

Register Today at
www.nishacademy.org

NISH 2010 Training Programs for March



March Classes

- Introduction to Marketing
- **New!** Registered Building Service Manager (RBSM) Certification Training and Examination
- Contact Center Services: Business Plan Preparation
- Contact Center Services: Business Development
- Reinventing PR3
- AbilityOne Academy
- Management From Focus to Execution
- Foundations of Quality
- Floor Care Technician Certification
- **New!** Commissary Project Management
- Time Studies: Determining Commensurate Wages for Employees Paid Piece Rates and Employees Paid Hourly



NISH 2010 Training Programs for the Month of March

The NISH Academy for Leadership, Performance and Development is committed to delivering learning solutions that enhance the capabilities of nonprofit agencies (NPAs) affiliated with the AbilityOne Program. We also offer training opportunities to other members of the AbilityOne community.

Take advantage of one of the best professional development programs available. The 2010 training program focuses on core standards to help meet critical competency requirements. Our one-of-a-kind training resources are designed to give NPAs the tools needed to succeed in the AbilityOne Program; as well as other business environments.

Plus, check out these benefits!

- No registration fees
- Reduced hotel room rates
- Training Incentive (Voucher) Program to help AbilityOne NPAs offset a portion of travel costs

For More Information about these courses

Visit the training tab on www.nish.org or contact the NISH Training Department at (571) 226-4534 or (571) 226-4647. For Hotel information and/or lodging, please contact the hotel directly.

IMPORTANT

To be eligible to receive a Voucher Reimbursement form (goldenrod), Certificate of Completion, or to receive CEUs; participants must attend the entire training program from start to finish – **no exceptions.**

March Training Schedule

Introduction to Marketing

March 1, 2

Baltimore, MD

Purpose:

Successful organizations know how to market well. They identify their markets, find out what their markets want, and provide products and services to meet those needs. CRPs are no different. Through this course, participants will learn how to focus their organizations on marketing, how to identify and prioritize markets, how to develop better marketing materials and surveys, use focus groups, and improve customer service.

AUDIENCE: Executive, Managers, Supervisors, Marketing Staff

Hotel Information

Tremont Plaza Hotel
222 St. Paul Place Baltimore, MD 21202

Reservation (800) 873-6668

Tel (410) 727-2222 Fax (410) 685-4215

Room Rate \$129 Parking \$25

Reservation: Cut-Off-Date—February 1, 2010



No registration fees,
visit www.nishacademy.org
and register today!

AbilityOne

PROGRAM



TM

March Training Schedule

New! Registered Building Service Manager (RBSM) Certification Training and Examination

March 2, 3, 4 **Dallas, TX**

Purpose:

This workshop has been approved by the BSCAI (Building Service Contractors Association International), which certifies qualified individuals involved in AbilityOne custodial contracts. BSCAI, the nation's leader in custodial certification, has collaborated with NISH to provide this commercial-grade certification program.

An RBSM brochure with complete details is available at www.bscai.org or by phone request at (800) 368-3414 or by contacting Mickey Crowe at ccrowe@nish.org.

NOTE: Registrants may choose to audit the two-day workshop and take a basic written examination to receive a Certificate of Completion from NISH. Those who choose to audit will not receive a set of manuals, but will receive all handouts and can fully participate in the workshop.

AUDIENCE: Supervisors, Project Managers, Professionals with a minimum of one-year experience in the custodial field

Hotel Information

Hilton Dallas Lincoln Centre
5410 LBJ Freeway Dallas, TX 75240

Reservation (800) 245-3304

Tel (972) 934-8400 Fax (972) 701-5244

Room Rate \$99 Parking \$12

Reservation: Cut-Off-Date—February 8, 2010

Contact Center Services: Business Plan Preparation

March 2, 3 **Orlando, FL**

Purpose:

Planning is the key to an effective present and successful future. This course covers detailed planning issues such as; review and analysis of budget items, overall center operation, **S**trengths, **W**eaknesses, **O**pportunities, and **T**hreats (SWOT analysis), developing and implementing long-term objectives and short-term actions, and budgeting and pricing a specific project. To be the most beneficial, management staff considering attending should have attended and be familiar with the basic concepts of the contact center from previous NISH training programs. The last day includes a half-day site visit to an award-winning contact center.

AUDIENCE: Executives/CEOs, Project Managers, Middle Managers

Hotel Information

Royal Plaza
1905 Hotel Plaza Boulevard, Lake Buena Vista, FL 32830

Reservations: (800) 248-7890

Tel (407) 828-2828 Fax (407) 828-8046

Room Rate \$119 Parking \$8

Reservation: Cut-Off-Date—February 1, 2010

Training Incentive Voucher Program

The Training Incentive Voucher Program was implemented to help AbilityOne-producing CRPs offset a portion of travel costs to attend NISH Academy training. After attending the training event, eligible NIB-affiliated or NISH AbilityOne-producing CRPs should request a Voucher Reimbursement Form (goldenrod) from the course instructor.

