

WORKSHOPS

Financial Management

- **Eliminating the Mystery of Financial Statements**

Eliminating the Mystery of Financial Statements

Financial statements can be quite friendly once you get to know them. This workshop provides you with a basic understanding of the purpose, structure and utility of the monthly financial statement. It will help you:

- Interpret each financial statement
- Identify what to highlight for variances
- Understand how to use the reports as a management tool

Outline:

- Comments on Recordkeeping
- Definitions
- Balance Sheet
- Operating Statement
- Cash Flow
- Projections
- Presentations
- Management Tools

- **Numbers & Budgets (For-Profit version)**

NUMBERS AND BUDGETS: DO NUMBERS TALK? (for-profit version)

Goals: The budget is a key resource to keep your organization moving in the right direction. This workshop shows you how to use your budget as a tool for professionally managing your organization, including the basics of the budget process, budgeting for expenses and revenue, and guidelines for making your budget process effective.

- **Numbers & Budgets (Not-for-Profit version)**

NUMBERS AND BUDGETS: DO NUMBERS TALK? (non-profit version)

Purpose:

Financial statements can be quite friendly once you get to know them. This workshop provides you with a basic understanding of the purpose, structure and utility of the monthly financial statement.

Content:

- **Explore** “Accounting” Definitions. Learn about the ways businesses keep vital records of their activities and track their day-to-day transactions through recordkeeping and accounting.
- **Explore** the development of budgets
- **Explore** how to present information to your board
- **Explore** the basic financial statements
- **Explore** how to use your financial statements to manage your agency

- **Accounting & Recordkeeping**

ACCOUNTING & RECORDKEEPING

PURPOSE: Learn about the ways businesses keep vital records of their activities and track their day-to-day transactions in traditional accounting. Understand the structure, content, and application of a variety of recordkeeping forms and accounting methods.

CONTENT:

Explore the differences and connections:

- Recordkeeping
- Accounting
- Financial Management

Explore the requirements of a recordkeeping system

Explore the sources of documentation

- Income
- Purchases
- Business Expenses

Explore the challenges of recordkeeping

- Petty Cash
- Separate bank accounts
- Travel
- Debit/Credit Cards
- Purchase Authorization

Business Administration

- **Entrepreneurship**

ENTREPRENEURSHIP

Purpose: To introduce individuals to the importance of Entrepreneurship; Includes:

- Advantages/Disadvantages of Business Ownership: What does it take? The "Business Plan".
- Entrepreneurial Essentials: Where do Founders get Key Ideas; Why Plan
- Business Start-Up: Organization Matters; Entity Selection; Keeping Books & Records; Start-Up Costs

- **Business Plan Basics**

BUSINESS PLAN BASICS FOR PREVENTURE AND START-UPS

PURPOSE: If you fail to plan, you plan to fail. Learn the skills you need through real-world examples, worksheets, sample forms and no-nonsense advice. For those who are determined to manage their company for survival and success. Business plans aren't just for the bank! Good managers use them as a roadmap to success.

- Operations Description
- Marketing Approach
- Financial Projections
- Supporting Documents

- **Anatomy of a Business Plan (Advanced)**

ANATOMY OF A BUSINESS PLAN (ADVANCED) FOR EXISTING BUSINESSES (OVER 3 YEARS)

PURPOSE: If you fail to plan, you plan to fail. Learn the skills you need through real-world examples, worksheets, sample forms and no-nonsense advice. For those who are determined to manage their company for survival and success. Business plans aren't just for the bank! Good managers use them as a roadmap to success.

- Operations Description
- Marketing Approach
- Analyzing Historicals
- Financial Projections
- Supporting Documents

Textbook: [Anatomy of a Business Plan](#) by Linda Pinson can be purchased separately on-line.

- **People – Your Most Valuable Asset**

PEOPLE – YOUR MOST VALUABLE ASSET

PURPOSE: Provide leaders with a basic understanding of the challenges and requirements of effective staffing in an organization.

