



and



*Sedgwick County...
working for you*

present the

2012

Sedgwick County

Career Development

Resource Guide

Subject to Change. Last Updated December 20, 2011

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Introduction and Overview

Dear Members,

This year, all Nonprofit Chamber of Service members have the opportunity to attend training events free of charge 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. 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, and any additional classes added will be posted there as well. Thank you for your continued membership and enjoy this opportunity!

The Nonprofit Chamber of Service Team



Reservation Policy

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

- You can RSVP by calling Tammara Fogle at (316) 440-6744 or by e-mail at TammaraFogle@NonprofitChamberKS.org
- You **must** RSVP for each course you wish to attend. Seating may not be available. **Registrations will be taken up to one week prior to the session.**
- If you are unable to attend a course you have registered for, please provide at least one week notice by calling (316)440-6744.
- If you habitually do not attend courses you enroll in without notice, you may not be allowed to register for future courses.



Training Location

All sessions will be held at the
following location:

The Historic Courthouse
510 North Main
3rd Floor, HR Training Room #305
Wichita, Kansas 67203
(316) 660-7056

Parking is in the garage at Elm and Main and
parking will be validated.



Customer Service

January 10, 2012
8:30 AM - Noon

This training is built around the 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.

Customer Service

February 14, 2012
1:00 PM - 4:30 PM

This training is built around the 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.



Leading Customer Service

February 14, 2012
8:30 AM - Noon

This training is designed to help supervisors and managers develop and direct employee activities and behaviors to create positive customer experiences. Topics include: Customer Service Guiding Principles, Leadership and customer service, setting customer service standards, analyzing employee performance, conducting a coaching session, employee recognition.

Kansas Open Records Act

March 1, 2012
2:00 PM - 4:00 PM

The Kansas Open Records Act (KORA) guarantees any person the right to inspect and obtain copies of all public records, unless they are specifically closed consistent with specific provision of law. KORA allows only three business days to either provide records, deny records, explain why it cannot provide records, or provide a plan and timeframe for response. The class provides an opportunity to ask questions about KORA, and discuss KORA issues with peers from other departments.



ADA Training

March 6, 2012
8:30 AM - 12:30 PM

This course focuses on disability sensitivity and awareness training, including suggestions for communicating with people with disabilities. Attendees will gain a better understanding of the basic principles of the Americans with Disabilities Act (ADA). Participants will learn about Reasonable Accommodation, Reasonable Modification, and other County policies related to the ADA. This curriculum is included in Diversity Training.

Facilitation Skills

March 14, 2012
1:00 PM - 4:30 PM

We all have attended meeting that were unproductive, frustrating and a waste of precious time. This class will teach participants how to prepare for and facilitate an effective meeting. Additionally, tips for other types of facilitation activities will also be presented to include training tips and large group facilitation. This is an interactive class and participants will work within a small group with call-outs and other activities.



Sedgwick County Management Model

March 22, 2012
8:30 AM - 12:30 PM

This class will help you develop a clear understanding of how to strategically manage and supervise on a daily basis, thus attaining individual, departmental and organizational goals through a six step approach to the Management Model.

Sustainability 101

April 25, 2012
2:00 PM - 4:00 PM

This training session is designed to give a clear understanding of how to make sustainable decisions on a daily basis. This class will be an introduction to Sustainability concepts. Sedgwick County has defined Sustainability by 4 factors: Economic Development, Environmental Protection, Institutional and Financial Viability and Social Equity. This class will examine each of the four factors and relate how decisions are made based on the emphasis of these four factors.



Conflict Resolution

May 4, 2012
8:30 AM - 12:30 PM

To be a good supervisor, you must be a good communicator. By employing proper communication skills, the supervisor can destroy barriers caused by personnel who are in turmoil and conflict. Resolving conflict on your team will lead to increased productivity and more engaged team members. The goals of this course are to provide tools for supervisors to understand the scope of the topic and their role in resolving conflict, and to learn communication strategies to resolve and manage conflict in their workplace.

Leading Customer Service

May 8, 2012
1:00 PM - 4:30 PM

This training is designed to help supervisors and managers develop and direct employee activities and behaviors to create positive customer experiences. Topics include: Customer Service Guiding Principles, Leadership and customer service, setting customer service standards, analyzing employee performance, conducting a coaching session, employee recognition.



Records Management

May 25, 2012
1:00 AM - 4:30 PM

Paper in the average office grows by 29 percent each year, and doubles every 3.3 years, without active intervention. In the typical enterprise, one-third of records are needed for conducting business, one-third is inactive and needed only for occasional reference and one-third is junk. This intensive class describes how to begin applying records management methods to cut costs and improve productivity.

