

# Neighborhood Resident Leadership Classes—Fall 2008

## Core Leadership Classes

Presented by Des Moines Area Community College  
Limited number of scholarships available.  
Call 515-280-1807 to see if you qualify.

### Power of Working Together 4 Hours

CRN 15301—Tues/Thurs—Sept. 16 & 18, 2008  
7:05-9:05 p.m.—Urban Campus, Bldg. 2, Room 103--\$65  
Discover the characteristics of a successful team—  
understanding the goals, placing people in the right positions,  
and building in diversity. Focus on developing and improving  
decision-making skills.

### Leadership Building Blocks 4 Hours

CRN 15302--Tues/Thurs—Sept. 23 & 25, 2008  
7:05-9:05 p.m.—Urban Campus, Bldg. 2, Room 103--\$65  
Learn when to hold and not hold a meeting, the importance of  
an agenda and minutes, and how to avoid meeting hijacking.

### Knowing Me, Knowing You 4 Hours

CRN 15303—Tues/Thurs—Sept. 30 & Oct. 2, 2008  
7:05-9:05 p.m.—Urban Campus, Bldg. 2, Room 103--\$65  
Understand how interaction styles and cultural differences  
impact the effectiveness of groups. Learn how to harness the  
similarities and differences to set and achieve community  
goals. **Class will meet 7-9:30 pm on Tues. and 7-9 pm on  
Thurs.**

### Communicating for Results 4 Hours

CRN 15304—Tues/Thurs—Oct. 7 & 9, 2008  
7:05 – 9:05 p.m. – Urban Campus, Bldg. 2, Room 103--\$65  
Emphasis will be placed on relationship development, public  
presentations, building consensus, leadership styles, and the  
three crucial variables of negotiation.

### The Art of Influencing Others 4 Hours

CRN 15305—Tues/Thurs—Oct. 14 & 16, 2008  
7:05-9:05 p.m.—Urban Campus, Bldg. 2, Room 103--\$65  
Discover influencing strategies and how to package ideas to  
gain commitment from even the most skeptical person.

### Handling Conflict & Change 4 Hours

CRN 15306—Tues/Thurs—Oct. 21 & 23, 2008  
7:05-9:05 p.m.—Urban Campus, Bldg. 2, Room 103--\$65  
Topics include conflict resolution styles, the steps of anger  
management, non-verbal responses, and how to deal with  
natural reactions to change.

## Elective Classes

Presented by DM Neighborhood Resource Office  
& Making Connections  
Limited number of scholarships available.  
Call 515-280-1807 to see if you qualify.

### Resident Leadership Facilitation 16 Hours

CRN 15416—Fri/Sat., Sept. 19 & 20, 2008  
8:00 a.m. – 5:00 p.m.—Casady Bldg, 1801 16<sup>th</sup> St. Des  
Moines—\$199

#### Sponsored by Making Connections

Learn to plan, lead, and effectively participate in meetings that  
get results and actions that strengthen neighborhoods. The  
importance of relationship-building as a cornerstone of working  
together in neighborhoods is highlighted.

### Results Based Accountability 4 Hours

CRN 15417—Tues/Wed., Oct. 14 & 15, 2008  
5:30 – 7:30 p.m.—Location TBD--\$50

#### Sponsored by Making Connections

Have you heard of Results Based Accountability (RBA), but not  
sure what it is or how to use it? You'll gain an understanding  
of the RBA framework and learn how to apply it to improve the  
quality of life in your community and city.

### Multi-Neighborhood Collaboratives 2 Hours

CRN 15796—Tues., October 28, 2008  
7:05 – 9:05 p.m.—Urban Campus—Bldg 2, Rm 103—\$35  
Sponsored by DM Neighborhood Resource Office

Collaborative efforts with other neighborhoods can make a  
positive outcome in dealing with issues such as commercial  
corridors, transportation, crime, safety, etc.. Learn how to build  
effective collaborations with businesses and other  
neighborhoods to enhance your neighborhood's goals.

### Networking in Neighborhoods 2 Hours

CRN 15795—Tues., Nov. 6, 2008  
7:05 – 9:05 p.m.—Urban Campus—Bldg 2, Rm 103--\$35  
Sponsored by DM Neighborhood Resource Office

Effective networking skills can enhance volunteer recruitment  
efforts in your neighborhood. Participants will learn techniques  
in listening, communication, and engaging individuals in  
neighborhood association activities.

### Neighborhood Fundraising 2 Hours

CRN 15794—Tues., Nov. 11, 2008  
7:05 – 9:05 p.m.—Urban Campus —Bldg 2, Rm 103—\$35  
Sponsored by DM Neighborhood Resource Office

What techniques are needed to effectively fundraise for your  
neighborhood association? How do you best prepare your  
neighborhood association to be ready to raise funds?  
Participants will study how to create a statement of need,  
create interest for others to give, and establish a positive  
fundraising track record.

**Note:** Building Powerful Community Organizations by  
Michael Brown is a **required** book for the Core courses. If  
you are eligible for a scholarship through the DM  
Neighborhood Resource Office, the book will be provided.

If not eligible for a scholarship, the book can be purchased  
at the DMACC Urban Campus bookstore for approximately  
\$25. Call 248-7271 for hours. It is also available at the  
DMACC Urban Campus library for in-library use. Call 248-  
7210 for hours.

