

NACBA CERTIFICATION SEMINAR

Curriculum for Seminars 1a & 1b

Seminar 1a

Theology of Stewardship

- Biblical Basis
- Stewardship Promotions and Follow-Up
- Stewardship Education, Opportunities and Professional Boundaries
- Planned Giving

Information Management

- Office Technology (e-mail, voice mail, copiers, equipment)
- Overview of Computer Systems (hardware, software, e-mail, Internet, links)
- Training & Resources & Policies of Use of Technology
- Backup and security of data
- Network Administration
- Acquisitions (leasing vs. purchasing)
- Web Development & Social Media & Digital Communication

Property Management

- Property Risk Management
- Custodial Management (purchasing & supplies)
- Maintenance
- Space Utilization
- Energy Conservation & LEED Certification & Green Resourcing
- Security & Safety
- Insurance
- New Construction and Renovation
- Operational Cost Analysis
- Grounds and Parking
- Vehicles
- Bidding & Contracts
- Outsourcing

Communication and Marketing

- Public Relations
- Crisis Management
- Communication – internal and external
- Different Practices of Marketing
- Use of Digital Communication
- Evaluation of Effectiveness

Seminar 1b

Topics

Personnel Management

- Employment Law and Risk Management
- Definition of Roles & Duties
- Supervision
- Search, Interview, Hire, Evaluate, Performance Reviews
- Background Checks - Physical Drug Test
- Termination
- Compensation & Benefits
- Personnel Policies & Procedures
- Misconduct Issues
- Contractual Agreements for Employment
- Workers' Compensation
- Employee Safety (i.e. OSHA)
- Unemployment Compensation

Staff Development

- Team Building/Development - Mission
- Improving Staff Performance
- Paid and Volunteer Staff
- Interpersonal Relations
- Communication, Conflict Management
- Supervisory Development
- Accountability
- Decision Making
- Coaching

Office Management

- Supplies & Purchasing
- Efficiency – Workflow
- Hospitality (telephone, etiquette, reception)
- Security Issues
- Professionalism (confidentiality, image)
- Record Retention
- Postal Regulations

Congregational Leadership

- Working within Organizational Structures (boards, councils, committees, teams, task force, etc.)
- Discernment & Development of Gifts & Talents (gift discovery, interview, training, supervision)
- Volunteer/Servant Leader recruitment, screening and management
- Principles of Effective Meetings