CONTENT:

Explore how to DEFINE your staffing needs

- Job Descriptions
- Job Analysis

Explore how to DETERMINE your staffing needs

- Employee Planning
- Employee Search Strategies
- Independent Contractors

Explore the challenges of MANAGEMENT

- Management Functions
- Outside Advisors
- Communicating with Written Policies & Procedures

Explore the COST of staffing

- Internal & External Equity
- Establishing Pay Rates
- Employee Benefits & Payroll Taxes

- **Cultural Competence**

CULTURAL COMPETENCE

Cultural competency emphasizes the idea of **effectively** operating in different cultural contexts. Knowledge, sensitivity, and awareness do not include this concept. It goes beyond diversity (demographic measurements) and looks at how psychographics affect your clients' comfort. Highly interactive with role-playing.

- **Client Relations/Customer Service**

CLIENT RELATIONS/CUSTOMER SERVICE

Purpose: The workshop is customized to meet the needs of your office staff to improve efficiency, effectiveness and professionalism. Includes review of job descriptions, company personnel procedures and role playing.

Content:

- Business Etiquette
- Boss Etiquette
- Telephone Competency
- Office Competency
- Action Competency

- **Risk Management/Problem Solving & Prevention**

RISK MANAGEMENT/PROBLEM SOLVING & PREVENTION

Goals: The best way to manage risk is by identifying, solving and preventing problems.

Outline:

Problem Solving

- Define the problem
- Determine the consequences
- Evaluate the alternatives
- Choose an alternative
- Act
- Evaluate

“Do It Right” Steps

1. Determine how to do it right
2. Document how to do it right
3. Distribute the news on how to do it right
4. Take action on those who won't do it right

- **Business Decision Model**

BUSINESS DECISION MODEL

Purpose: To provide business leaders with a logical model to use in evaluating “opportunities”.
How to evaluate the opportunity, when to STOP, when to continue.

- **Non-Profit Organizations**

NON-PROFIT ORGANIZATIONS

The only difference between non-profit and for-profit business is the reason for existence (community benefit vs. financial benefit). Every organization has to apply business skills in order to survive and achieve its mission over the long range. The goal of these workshops is to assist agencies with a “community service” frame of mind to UNDERSTAND how to survive.

- Fiduciary Responsibilities of Boards
- Board Development
- Numbers & Budgets (Not-for-Profit version)

- **Fiduciary Responsibilities of Boards**

FIDUCIARY RESPONSIBILITIES OF NOT-FOR-PROFIT BOARD MEMBERS

Purpose:

Provide leaders with a basic understanding of their legal duties as a governing board of an organization.

Content:

- **Explore** the duty of CARE
- **Explore** the duty of LOYALTY
- **Explore** the duty to MAINTAIN ACCOUNTS
- **Explore** the duty of COMPLIANCE

- **Board Development**

BOARD DEVELOPMENT

Purpose:

Provide leaders with an approach for fulfilling their duty to plan for the continuity and renewal of the board.

Content:

- **Explore** how to IDENTIFY candidates
- **Explore** how to RECRUIT candidates
- **Explore** how to PROVIDE ORIENTATION
- **Explore** how to INVOLVE new members
- **Explore** how to EVALUATE board members

○ Numbers & Budgets (Not-for-Profit version)

**NUMBERS AND BUDGETS: DO NUMBERS TALK?
(non-profit version)**

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Staff Development

- **Emerging Leaders (Level I and Level II)**

EMERGING LEADERS

EMERGING LEADERS assists organizations in developing internal staff as potential leaders. Part I: Heard Management will provide staff development services for cohorts of 15 staff. Services will include behavioral profile assessments and an on-site workshop to assist staff in using the assessments to enhance their leadership potential.

Part II: Follow-up counseling and “accountability sessions” are available for individuals.

ADVANCED EMERGING LEADERS assists organizations in further developing first line supervision. All counseling is done on an individual basis in four to six 2-hour sessions. The first session includes review of results from a 360° feedback survey (responses from the individual, his/her manager, subordinates and peers) as well as the behavior assessment tool used with Emerging Leaders.