Kansas Open Records Act

June 15, 2012
9:00 AM - 11:00 AM

The Kansas Open Records Act (KORA) guarantees any person the right to inspect and obtain copies of all public records, unless they are specifically closed consistent with specific provision of law. KORA allows only three business days to either provide records, deny records, explain why it cannot provide records, or provide a plan and timeframe for response. The class provides an opportunity to ask questions about KORA, and discuss KORA issues with peers from other departments.



Managing Generations In the Workplace

June 19, 2012
9:00 AM - 3:00 PM

Every organization in the United States is experiencing a new set of workplace dynamics based upon the phenomenon of four generations working together. 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.

ADA Training

June 20, 2012
1:00 PM - 3:00 PM

This course focuses on disability sensitivity and awareness training, including suggestions for communicating with people with disabilities. Attendees will gain a better understanding of the basic principles of the Americans with Disabilities Act (ADA). Participants will learn about Reasonable Accommodation, Reasonable Modification, and other County policies related to the ADA. This curriculum is included in Diversity Training.



NPCOS Membership

Benefits

- Executive Director Roundtable Discussions
- Leadership Training And Board Recruitment At The Internationally Recognized Board University
- Free Job Postings At www.NonprofitChamberKS.org
- Access To Current and Unique Foundation And Funding Resources
- Insider Participation With Various Media Connections
- Nonprofit Roundtables To Address Current Issues
- Discounts On Purchases Such As Office Supplies
- Exclusive Networking Opportunities With Elected Officials
- Advocacy At State And National Levels On Taxation Issues
- Recognition Receptions Honoring Nonprofit Sector
- Free Trainings Via County And City Collaborations
- Updated Media Lists
- Membership Directory
- Highlighted Fundraising Events Via Nonprofit Updates and N.P. Connection Newsletter at www.NonprofitChamberKS.org
- State Representation at the National Congress of Nonprofits
- Human Resource Development Opportunities
- Opportunities To Improve The Nonprofit Sector
- Networking with Nonprofit Executives
- ...and more!



**Kansas Nonprofit Chamber of Service 2012
Full Member Dues Structure**

Organization's Employee Costs (staff salaries, taxes, and benefits)	Full Member Dues — 2012
\$1 - \$49,999	\$100
\$50,000 - \$99,999	\$200
\$100,000 - \$199,999	\$300
\$200,000 - \$399,999	\$400
\$400,000 - \$599,000	\$500
\$600,000 - \$799,999	\$600
\$800,000 - \$999,999	\$700
\$1,000,000 - \$1,999,999	\$800
\$2,000,000 - \$2,999,999	\$900
\$3,000,000 - \$3,999,999	\$1,000
\$4,000,000 - \$4,999,999	\$1,100
\$5,000,000 - \$5,999,999	\$1,200
\$6,000,000 - \$6,999,999	\$1,300
\$7,000,000 - \$7,999,999	\$1,400
\$8,000,000 - \$8,999,999	\$1,500
\$9,000,000 - \$9,999,999	\$1,600
\$10,000,000 - \$10,999,999	\$1,700
\$11,000,000 - \$11,999,999	\$1,800
\$12,000,000 - \$12,999,999	\$1,900
\$13,000,000 - \$13,999,999	\$2,000
\$14,000,000 - \$14,999,999	\$2,100
\$15,000,000 - \$15,999,999	\$2,200
\$16,000,000 - \$16,999,999	\$2,300
\$17,000,000 - \$17,999,999	\$2,400
\$18,000,000 or higher	\$2,500

Associate Membership
\$500 (For-Profit Businesses)

Individual Membership
\$50 (Excludes Nonprofit Execu-
tives/Includes Volunteers)

Government
Membership

\$2,500 for Entire
Organization
-or-
\$500 per Department

NONPROFIT CHAMBER MEMBERSHIP APPLICATION:

Organization name: _____

Name and title of primary contact or representative:

Address: _____

City: _____ Zip: _____

Phone number: _____

Fax number: _____

E-mail: _____

Website: _____

FEIN#: _____

Would you like to receive special information from
the Nonprofit Chamber of Service via e-mail?:

Yes

No

Service field:

Health

Human service

Youth and sports

Faith-based

Arts and culture

Environmental

Education

Youth-oriented

Other _____

Membership: Full member Associate

Individual

Student

Government

My organization's annual dues: \$ _____

Amount enclosed: \$ _____

Dues paid: Annually Semi-annually



The Nonprofit Chamber of Service is an organization created by nonprofits to serve nonprofits and it 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 or contact NPCOS.

Nonprofit Chamber of Service

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