars Novak  
Josephine Tamayo Murray  
Cathy Capers  
Nancy Del Villar Vive; Bethany Larsen  
Michelle Langstaff  
Ellen Hurtado; Jacqueline Hill  
Nancy Long  
Tamara Barrat  
Susan Williams; Beth Rosmaryn  
Jennifer Cooke  
Kathryn Daily  
Anne Helmholz; Kit Hanski  
(Cherry Crank); Dayna Littlejohn  
(Lydia Assefa-Dawson); Shane; Rossow; James Marshall Ward  
Annette Coder; Linda Purlee  
Roberta Furst  
Heidi Schillinger  
Michele Hamaker  
Judy Fox  
Theresa Norris  
Ann Muno; Rita Alcantara  
Jodi Ryznar  
Rhonda Allison; Debbie Laranjo  
Patrice Davis  
Judith Pan Medillo  
  
Karen Beisner  
Kathy Crumlish; Teresa Ballard; Nana Akopdzhanova  
Elizabeth Avalos; Lonzell Hill  
Shirley Neal; Kimberly Washburn  
Marilyn Hill; Grace Yi  
Frances Pennell; Andrea Dimond  
Yvonne Freitas McGookin  
Bob Perkins  
Matthew W. Bullock

### NPSDC Project Lead

Center for Learning Connections

Anna McCain



A project of  
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