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**Advanced Leadership Facilitation 16 Hours**

CRN 15805—Thurs/Fri., Nov. 13 & 14, 2008

8:00 a.m. – 5:00 p.m.—Location TBD--\$199

Sponsored by Making Connections

This course builds on the leadership, facilitation, and effective meeting participation skills presented in Resident Leadership Facilitation. Participants will learn proposal-based decision making, stages of group development, and brainstorming strategies.

**Mature Neighborhood Issues 2 Hours**

CRN 15793—Thurs., Nov. 13, 2008

7:05 – 9:05 p.m.—Urban Campus—Bldg 2, Rm 103--\$35

Sponsored by DM Neighborhood Resource Office

Mature neighborhood associations face sustainability problems in recruiting new volunteers, and maintaining leadership and institutional knowledge. Learn how to deal with these inevitable needs that all mature neighborhood associations struggle with.

**Neighborhood Political Relationships 2 Hours**

CRN 15792—Tues., Nov. 18, 2008

7:05-9:05 p.m.—Urban Campus—Bldg 2, Rm 103—\$35

Sponsored by DM Neighborhood Resource Office

Neighborhood associations deal with political issues and elected officials on a regular basis. To be effective, neighborhoods need to build working relationships with elected officials. Attendees will participate in a panel discussion to identify how to best utilize these relationships to help meet your neighborhood goals.

**Neighborhood & Nonprofit Links 2 Hours**

CRN 15797—Thurs., Nov. 20, 2008

7:05-9:05 p.m.—Urban Campus—Bldg 2, Rm 103—\$35

Sponsored by DM Neighborhood Resource Office

How can working with nonprofit organizations enhance your neighborhood goals? Are there nonprofits working in your neighborhood already? Learn how to identify the right nonprofit connections to positively develop your neighborhood outcomes

**Other Elective Classes**

Limited number of scholarships available.

Call 515-280-1807 to see if you qualify.

**Volunteer Management**

Presented by United Way of Central Iowa, Points of Light Foundation, and DMACC.

**Volunteer Management Institute 24 Hours**

CRN 15728—Tues. Oct. 7, 14, & 21, 2008

8 a.m. – 5:00 p.m.—United Way, 1111 9<sup>th</sup> St, DM—\$250

The Institute includes all classes listed below. Take 6 classes, but pay for 5.

**Understanding Volunteering 4 Hours**

CRN 15729—Tues., Oct. 7—8 a.m. – 12 noon

United Way, 1111 9<sup>th</sup> St, DM—\$50

Learn about the volunteer trends in the U.S., the characteristics of effective programs, volunteer motivation models and generational issues.

**Planning Your Volunteer Program 4 Hours**

CRN 15730—Tues., Oct. 7—1:00 – 5:00 p.m.

United Way, 1111 9<sup>th</sup> St., DM—\$50

Identify tools to conduct basic needs assessments and discover how to develop volunteer position descriptions.

**Recruiting & Placing Volunteers 4 Hours**

CRN 15731—Tues., Oct. 14—8 a.m. – 12 noon

United Way, 1111 9<sup>th</sup> St., DM—\$50

Develop recruitment strategies, access underutilized volunteers, and learn interviewing techniques for optimal placement.

**Orienting & Training Volunteers 4 Hours**

CRN 15732--Tues., Oct. 14—1:00 – 5:00 p.m.

United Way, 1111 9<sup>th</sup> St., DM—\$50

Discover why volunteers don't stay, identify training needs and how to build and deliver effective training.

**Supervising Volunteers 4 Hours**

CRN 15733--Tues., Oct. 21—8:00 a.m. – 12 Noon

United Way, 1111 9<sup>th</sup> St., DM—\$50

Learn to define and communicate expectations, supervise and recognize people with different motivations, and develop a recognition plan.

**Evaluating a Volunteer Program 4 Hours**

CRN 15734--Tues., Oct. 21—1:00 – 5:00 p.m.

United Way, 1111 9<sup>th</sup> St., DM—\$50

Identify what to evaluate, learn to assess volunteer satisfaction, management and outcomes, and determine how to use evaluation information.

**Registration & Cancellation Policies:**

- 1. Check your eligibility for a scholarship by calling Des Moines Neighbors at 515-280-1807.** If eligible, they will take your registration and scholarship information and enroll you in the class. To be sure there is space available and a scholarship is reserved for you, you must enroll by 3:00 p.m. the day before the class starts.
- 2. If not eligible, call DMACC at 964-6800 to register.** Payment is due at time of registration. You'll need to provide your name, home address and phone number, DMACC student ID or social security number, course reference number and course title, and your credit card number and expiration date. MasterCard, Visa, or Discover are accepted
- 3. Cancellation Policy:** To drop or withdraw your registration and receive a full refund, you must notify Des Moines Neighbors, Making Connections or DMACC at least 2 business days before the start of class. If DMACC cancels a class you will receive an automatic refund. Please allow 3 weeks to receive your refund.
- 4. Loss of scholarship eligibility:** If you do not cancel within 2 business days, you will not be eligible for any additional scholarship tuition for the NRLC program (core and elective classes). Any exceptions must be documented through the Des Moines Neighbors Neighborhood Resource Office to be considered for reinstatement of scholarship tuition.