

Essentials of NGO Management (five days)

How to manage and lead an NGO

Course overview

The provision of quality services to beneficiaries is the foundation stone for a successful NGO. Competition among NGOs in the delivery of services and in the acquisition of donor funding is rising. To achieve success, NGOs have to continually improve and professionalize their work, which puts more and more demands on the management and leadership of an organization.

This comprehensive five-day course "Essentials of NGO Management" provides you with core knowledge, practical skills and tools to manage and lead effectively a non-profit organization. In this course, you first discuss perspectives and challenges of sustainable development and main criteria of donor agencies. You then learn how projects are developed and managed. Strategic planning starts with an assessment of where your organization is now and how you may review and adapt the organizational and management structure of an organization to achieve its objectives. You learn how to design a development plan for the NGO and how to prepare an annual plan and plan of action.

Participants will learn about the dynamics of communication and team building, successful negotiations and conflict resolution. Special attention is given to the participants' behavioural competencies in managing and leading a NGO. Solid governance and a well-functioning board are crucial for the sustainability of the organization. You learn how to develop a sound human resources policy and how to put it into practice - management is, in the end, "the art of getting things done through people" (Mary Parker Follet).

Participants can select a topic of their choice among the subjects of the course to develop an individual project for their organization or for their own use. Such projects can be discussed in working groups and with the trainer to develop and complete your project.

Who should attend

The course will benefit in particular:

- Executive directors
- Directors and department heads of NGOs
- Project and programme managers
- Team leaders
- Founders and board members of NGOs
- Consultants who carry out assignments for NGOs.

Learning objectives: How you and your organisation will benefit

On this course, participants will be able to:

- Understand the role and challenges of the NGO vis-à-vis the development concerns of the community
- Become familiar with the project development cycle for NGOs
- Describe the different criteria of donor agencies in supporting a project
- Formulate and carry out a self-assessment of an NGO
- Learn how to define the vision, mission and goals of an NGO
- Formulate an organizational strategy, an annual plan, a budget, a finance plan and a plan of action
- Enhance team building processes
- Learn how to negotiate successfully and how to resolve conflicts

- Improve communication and reporting skills
- Gain insight into networking and partnership approaches
- Distinguish between leadership and management
- Foster behavioural competencies to manage and lead an NGO
- Gain insight into governance and board development
- Learn how to develop a successful human resources policy.

Course programme

Day 1	Development Perspectives <ul style="list-style-type: none"> • Sustainable development: concepts and perspectives • Fundraising, relations with donors and donors criteria for funding • Project development cycle
Day 2	Strategic Management Planning <ul style="list-style-type: none"> • Strategic planning 1: Where are you now? Self-assessment • Strategic planning 2: Where do you want to go? Vision-mission-goals • Strategic planning 3: How do you get there? Planning, budgeting and financing
Day 3	<ul style="list-style-type: none"> • Strategic planning 3 (continued): Budgeting and financing, plan of action • Organizational Culture • Communication and reporting basics • Team building
Day 4	<ul style="list-style-type: none"> • Leadership and management • Relationships and partnerships with beneficiaries, clients, partners • Negotiations • Conflict resolution
Day 5	Governance <ul style="list-style-type: none"> • Governance and board development • Human resources policy, staffing, salaries, organisation chart • Monitoring and assessment of organizational results

Individual consultations

Participants obtain an individual consultation from the trainer during or after the course on how to further develop a project of your own, or on another subject of their choice.

Course venue

Check the course dates at the NMS website for the updated list of courses. If there is no course in your country yet, your and your organisation can bring courses on NGO management directly to NGOs in your country rapidly and easily. For information about the partnership approach, the benefits for partner organisations and the three simple steps which are necessary to organize the first training course for NGOs in your community, please refer to the NMS website.