

The Nonprofit Chamber of Service is an organization created by nonprofits to serve nonprofits and is governed exclusively by nonprofit executives.

The Nonprofit Chamber of Services mission is to assist all Kansas nonprofits in achieving their maximum potential through collaborative efforts directed towards best practices, improved governance and community engagement.

For other Nonprofit Chamber of Service activities visit [www.NonprofitChamberKS.org](http://www.NonprofitChamberKS.org) or contact NPCOS.

Nonprofit Chamber of Service  
P.O. Box 47012  
Wichita, KS. 67201

Phone: (316) 440-6744  
Fax: (316) 440-6747



and



*Sedgwick County...*  
*working for you*

present the

## 2009 Sedgwick County Career Development Resource Guide

Subject to Change  
Last Updated March 4, 2009

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*Executive Director*

Mindy J. McELfresh  
*Project Assistant*

Have Questions? 

 Need to RSVP?



**Contact Us!**  
Mindy McELfresh,  
Project Assistant

Phone: (316) 440-6744  
NPCOS@NonProfitChamberKS.org

[www.NonProfitChamberKS.org](http://www.NonProfitChamberKS.org)



# Introduction and Overview

Dear Members,

This year, all Nonprofit Chamber of Service members have the opportunity to attend training events that have, in the past, only been open to city and county employees. We hope you will take advantage of the courses listed throughout this book; not only are they informative, many are interactive and hands-on as well. If you find a course that you would like to attend **please RSVP immediately** as there are a limited number of seats available (typically no more than four). Contact information can be found on the back page of this book. A list of all classes can also be found on our website, [www.NonprofitChamberKS.org](http://www.NonprofitChamberKS.org), and any additional classes added will be posted there as well. Thank you for your membership and enjoy this opportunity!



# RSVP Policy

Please take note of the following policies prior to enrolling in county training courses.

- You can RSVP by calling Mindy McELfresh at (316) 440-6744 or by e-mailing Mindy at NPCOS@NonprofitChamberKS.org
- You must RSVP for each course you wish to attend. Seating may not be available.
- If you are unable to attend a course you have registered for, please provide at least 48 hours notice by calling (316)440-6744.
- If you habitually do not attend the courses you enrolled in without prior notice, you may not be allowed to register for future courses.
- Only one member from each organization may attend a class. If a class is offered on more than one date two people from one organization may attend on separate dates as long as seating allows.



# Organization and Time Management

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**This course is designed to give participants skills in organization and time management in order to enhance productivity, increase personal satisfaction, gain a sense of balance in life, and focus on doing what matters most. Participants will learn strategies for setting goals and priorities. Participants will learn tips on work organization methods to better utilize their time and efforts. Participants will develop a personal time management system.**

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10/27/2009 @ 8:30 AM–12:30 PM



# Generations in the Workplace

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Every organization in the United States is experiencing a new set of workplace dynamics based upon the phenomenon of four generations working together - either in its own workforce or in its clients, customer and supplier base. This class uses real-world situations to teach employees and managers how to recognize, respond and resolve differences involving generational issues where productivity, teamwork and customer satisfaction could suffer if not handled effectively.

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3/26/2009 @ 9:00 AM-3:00 PM

9/22/2009 @ 9:00 AM-3:00 PM



# Location

The address listed below is the event location for events found in this book.

The Historic Courthouse:

510 North Main

3rd Floor, HR Training Room #305

Wichita, Kansas 67203

(316) 660-7056



# ADA Training

**This course focuses on disability sensitivity and awareness training for front-line County employees, including suggestions for communicating with people with disabilities. Employees will gain a better understanding of the basic principles of the Americans with Disabilities Act (ADA) and how the law applies to our County programs and services. Participants will learn about Reasonable Accommodation, Reasonable Modification, and other County policies related to the ADA .**

All Sessions are 8:30 AM-10:30 AM

6/12/2009

7/10/2009

8/7/2009

9/4/2009

10/16/2009

11/6/2009

12/11/2009



# Delegation Skills

**The most effective individuals are the one's that have mastered the art of getting work done with and through other's. Effective delegation helps an individual become capable of producing more with fewer resources. Understanding human behavior, becoming self aware and being willing to risk letting go is one of the toughest assignments for leaders today. The process of delegating and keeping track with follow-up will ensure the career success of any individual.**

3/16/2009 @ 9:00 AM-4:00 PM

8/18/2009 @ 9:00 PM-4:00 PM



# Managing Generations in the Workplace

Every organization in the United States is experiencing a new set of workplace dynamics based upon the phenomenon of four generations working together - either in its own workforce or in its clients, customer and supplier base. This class uses real-world situations to teach managers and supervisors how to recognize, respond and resolve differences involving generational issues where productivity, teamwork and customer satisfaction could suffer if not handled effectively. The class is designed to develop skills and competencies necessary for effective leadership and supervision.

6/19/2009 @ 9:00 AM-3:00 PM



# Customer Service

This training is built around Sedgwick County five Customer Service Guiding Principles. The emphasis is on developing skills to provide superior customer service in everyday transactions. The program is interactive, utilizing exercises and role-play to allow participants to practice the skills presented in order to transfer the skills to the workplace.

4/14/2009 @ 1:30 PM-5:00 PM  
5/12/2009 @ 8:30 AM-12:00 PM  
6/9/2009 @ 1:30 PM-5:00 PM  
7/14/2009 @ 8:30 AM-12:00 PM  
8/11/2009 @ 1:30 PM-5:00 PM  
9/8/2009 @ 8:30 AM-12:00 PM  
10/13/2009 @ 1:30 PM-5:00 PM  
11/10/2009 @ 8:30 AM-12:00 PM  
12/8/2009 @ 1:30 PM-5:00 PM



# Diversity Training

**This class includes the F.A.I.R. approach to Diversity and the M.E.E.T. model to speak up for respect in the workplace as well as ADA compliance. This course provides managers and employees with essential knowledge of ADA, EEO, AA and Diversity. By focusing on fair treatment and an appreciation of individual differences, Diversity Training will improve morale and productivity.**

All sessions are 8:30 AM – 4:30 PM

4/21/2009

5/5/2009

6/2/2009

7/7/2009

8/4/2009

9/1/2009

10/6/2009

11/3/2009

12/1/2009



# Leading Customer Service

**This training is designed to help supervisors and managers develop and direct employee activities and behaviors to create positive customer experiences.**

**Topics: Customer Service Guiding Principles, Leadership and Customer Service, Setting customer service standards, analyzing employee performance, conducting a coaching session, setting and measuring performance improvement goals, employee recognition, and managing service during peak demand.**

5/1/2009 @ 8:30 AM – 12:00 PM

6/11/2009 @ 8:30 AM – 12:00 PM

10/8/2009 @ 1:30 PM – 5:00 PM