NOTE: To be eligible to receive a Voucher Reimbursement form (goldenrod), Certificate of Completion, or to receive CEUs; participants must attend the entire training program from start to finish — **no exceptions**.

Submit requests for voucher reimbursement to your respective CNA agency (NIB or NISH).

NIB
Office Administrator
NIB Technical Center
13665 Lakefront Drive
Earth City, MO 63045

NISH
Attention: Accounting Department
8401 Old Courthouse Road
Vienna, VA 22182

March Training Schedule

Contact Center Services: Business Development

March 3, 4 **Orlando, FL**

Purpose:

Would you like to start marketing and selling your contact center, help desk, answering service, and switchboard services? This course is designed for sales, business development, and marketing directors to learn about building the teleservices business. This training session provides information on identifying types of teleservices projects, how and where to identify prospects for commercial business, and how projects are priced to the customer. Time will be spent on developing an "elevator pitch," how to create a unique message for your services, and how to approach prospects. Information will also be imparted on how the sales contract is structured and what to expect when closing the deal. Part of the day is also spent on building industry partnerships. This course begins with a site visit that is combined with the business planning course site visit.

AUDIENCE: Executives/CEOs, Project Managers, Middle Managers, Front-line Supervisors, AbilityOne/NISH Points of Contact, Marketing/Business Development Staff

Hotel Information

Royal Plaza
1905 Hotel Plaza Boulevard, Lake Buena Vista, FL 32830

Reservations: (800) 248-7890

Tel (407) 828-2828 Fax (407) 828-8046

Room Rate \$119 Parking \$8

Reservation: Cut-Off-Date—February 1, 2010

Reinventing PR3

March 3, 4 **Seattle, WA**

Purpose:

In February 2007, the Committee revised the new pricing methodology for service projects known as PR-3. This pricing system reflects the Committee's philosophy to mirror commercial market practices and provide more flexibility to contracting officers and CRPs. This workshop was designed and developed by NISH team members in partnership with federal government customers and CRP business partners.

AUDIENCE: CRPs performing an AbilityOne service contract, federal government staff who work on services under the AbilityOne Program

Hotel Information

Crowne Plaza
1113 6th Avenue, Seattle, WA 98101

Reservation (888) 233-9527

Tel (972) 934-8400 Fax (206) 223-3750

Room Rate \$129 Parking \$32

Reservation: Cut-Off-Date—February 9, 2010



No registration fees,
visit www.nishacademy.org
and register today!



March Training Schedule

AbilityOne Academy

March 9, 10, 11

Vienna, VA

Purpose:

This course provides an orientation for CRPs to the AbilityOne Program. Specifically, it is designed for CRPs new to the AbilityOne Program that are beginning their first federal contracts. This entry-level course provides an overview of requirements to successfully execute an AbilityOne contract. CRPs in the final development stages of their AbilityOne project and/or those just beginning their first contracts should plan to attend.

AUDIENCE: CRPs new to AbilityOne, those expanding their AbilityOne contracts, and those experiencing turnover of key personnel

Hotel Information

Crowne Plaza Tysons Corner (McLean)
1960 Chain Bridge Road, McLean, VA 22102

Reservation (888) 465-4329

Tel (703) 893-2100 Fax (703) 356-8218

Room Rate \$170 Parking Complimentary

Reservation: Cut-Off-Date—February 9, 2010

**Transportation will be provided from the hotel to the NISH National Office, 8401 Old Courthouse Road, Vienna, VA 22182*

Management from Focus to Execution

March 9, 10

Las Vegas, NV

Purpose:

Two Franklin-Covey programs, "The 7 Habits for Managers" and "Four Disciplines of Execution," have been blended into one customized two-day management course. The course is designed to help managers achieve sustained superior performance. Based on the 7 Habits principles that have shaped the thinking and actions of many of America's most successful leaders and companies, and incorporating the best thinking from Covey's latest book, *The 8th Habit*, the course provides a framework for managers to manage themselves and lead their teams more effectively. In addition to strengthening critical management and team building skills, the course highlights strategies that allow managers to unleash the potential of their employees. More specifically, a proven process to execute the organization's key goals, tasks and responsibilities is addressed. Several new tools are provided that help managers focus and execute what is "wildly important;" including building measures, translating goals into action, and a team accountability process for sustained superior performance

AUDIENCE: Senior and Middle Managers, Front-line Supervisors

Hotel Information

Hilton Garden Inn Las Vegas
7830 S. Las Vegas Boulevard, Las Vegas, NV 89123

Reservations: (800) 446-6677

Tel (702) 453-7830 Fax (702) 942-8458

Room Rate \$99 Parking Complimentary

Reservation: Cut-Off-Date—February 15, 2010

Training Incentive Voucher Program

The Training Incentive Voucher Program was implemented to help AbilityOne-producing CRPs offset a portion of travel costs to attend NISH Academy training. After attending the training event, eligible NIB-affiliated or NISH AbilityOne-producing CRPs should request a Voucher Reimbursement Form (goldenrod) from the course instructor.

