NCDA Leadership Institute
Course #1: Teambuilding for Community Development Professionals
June 9-10, 2025
Salt Lake City, Utah

Training Venue Location

Little America Hotel
500 Main Street
Salt Lake City, UT 84101

Course Overview

Join us for NCDA's Leadership Institute, a four-course interactive training for new and experienced supervisors and managers in the community development field. Courses include: 1) Team Building, 2) Management, 3) Leadership, and 4) Communication.

This first course in the series is in-person and provides a hands-on, interactive approach to building a strong team. Course content is designed with specific examples directly applicable to managing CDBG and HOME programs. Peer-to-peer networking will be invaluable as participants work through issues related to the following learning objectives (see course agenda on the following page):

1. Develop strategies to establish conditions conducive to a high-functioning team.
2. Demonstrate techniques for building and restoring trust within the team dynamic.
3. Apply effective methods for managing and resolving conflicts in the workplace.
4. Foster an environment that nurtures team innovation and encourages creative thinking.
5. Implement strategies to improve communication skills and enhance overall communication within the team.
6. Cultivate collaborative practices to strengthen teamwork and achieve common goals.
7. Empower team members with the necessary resources and support to excel in their roles.
8. Embrace ongoing learning and adaptability as essential components of team development and success.

Melissa Pond and Sheryl Kenny are the course instructors. Melissa has over 15 years of experience in Community Development, most recently with the City of Quincy, Massachusetts. An entrepreneur, seasoned consultant, and educator, she holds a master's degree from Northeastern University. Sheryl Kenny has over 30 years of experience in community development in Tarrant County and the City of Arlington, Texas. She is

an experienced NCDA trainer and former president of NCDA, and she holds a master's degree from Cornell University.

A course agenda is attached. The Early Course fee is $475 for members and $575 for non-members. Early Registration is available through April 4, 2025. In order to ensure a spot in the class, please register online at http://www.ncdaonline.org/cdbg.asp.   If your community is sending more than one person to this training, please register each person on the same registration screen. If your organization registers four or more participants on the same screen, a 15% discount will be automatically applied. Please contact NCDA Staff with any questions.

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REGISTRATION INFORMATION

REGISTRATION/PAYMENT

Register online at http://www.ncdaonline.org/cdbg.asp. During the registration process, you will have the option to pay by credit card or to receive an invoice. If someone else is registering for you, please have them include **your email address,** in the email box on the registration form. They may include their address in the Billing Section of the form.

Confirmation: You should receive a **confirmation message** from "National Community Development Association" immediately after the registration process. *If you do not receive this confirmation it means your registration did not complete and you are not registered.* Make sure that you go to the bottom of the form, enter the code listed, and hit "Submit." If it still doesn't work, please contact Heather at hjohnson@ncdaonline.org.

Registration
NCDA Member Cities/Counties: $500/person   Non-Member Cities/Counties: $600/person

Cancellation Deadline: (May 16, 2025)

All cancellations must be made by [emailing NCDA Staff](mailto:).

- Cancelations made through April 30 will be refunded 100%
- Cancelations made May 1 - May 16 will be refunded 50%
- Cancelations made after May 16 will not be refunded.
- No-shows will be charged 100% of the registration fee.
- You may substitute another person for a paid registration at any time up to the Friday before the conference without additional charge by [emailing NCDA Staff](mailto:).

Payment Deadline: (June 6, 2025)
Payment **must** be received before the class date for admittance to class. During the registration process, you will have the option to pay by credit card or to receive an invoice.

- Payment by check is due *no later than* two weeks before the class begins
- Payment not received by two weeks before the class begins must be made via credit card, contact Michael Lightfield at michael@ncdaonline.org for assistance
- Payment for registrations made during the late registration period are to be made via credit card only

TRAVEL ARRANGEMENTS: Please <u>do not</u> make non-refundable travel arrangements until you receive email confirmation that registration numbers have reached the minimum required number to hold class.

Hotel and air transportation information provided by the host community.

