

Neighborhood Resident Leadership Classes—Spring 2009

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 25369—Tues/Thurs—Feb. 17 & 19, 2009

7:00-9:00 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 25370--Tues/Thurs—Feb. 24 & 26, 2009

7:00-9:00 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 25371—Tues/Thurs—March 3 & 5, 2009

7:00-9:00 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 25372—Tues/Thurs—March 10 & 12, 2009

7:00- 9:00 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.

No class on March 17 & 19, 2009

The Art of Influencing Others 4 Hours

CRN 25373—Tues/Thurs—March 24 & 26, 2009

7:00-9:00 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 25374—Tues/Thurs—March 31 & April 2, 2009

7:00-9:00 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.

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.

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 26407—Fri/Sat., March 13 & 14, 2009

8:00 a.m. – 5:00 p.m.— TBD —\$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 26408—Mon/Tues, April 6 & 7, 2009

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.

Managing Landlord-Tenant Issues 2 Hours

CRN 26436—Tues., April 7, 2009

7- 9 p.m.—Urban Campus—Bldg 2, Rm 103—\$30

Sponsored by DM Neighborhood Resource Office

Learn how to effectively deal with problem rental properties in your neighborhood. Discover effective tools to better communicate with both landlords and tenants. Participants will examine common neighborhood landlord-tenant problems and solutions.

Networking in Neighborhoods 4 Hours

CRN 26476—Tues/Thurs, April 14 & 16, 2009

7:00 – 9:00 p.m.—Urban Campus—Bldg 2, Rm 103--\$50

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. In the second session participants will develop outreach plans.

Setting Neighborhood Goals 2 Hours

CRN 26450—Tues., April 21, 2009

7:00 – 9:00 p.m.—Urban Campus —Bldg 2, Rm 103—\$30

Sponsored by DM Neighborhood Resource Office

Setting operational goals on an annual basis will build success within your neighborhood association. What are your neighborhoods' plans to operate effectively? Participants will design draft plan, both short term and long term in setting goals.

OVER

Raising \$\$\$ for Your Neighborhood 2 Hours
CRN 26471—Tues., April 28, 2009
7:00 p.m. – 9:00 p.m.—Urban Campus, Bldg 2, Rm 103—\$30
Sponsored by DM Neighborhood Resource Office
What preparations are necessary to effectively raise money for your neighborhood associations? Neighborhoods will draw on previous events while creating future ideas.

Navigating City Government 2 Hours
CRN 26444—Thurs., April 30, 2009
7:00 – 9:00 p.m.—Urban Campus—Bldg 2, Rm 103—\$30
Sponsored by DM Neighborhood Resource Office
Learn what elements are needed to successfully structure citizen and association partnerships with city government. Neighborhood associations and individual citizens can be instrumental participants with involvement in the decision making processes for local governments. Learn how to access the proper departments with informational tips for making the process less intimidating.

Navigating County Government 2 Hours
CRN 26449—Tues., May 5, 2009
7:00-9:00 p.m.—Urban Campus—Bldg 2, Rm 103—\$30
Sponsored by DM Neighborhood Resource Office
Discover what elements are needed to successfully structure citizen and association partnerships with county government. Neighborhood associations and individual citizens can be instrumental participants with involvement in the decision-making processes for local governments. Learn how to access the proper departments with information tips for making the process less intimidating.

Neighborhood Political Relationships 2 Hours
CRN 26437—Thurs, May 7, 2009
7:00-9:00 p.m.—Urban Campus—Bldg 2, Rm 103—\$30
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.

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 25892—Tues. March 3, 10, 24, 2008
8 a.m. – 5:00 p.m.—United Way, 1111 9th St, DM—\$250
The Institute includes all classes listed below. Take 6 classes, but pay for 5.

Understanding Volunteering 4 Hours
CRN 25893—Tues., March 3—8 a.m. – 12 noon
United Way, 1111 9th 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 25894—Tues., March 3—1:00 – 5:00 p.m.
United Way, 1111 9th St., DM—\$50
Identify tools to conduct basic needs assessments and discover how to develop volunteer position descriptions.

Recruiting & Placing Volunteers 4 Hours
CRN 25895—Tues., March 10—8 a.m. – 12 noon
United Way, 1111 9th St., DM—\$50
Develop recruitment strategies, access underutilized volunteers, and learn interviewing techniques for optimal placement.

Orienting & Training Volunteers 4 Hours
CRN 25896--Tues., March 10—1:00 – 5:00 p.m.
United Way, 1111 9th 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 25890--Tues., March 24—8:00 a.m. – 12 Noon
United Way, 1111 9th St., DM—\$50
Learn to define and communicate expectations, supervise people with different motivations, and develop a recognition plan.

Evaluating a Volunteer Program 4 Hours
CRN 25891--Tues., March 24—1:00 – 5:00 p.m.
United Way, 1111 9th 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 DM Neighborhood Resource Office 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 DM Neighborhood Resource Office, 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 DM Neighborhood Resource Office to be considered for reinstatement of scholarship tuition.