NOTE: To be eligible to receive a Voucher Reimbursement form (goldenrod), Certificate of Completion, or to receive CEUs; participants must attend the entire training program from start to finish — **no exceptions**.

Submit requests for voucher reimbursement to your respective CNA agency (NIB or NISH).

NIB
Office Administrator
NIB Technical Center
13665 Lakefront Drive
Earth City, MO 63045

NISH
Attention: Accounting Department
8401 Old Courthouse Road
Vienna, VA 22182

March Training Schedule

Foundations of Quality

March 10, 11

Chicago, IL

Purpose:

In today's competitive environment, quality is an expected deliverable in customer contracts. Tolerance is dwindling for service errors and customer complaints; no longer can businesses afford the cost of redoing work or the potential loss of a contract due to marginal or nonexistent quality management systems. *Although, where do we begin or improve our current quality system? What are the common attributes for any quality system that can be expanded as our organization grows and improves?* This two-day workshop will provide a practical guide and building blocks to develop and strengthen your quality management system. We will use the requirements of ISO 9001 and the Baldrige to understand the common elements and tools used to build a foundation for quality. This includes a process to drive improvement, moving your organization to a new level of achievement.

AUDIENCE: Executives, Quality Managers

Hotel Information

Hyatt Regency Woodfield Schaumburg
1800 East Golf Road, Schaumburg, IL 60173

Reservation (800) 233-1234

Tel (847) 605-1234 Fax (847) 605-0328

Room Rate \$109 Parking Complimentary

Reservation: Cut-Off-Date—February 16, 2010

Floor Care Technician Certification

March 16, 17, 18

Orlando, FL

Purpose:

This course is designed to help you decide which time study method is appropriate for your contracts. Paying commensurate wages to employees with disabilities covered by a Special Minimum Wage Certificate is based on establishing accurate standards and conducting proper productivity measurements. Participants will review and discuss the Fair Labor Standards Act (FLSA) and Department of Labor (DOL) compliance issues as they relate to each time study method. This course gives equal time over two days to both commensurate wage systems. During training on Piece Rates, participants will gain hands-on experience in developing production standards and skills in using a stopwatch; during training on Hourly Rates, participants will learn to develop non-disabled standards and accurately measuring the productivity of employees who are disabled for the work to be performed.

AUDIENCE: Front-line Supervisors, Custodial Staff

** Transportation will be provided from the hotel to Goodwill Industries of Central Florida, 7531 S. Orange Blossom Trail, Orlando, FL 32809*

Hotel Information

Hampton Inn Florida Mall
8601 South Orange Blossom Trail, Orlando, FL 32809

Reservation (800) 426-7866

Tel (407) 859-4100 Fax (407) 240-4736

Room Rate \$79 Parking Complimentary

Reservation: Cut-Off-Date—February 18, 2010



No registration fees,
visit www.nishacademy.org
and register today!

AbilityOne

PROGRAM



TM

March Training Schedule

New! Commissary Project Management

March 23, 24, 25

San Antonio, TX

Purpose:

This workshop gives CRP attendees with commissary projects the opportunity to come together to share experiences, challenges and solutions and to leave with new ideas to implement in their own projects.

AUDIENCE: Executives, CRP Staff, Project Managers

Hotel Information

Omni San Antonio Hotel at the Colonnade
9821 Colonnade Boulevard, San Antonio, TX 78230

Reservation (800) 843-6664

Tel (210) 699-0073 Fax (210) 691-1128

Room Rate \$99 Parking Complimentary

Reservation: Cut-Off-Date—February 19, 2010

Time Studies: Determining Commensurate Wages for Employees Paid Piece Rates and Employees Paid Hourly

March 24, 25

Atlantic City, NJ

Purpose:

To decide which time study method is appropriate for your contracts. Paying commensurate wages to employees with disabilities covered by a Special Minimum Wage Certificate is based on establishing accurate standards and conducting proper productivity measurements. Participants will review and discuss the Fair Labor Standards Act (FLSA) and Department of Labor (DOL) compliance issues as they relate to each time study method. This course gives equal time over two days to both commensurate wage systems. During training on Piece Rates, participants will gain hands-on experience in developing production standards and skills in using a stopwatch, while hourly participants will be trained in developing non-disabled standards and accurately measuring the productivity of employees who are disabled for the work to be performed.

