

NACBA CERTIFICATION SEMINAR

Curriculum for Seminars 1a & 1b

Seminar 1a

Property Management

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

Theology of Stewardship

- Stewardship Promotions and Follow-Up
- Biblical Basis
- Stewardship Education
- Planned Giving

Information Management

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

Communication and Marketing

- Public Relations
- Crisis Management
- Communication – internal and external
- Marketing

Seminar 1b

Topics

Personnel Management

- Employment Law and Risk Management
- ADA - Family Medical Leave
- Definition of Roles & Duties
- Supervision – Performance Reviews
- Search, Interview, Hire, Evaluate
- Background Checks - Physical Drug Test
- Termination
- Compensation & Benefits – Recognition
- Personnel Policies & Procedures
- Sexual Harassment
- Contractual Agreements for Employment
- Workers' Compensation
- OSHA
- Unemployment Compensation

Office Management

- Supplies & Purchasing
- Efficiency – Workflow
- Hospitality (telephone, etiquette, reception)
- Safety & Security of Personnel
- Professionalism (confidentiality, image)
- Record Retention

Staff Development

- Team Building/Development - Mission
- Improving Staff Performance – System Theory
- Paid and Unpaid Staff
- Interpersonal Relations
- Communication, Conflict Management
- Supervisory Development
- Accountability

Congregational Leadership

- Organizational Structure
 - (committee, ministry team, task force, boards, councils, etc.)
- Discernment & Development of Gifts & Talents
 - (gift discovery, interview, training, supervision)
- Principle of Effective Meetings
- Volunteer/Servant Leader recruitment,
 - screening and management