

# MFNPO Inc. initiatives

Our Non-Profit Sector is comprised of many thousands of unique organizations, employers and their employees. As our sector continues to evolve, it is essential that our non-profit employers focus more of their energy on addressing current and future labour market challenges and opportunities. MFNPO Inc. — as a member of the Alliance of Manitoba Sector Councils (AMSC) — continues to look to our future with sector leaders throughout Manitoba to develop programs and initiatives to ensure that we are addressing workforce development needs and requirements.

Indeed, this pilot program is one of the many initiatives that MFNPO Inc. has begun. Other initiatives, which have already been implemented, include the following:

1. Formed a Steering Committee between the Province of Manitoba (Dept. of Entrepreneurship, Training & Trade) and MFNPO Inc., with members from provincial government departments, The Winnipeg Foundation, the United Way of Winnipeg, and arms-length agencies of government — this, to oversee a labour market information strategy
2. Implemented our first labour market information survey of the Health & Social Service sub-sector to profile their specific labour market challenges. Going forward, we intend to broaden survey-taking to all the sub-sectors of the non-profit sector
3. Planning for a Province-wide engagement on the results of survey to be conducted before the end of March 2010
4. Working collaboratively with the Human Resource Council for the voluntary and non-profit sector on other joint initiatives
5. Established an Advisory Council for “Building Better Workplaces in the Non-Profit Sector” re: future occupational specific skill training initiatives

For workshop series REGISTRATION INFORMATION regarding session dates, times and locations — in Winnipeg and elsewhere in rural & northern Manitoba — please contact MFNPO Inc.’s “Supervisory & Executive Management Skills Training Pilot” team:

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A diverse number of sector and community organizations have come forward to participate as hosts for these free skills training sessions. MFNPO Inc. thanks them very much for their support!

This initiative brought to you with the support of:



MFNPO Inc. is a proud member of:



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## Supervisory & Executive Management Skills Training Pilot

A free, 2-day-all-inclusive-4-part module skills training series open to all non-profit organizational employees

For Aboriginal, First Nations, Métis, Inuit, Immigrant & Refugee employees

People, Skills, Performance:  
**Building Better Workplaces**  
in the  
**Non-Profit Sector**



**The Manitoba Federation of Non-Profit Organizations Inc.** is pleased to announce our Supervisory and Executive Management Skills Training series — FREE to ALL non-profit sector organizations and for Aboriginal, First Nations, Métis, Inuit, Immigrant & Refugee sector employees!

There are four all-inclusive courses in MFNPO's 2-day labour market skills training series, which include: Supervisory

Skills; Delegation; Performance Management; and Conflict Resolution in the workplace.

This series will run multiple times for the convenience of non-profit organizational employees throughout January until the end of March 2010.

Designed to provide both theory and real life practical examples, workshop participants will gain skills that will

allow them to broaden their opportunities for growth within their careers in the non-profit sector. The development of leadership skills is key to retaining and growing individuals within the non-profit labour market. Modules are designed to continue to invest resources by sector organizations, which strengthen skills of employees and focuses attention on the sector's interest to retain current staff and recruit future staff.



# Program components

## 1. qualities of an effective leader

*The realities of today's work environment requires organizational teams to be fast, focused and adaptable in order to thrive. Managers and supervisors need to be competent leaders — able to coach the team, motivate individuals and lead by example.*

In this course, individuals will learn how to:

- Assess leadership effectiveness and identify aspects of behaviour that can be improved
- Understand the impact of leadership behaviours on employee morale, productivity and results
- Identify and capitalize on opportunities to build strong working relationships with employees
- Recognize the need to share information and involve employees in determining how they approach their work
- Employ active listening in daily interactions with employees

## 2. performance management

*Performance Management helps employees to meet organizational goals. It defines how one communicates work instructions, monitors progress, provides feedback and guides employee-career development.*

At the end of this workshop, we expect participants will be able to:

- Understand the key phases of performance management
- Focus on day-to-day performance feedback to ensure employees understand expectations and how they are performing in relation to those expectations
- Identify the advantages of effective performance appraisals
- Prepare for the performance appraisal and involve employees in discussing performance and areas for development
- Select a performance appraisal form that meets company needs and conduct objective employee performance appraisals

## 3. how to delegate effectively

*Effective delegation results in everyone working to their best and highest use. Delegation is an essential management technique.*

Upon successful completion of this session, participants will be able to:

- Identify the benefits of effective delegation to employees, leaders and your organization
- Understand key aspects of the delegation process
- Determine tasks that are more suitably handled by an employee or other resources
- Delegate tasks and projects to employees with follow-up to ensure successful results
- Identify and overcome barriers that prevent you from delegating

## 4. conflict resolution in the workplace

*Conflict in the workplace can be an energizing force; it can also be very destructive if left unresolved. Conflict management — the ability to respond to on-the-job conflicts quickly and resolve them in a positive way — enables higher productivity and more effective communication.*

In this course, individuals will learn how to:

- Define conflict and recognize their personal perspectives regarding conflict
- Articulate the difference between constructive and destructive conflict
- Identify five common responses to conflict and when to use them
- Distinguish between structural and interpersonal conflict in the workplace
- Use multiple approaches to resolve both structural and interpersonal conflicts

**\* NOTE: Effective Communication Skill Development will be integrated throughout these four modules as identified, here.**