

Service in Action

Seminar Series

2007-2008

The Master of Public Administration and Executive Master of Nonprofit Leadership programs present the 2007-2008 Service in Action Seminar Series. This series provides nonprofit and public service professionals with continuing education opportunities and access to current trends. Leading voices and experts from a variety of disciplines will present the latest ideas and practices.

Register

Contact Danielle Potter at
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206-296-5440

Campus map

*All seminars are located in the
Student Center, room 160.*

educating leaders for a just and humane world

Friday, November 9, 2007

9:00 am-4:00 pm

Values-Based Leadership in Everyday Life

Bill Grace: Activist and Traveling Teacher

Busy schedules, challenging questions, and the demanding times in which we live call us to be our best selves.

- Develop an understanding of the principles and practices of ethical leadership and moral courage.
- Bring these principles to life in exciting and practical ways.
- Give yourself a renewed energy at the levels of heart, mind, and spirit.
- Explore your core values and the four sources of moral courage.

Friday, January 18, 2008

9:00 am-4:00 pm

Community Engagement in Leadership: Understanding the Community You Serve

Merica Whitehall: Assistant Director, Children's Literacy Project, Adjunct Professor, Seattle University

The goal of this seminar is to introduce nonprofit and arts leaders to the principles of community engagement as a means of increasing organization-wide efficacy in the delivery of mission-centered, customer-focused programs and services.

- Explore the role of community engagement in leadership.
- Gain awareness of methods and techniques that facilitate effective community engagement.
- Discuss how information gathering can be used to assess organizations' internal and external environments.
- Be introduced to useful tools and materials that will broaden awareness of community engagement strategies and how to incorporate these practices into organizational leadership.

Friday, February 22, 2008

9:00 am-4:00 pm

The Role of Community Leaders in Managing Conflict and Community Racial Tension

Walter Atkinson and P. Diane Schneider: Senior Conciliation Specialists, U.S. Department of Justice, Community Relations Service, Southeast Region IV and Northwest Region X

This seminar is designed to provide useful techniques aimed at building healthy and inclusive communities. This presentation will provide an introductory overview of managing cultural diversity and conflict within communities and public agencies.

- Participants will explore the roles that community leaders, municipalities, and the media play in preventing and/or resolving racial conflict.
- Describe the response sequence in addressing conflict (conflict cycle).
- Explain how a single conflict incident can transform into a larger public controversy.
- Identify key issues related to providing a conflict management response.
- Design a basic community assessment process.

Friday, April 18, 2008

9:00 am-4:00 pm

Strategic Performance Measurement for Public and Nonprofit Organizations

Yvonne Harrison: MNPL and MPA Assistant Professor, Seattle University

In the information age, it is more important than ever that organizations are able to demonstrate that they have a positive impact and have the capacity to improve.

- Cover strategic performance measurement and evaluation, including Kaplan and Norton's Balanced Score Card (BSC).
- Leave with a practical tool for conceptualizing performance along different dimensions (e.g. customer service, financial, internal operations or business process).
- Develop a set of performance measures and an evaluation process.

Friday, May 16, 2008

9:00 am-4:00 pm

Storytelling for Effective Advocacy

Michael Shadow: President, Shadow and Associates

Narrative and storytelling play pivotal roles in advocating policy, changing attitudes, defending budgets, explaining decisions, and increasing donations.

- Learn how narrative works in public and nonprofit agencies.
- Obtain the qualities of a good narrative.
- Discuss the process for discovering your story.
- Discover how to script a story that unites ideas with emotions.

Friday, June 6, 2008

9:00 am-4:00 pm

Extreme Makeover: Nonprofit Edition! Turning Around the Troubled Nonprofit

Jan Glick: President, Jan Glick and Associates

Leading organizations through change under the most optimal of conditions can be challenging, especially when the organization faces extreme issues. Achieving organizational health can be daunting!

- Explore the myriad of challenges organizations face when dealing with a need for extreme, transformational change.
- Apply concrete case material from successful and unsuccessful turnaround interventions from across the U.S.
- Explore situations where the non-profit faced “life-threatening” challenges; apply some of the best theoretical change models.
- Obtain hands-on experience, practical tools and techniques for successfully approaching such predicaments.
- Leave the session with “how to” handouts, references, and the experience of having analyzed real non-profit business challenges in detail with the instructor and colleagues.