- **Your Personal Strategic Plan**

YOUR PERSONAL STRATEGIC PLAN

This intense workshop will take you through the four phases of personal strategic planning.

1. DREAM – Develop a vision of the future. Know what you are and what you can see yourself doing.
2. BELIEVE – Decide you CAN achieve your vision.
3. THINK – Decide what you’ll need to achieve your vision.
4. DO – Develop and implement your plan.

Purpose: To help you define your future and develop a plan to achieve it.

Process: this is a WORKSHOP, not a motivational speech or an entertainment session. The emphasis is on WORK. I will guide you through a thought process that helps you decide for yourself the best way to achieve your desired future. The final step will review all of the previous material and then show you how to make a true commitment to achieving your vision for a successful life.

- **Staff Development using DISC (3 workshops)**

Staff Development workshops use the Target Training International Success Insights Collection individualized report. This highly validated instrument provides a comprehensive, personalized report with information unique to the respondent’s behavior. The same assessment report is used throughout and does not have to be repurchased for multiple workshops. This report is also used for executive coaching.

Workshops include:

Success DISCOVERY Process (individual focus)

Dynamic Communication
Dynamic Communication and Team Building

Success Insight Reports can be purchased separately without participating in workshop; if purchased on-line, purchase will include the report and a debriefing manual. Two versions are available:

1. Executive/CEO Version
2. Management/Staff Version

○ **Success DIScovery Process (individual focus)**

SUCCESS DISCOVERY PROCESS

Staff Development workshops use the Target Training International Success Insights Collection individualized report. This highly validated instrument provides a comprehensive, personalized report with information unique to the respondent's behavior.

At the end of this workshop, a participant will:

- Understand his/her own behavioral design
- Recognize his/her talents
- Recognize, understand and appreciate others' behavioral designs
- Know the benefits of applying a behavioral model

○ **Dynamic Communication**

DYNAMIC COMMUNICATION

Staff Development workshops use the Target Training International Success Insights Collection individualized report. This highly validated instrument provides a comprehensive, personalized report with information unique to the respondent's behavior.

At the end of this workshop, participants will:

- Know the benefits of applying a behavioral model
- Understand their own behavioral designs
- Recognize, understand and appreciate others' behavioral designs
- Adapt for enhanced communication, understanding and relationships
- "People Read" all four factors (tone of voice, words, body language, pace)

○ **Dynamic Communication and Team Building**

DYNAMIC COMMUNICATION AND TEAM BUILDING

Staff Development workshops use the Target Training International Success Insights Collection individualized report. This highly validated instrument provides a comprehensive, personalized report with information unique to the respondent's behavior.

This workshop contains information that is CUSTOMIZED to the team members participating in the workshop. At the end of the workshop, participants will:

- **Understand the "team" concept for achievement**
- Know the benefits of applying a behavioral model
- **Understand their own behavioral designs**
- Recognize, understand and appreciate others' behavioral designs
- Be able to adapt for enhanced communication, understanding and relationships with the other members of their team
- **Understand the different value each member brings to the team**

• **Conflict Resolution**

CONFLICT RESOLUTION

Using the approach developed by the Conflict Resolution Network, Chatswood, Australia, participants will learn the from among twelve skills of conflict resolution, based on the length of time available for the workshop. Participants

will understand the nature of conflict – realizing that conflict is all around us and that avoiding it is impossible and undesirable. They will learn skills to enhance their ability to manage conflict with positive results.

1. The Win/Win Approach
2. Creative Response
3. Empathy
4. Appropriate Assertiveness
5. Co-operative Power
6. Managing Emotions
7. Willingness to Resolve
8. Mapping the Conflict
9. Designing Options
10. Negotiation
11. Mediation
12. Broadening Perspective

Part of the success is measured through the increase in the knowledge base and understanding of the participants – and their increased awareness of the importance of their individual contribution to the long term success of the organization's mission. The workshops are customized to suit your specific needs and time-frame. Conflict resolution workshops are available in one-day, two-day, and three-day formats