AUDIENCE: Executives, Managers, Front-line Supervisors, Human Resources and Payroll Personnel

Hotel Information

Trump Taj Mahal
1000 Boardwalk, Atlantic City, NJ 08401

Reservation (800) 825-8888

Tel: (609) 449-1000 Fax (609) 449-6818

Room Rate \$79 Parking \$5

Reservation: Cut-Off-Date—February 21, 2010

Training Incentive Voucher Program

The Training Incentive Voucher Program was implemented to help AbilityOne-producing CRPs offset a portion of travel costs to attend NISH Academy training. After attending the training event, eligible NIB-affiliated or NISH AbilityOne-producing CRPs should request a Voucher Reimbursement Form (goldenrod) from the course instructor.

NOTE: To be eligible to receive a Voucher Reimbursement form (goldenrod), Certificate of Completion, or to receive CEUs; participants must attend the entire training program from start to finish — **no exceptions**.

Submit requests for voucher reimbursement to your respective CNA agency (NIB or NISH).

NIB
Office Administrator
NIB Technical Center
13665 Lakefront Drive
Earth City, MO 63045

NISH
Attention: Accounting Department
8401 Old Courthouse Road
Vienna, VA 22182

March Classes

- Introduction to Marketing
- **New!** Registered Building Service Manager (RBSM) Certification Training and Examination
- Contact Center Services: Business Plan Preparation
- Contact Center Services: Business Development
- Reinventing PR3
- AbilityOne Academy
- Management From Focus to Execution
- Foundations of Quality
- Floor Care Technician Certification
- **New!** Commissary Project Management
- Time Studies: Determining Commensurate Wages for Employees Paid Piece Rates and Employees Paid Hourly

Register today at www.nishacademy.org



NON-PROFIT
US Postage
PAID
Alexandria VA
PERMIT No 1490

8401 Old Courthouse Road
Vienna, VA 22182



Visit www.nishacademy.org and register online. It is easier, faster and more convenient.

March, 2010

REGISTRATION FORM FOR FAX

Complete one form for each attendee and return by fax to the NISH Training Team at (703) 563-9169.

First Name						Last Name
Title						Name Badge
Company Name						
Affiliation (circle one)						
CRP (Producing)	CRP (Associated)	Federal (CA)	NISH Staff	NIB or NIB Agency	Other _____	
Mailing Address						
City		State		Zip		
Telephone			Fax			
E-mail						
If you have special needs, please describe.						

Complete one form for each attendee and return by fax to the NISH Training Team at 703-563-9169.

- | | |
|--|--|
| <input type="checkbox"/> Introduction to Marketing | <input type="checkbox"/> Management From Focus to Execution |
| <input type="checkbox"/> NEW! Registered Building Service Manager (RBSM) Certification Training and Examination | <input type="checkbox"/> Foundations of Quality |
| <input type="checkbox"/> Contact Center Services: Business Plan Preparation | <input type="checkbox"/> Floor Care Technician Certification |
| <input type="checkbox"/> Contact Center Services: Business Development | <input type="checkbox"/> NEW! Commissary Project Management |
| <input type="checkbox"/> Reinventing PR3 | <input type="checkbox"/> Time Studies: Determining Commensurate Wages for Employees Paid Piece Rates and Employees Paid Hourly |
| <input type="checkbox"/> AbilityOne Academy | |

Cancellation Policy

If you register for a course and cannot attend, contact the NISH Training Department at (571) 226-4534 or (571) 226-4547 to cancel your registration. NISH makes every effort to adhere to the published schedule; but reserves the right to make adjustments, cancel, or postpone training events in emergency-related situations or due to low enrollment. We will communicate cancellations as quickly as possible to all registrants via telephone, email and/or fax. NISH is not responsible for reimbursement of airline tickets and/or other accommodations if a program is cancelled.

Travel Information

When calling the hotel, mention you are attending the NISH Training Program to receive special rates if booking by the hotel reservation cut-off-date. Also please do not make travel arrangements prior to receiving your final attendance confirmation from the NISH Training Department.

IMPORTANT

NISH Academy training is available to AbilityOne associated nonprofit agencies. If your CRP status is not up-to-date, please contact your regional office immediately. NISH will not accept training registrations from CRPs who have not re-affiliated with NISH.

Photo Release

Your registration provides permission for your images, captured during regular activities and meetings of NISH Academy through video, photo and digital camera, to be used solely for NISH purposes and publications; and waive any rights of compensation or ownership. You hereby release NISH, its directors, officers, agents, employees, and customers from all claims on account of such use.

If you do not wish to grant permission for the photo release above, you understand that it is your responsibility to provide notice of that fact to NISH.