TRAINING SITE: The training will be held at <u>Little America Hotel, 500 Main Street, Salt Lake City, UT 84101.</u> Please arrive in the training room 15 minutes early on the first day of the training for registration purposes.

HOTEL
NCDA's Annual Meeting will take place at the Little America Hotel in Salt Lake City, UT
The training will take place on Monday& Tuesday, before the Annual Meeting begins on Wednesday.

Members can book their rooms directly with the hotel at the link below. The nightly rate is $189 for a Garden Room and $239 for a Tower Room (where the meetings are held) plus 16.32% tax. The destination fee is waived. Attendees will provide a credit card at the time of booking which will guarantee the reservation. The reservation comes with a 24 hour cancellation period from the time of arrival. If you cancel after the 24 hour period, you will be responsible to pay one night's rate plus tax. The room block will be available till May 23 unless we sell out before that date. The hotel will extend the rate 3 days before and after the conference. You can contact our reservation department by calling 800-437-5288.

https://reservations.travelclick.com/4650?groupID=4363218<https://reservations.travelclick.com/4650?groupID=4363218>

AIRPORT TRANSPORTATION
Salt Lake City International Airport is minutes away from the conference hotel. The airport is served by a wide variety of airlines, and there are many ground transportation options, including plentiful taxis, ride shares, and shuttles. Find more information here: https://slcairport.com/

GROUND TRANSPORTATION
Ground transportation options include hotel shuttles (check with hotel to determine service), taxis, ride shares, and rental cars. Additional information can be found on the airport website at https://slcairport.com/ .

DRESS - *Business casual*

QUESTIONS? Please contact Heather Johnson at hjohnson@ncdaonline.org with any questions concerning the class registration, schedule, or content. Contact Michael Lightfield, NCDA's controller at michael@ncdaonline.org with questions about billing and payment.

AGENDA

Team Building for Community Development Professionals

DAY ONE: 8:30 a.m. - 4:30 p.m.

Note: Agenda details subject to change based on feedback from 2024 course.

Introductions and Team Exercise
1. Foundations of a Successful Team
    a. Hiring a diverse and talented team
    b. Onboarding strategies
    c. Setting team vision and goals
    d. Avoiding pitfalls that lead to dysfunctional teams
    e. Building a positive team culture

2. How to Build and Restore Trust
    a. Wheel of Trust framework
    b. Foundations of trust
    c. Actions that break trust
    d. Steps to restore trust
    e. Review resources and research

Lunch on your own

3. Managing and Resolving Conflicts in the Workplace
    a. Causes and results of conflict
    b. Effective responses -competitive vs cooperative approach
    c. Conflict resolution models
    d. Team exercise
    e. Shared experiences from CD Professionals

4. Team Innovation and Creativity
    a. Examples and benefits of team innovation
    b. Strategies to boost creativity
    c. Brainwriting exercise
    d. Using the "Yes, and…" approach
    e. Shared wisdom from CD Professionals

Review of Day 1 and Team Warm-up Activity
1. Communication Skills for Strong Teams
    a. Understanding types of communication
    b. Practical communication tools
    c. Active listening and follow-through
    d. Inclusive brainstorming exercise
    e. Review of tools to use with different types of teams

2. Team Collaboration and Achievement
    a. The hedgehog and flywheel concepts in community development
    b. The Consolidated Plan as north star/road map
    c. Celebrating team success
    d. Ideas from CD Leaders
    e. Review of Resources and Research

Lunch on Your Own

3. Empowering Team Members
    a. Five essentials of workplace well-being
    b. Employee engagement model (from Gallup Organization)
    c. How leaders influence employee engagement
    d. 12 key questions to ask your team
    e. Review takeaways and action steps

4. Ongoing Learning and Adaptation
    a. Characteristics of teams that thrive
    b. Instituting ongoing development opportunities
    c. Taking your team to the next level
    d. Preparing for the next big change
    e. Review of resources and research

Time for Q&A
Test Your Knowledge: Team Building Quiz
Course Survey